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WELCOME HOME, UCF KNIGHTS!

Living in a UCF residence hall or apartment gives you the opportunity to get involved in a community and enjoy many exciting experiences. 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 residents with safe, engaging housing communities that foster student success through innovative living and learning opportunities.

Vision
The Department of Housing and Residence Life will be the premier experience for residents to live, learn, and become tomorrow’s citizens. 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.
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.

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. 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):
Community meetings serve the purpose of disseminating important information to residents regarding safety, security, and community living standards/processes. Attendance is strongly encouraged to ensure that all residents are equipped with the necessary knowledge to be successful. 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.
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, and understand how to contact the community office staff. We recommend you familiarize yourself with the office location and its processes.


Please contact Northview Office to inquire about obtaining a parking pass. Improper parking at Northview is subject to a $30 fine.

Responsibility for Reporting:
As an active community member, you are expected to report any damages to any 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.

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.

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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.

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Hello Knights!

My name is Dr. Arian Bryant and I serve as the Director of Housing and Residence Life here at the University of Central Florida. I am excited that you all chose to come to UCF for your higher education journey, and even more excited that you chose to live with us for this school year. Living on campus is an experience that cannot be replicated; You may build lifelong relationships with those in your community, you will be in close proximity to campus resources, and have access to our staff 24/7 to ensure your comfort and security in our residence halls. The two Associate Directors and I work hard behind the scenes to provide leadership to our Residence Life team that supports you everyday as well as continue to develop our Residential Life program here at UCF. Below are the people you will interact with the most and they all work very hard to ensure you have the best experience possible while living with us. Again, thank you and welcome to UCF, Go Knights and Charge On!

Graduate Coordinator, Residence Life and Education
The Graduate Assistant is a live-in position designed for a Bachelor’s level professional enrolled full-time in a graduate-level program at UCF. GA’s supervise student staff, support community development, serve in crisis response rotation, and assist in facilities management. The Graduate Assistant’s primary responsibility is to assist the Coordinator in community development and administration of all residence life activities, programs, and operations.

Resident Assistant (RA)
The role of the Resident Assistant is to be a community facilitator for the students living on campus at UCF. RAs do this by answering questions about housing or the University, spending time getting to know students and their interests, and by offering planned activities and events that are both fun and educational. The RA has information to help solve housing problems, providing resources available to students, and has experience with the UCF academic system. The RAs are also responsible for administering and enforcing housing and university policies.

Office Assistant (OA)
The Office Assistant works at the front desk in each community and assists with day-to-day operations. OAs answer phones, handle lockouts, submit work orders, schedule appointments, speak with guests, and answer questions.

Office Support Assistant (OSA)
The OSA is a full time professional staff member who oversees the desks of the residence halls. The OSA answers phones, handle lockouts, submit work orders and incident reports, and can answer general questions about the residence halls.

Coordinator, Residence Life and Education
Our team is made of 6 Assistant Directors who assists with the day-to-day management and oversight of the residential communities under the direction of the Associate Directors. The Assistant Directors are responsible for community oversight and supervision of professional and paraprofessional community staff. This role also assists with the execution of residence life operations, assessment, student conduct, staff recruitment, selection, training, and development, student leadership and academic & social engagement. The DHRL Staff Directory is available at https://www.housing.ucf.edu/staff-directory/.
At UCF, student success and well-being is everyone’s responsibility and the number one priority of UCF’s strategic plan, Unleashing Potential. BEAM provides a framework to transform student aspirations into achievements and empower every student to thrive through Belonging, Engaging, Achieving and Meaning (BEAM). BEAM encourages students to explore opportunities to connect intentionally, actively, and meaningfully with others, both inside and outside of the classroom; discover and utilize campus resources to support them on their journey to success; and develop, nurture, deploy, and hone passions and interests to catapult their career preparation and success into the future. Through our dynamic community of dedicated and supportive lifelong learners and scholars, students do not just succeed at UCF – they BEAM! - https://www.sdes.ucf.edu/beam/

The Residential Engagement Model encompasses four key competencies to which each Residential Adviser program will consist of throughout the year. The Residential Education competencies include:

- Belonging
- Engaging
- Achieving
- Meaning

Each Resident Assistant will plan and implement at least four different programs per semester incorporating a competency. Please note: Belonging will be required each semester and RAs can pick which other two they would like to plan for both the fall and spring. RAs will be responsible for incorporating all 4 of the competencies into their programming by the end of the spring semester.

Resident Assistants (RAs) are responsible for promoting residential students’ personal success, interpersonal competence, and intellectual fulfillment by facilitating the strategies and competencies included in the Residential Engagement Model. RAs are also responsible for developing welcoming living communities that foster varied learning within their floor/community. A welcoming living community is one in which all members feel accepted, valued, and respected, and where members can engage and learn from each other across their different experiences. This will be accomplished via a multi-faceted approach, incorporating these competencies into passive, active, and interactive engagements. These include, but are not limited to, Bulletin Boards and presence in the community (passive), educational and social programs and events (active), and Knight to Knight Conversations and Meetings (interactive).
Join our team! Our department has a range of opportunities to get residents involved and connected on campus. Visit your community office to learn more.

Residence Hall Association and Area Council
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 the UCF Downtown Campus, 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/RHUCF.

Area Council is intended to be the representative voice of the students living in an assigned housing area. Area Council is a subset of the Residence Hall Association (RHA) and will follow all guidelines as outlined in the RHA Constitution and RHA Policy Book. RHA strives to provide a living experience that complements their academic experiences through programming, leadership opportunities, and advocacy. Each Area Council is advised by the Coordinator of Residence Life of Education/Graduate Student Employment and Housing and Residence Life.

Resident Move-In Checklist Upon Arrival
- Review shuttle routes and schedules.
- Ask office or residential staff for the time and location of classes and plan accordingly.
- Check UCF maps and bus schedules to identify the location of classes and plan accordingly.
- Add emergency contact and missing person contact ASAP. UCF students add to your myUCF.
- Ask our staff about any questions you have.

Equipment Rental
We encourage arriving students and families to bring their own moving equipment (e.g., hand trucks). Some equipment will be available for use on move-in day. Failure to return the equipment, or returning broken equipment will result in a student account charge of $250.00 or more.

Resident Move-Out Checklist
- Residents that are checking out complete the following before departure:
  - Remove all belongings and trash from the assigned space and community areas (e.g., kitchens and living rooms).
  - Schedule check-out meeting with the community office after ALL belongings and trash have been removed from the assigned space and community areas.
  - Return your bedroom key and mail key.
- Complete an inventory on your room/suite/apartment.
- Remove all belongings and trash from the assigned space and community areas (e.g., kitchens and living rooms).
- Schedule check-out meeting with the community office after ALL belongings and trash have been removed from the assigned space and community areas.
- Return your bedroom key and mail key.
Donations
Upon check-out, many residents find they no longer are in need of items and look for opportunities to donate gently used appliances and clothing to those in need.

Abandoned Items
Housing and Residence Life is not responsible for abandoned or lost items after a resident has vacated their assignment. In some cases, DHRL will collect and pack items and store for no longer than 30 days. Items that are not retrieved after 30 days will be discarded or donated.

Donation items include:
• Clothing
• Non-Perishable foods
• Household items:
  » Small appliances
  » Office supplies
  » Kitchen utensils
  » Cookware
  » Games
  » Bedding

Students may donate to the KnightsPantry by contacting: https://studentunion.ucf.edu/knights-pantry/

For larger items, please notify Housekeeping & Recycling Services for removal. 407-823-6099

The safety of our students is a top priority. The University prides itself in creating a community that is welcoming and secure. Staff is available 24 hours a day to assist residents with any concerns that may arise.

Health, Safety and Accessibility

We have taken steps to provide you with a safe and secure place to live on campus. We call upon all members of our community, including you, to help keep our home safe and secure. By following a few common-sense precautions to safety, the residence halls and apartments will remain, as they are, a safe place for everyone to live. If one resident chooses to prop a door or forgets to close it, they are leaving the rest of the hall exposed to dangers.

An effective residence hall security program depends on:
• Cooperation from all community members.
• An alert community.
• Staff supervision.
• University Police assistance and response.

As an active UCF community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF or Orlando Police Department(s). 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. If you have a concern regarding retaliation, please contact your community office to discuss this matter.

Safety features include but are not limited to:
• Desks that are staffed throughout the day and evening.
• Strategically placed video cameras.
• State of the art Fire and Life Safety Equipment
• Scheduled rounds conducted by staff after hours, on weekends, and during university holidays
• 24 Hour Staff Access and Assistance
• Visitation and Guest Policy

Here are some additional safety tips:
• Never walk alone at night, and do not let friends walk alone.
• Avoid dimly lit or unlit areas on campus.
• Never prop open outside doors of your residence hall.
• Report unescorted or un-familiar persons to the staff immediately.
• Be familiar with the blue light emergency phones on campus and use them.
• Call 911 for any emergency situation.
• Always lock the door and secure your valuables when entering and/or exiting your apartment or vehicle.
• Inform UCFPD for any safety or life-threatening situations.
• Report anything out of the ordinary to your community office. “See Something, Say Something.”

HEALTH, SAFETY AND ACCESSIBILITY
University of Central Florida Police Department

Established in 1973, the UCF Police Department currently employs approximately 75 sworn law enforcement officers, serving over 67,000 students, 11,000 employees and thousands of visitors every year. UCFPD will work closely with the Orlando Police Department and Fire Safety to provide the highest level of service to the UCF Community.

For non-emergencies call: (407) 823-5555
For emergencies call: 911

Fire Safety
All residents are expected to abide by state and federal fire safety laws. Residents and their guests found to have violated laws will be subject to criminal prosecution and immediate removal from all university housing. Residents are responsible for the guest behavior and may incur student conduct charges or fees associated with their guest(s) behavior.

Cooking and Safety
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. Turn 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 False Alarm.
5. Smoke-Free Campus

In recognition of the health risks caused by smoking, the University of Central Florida provides a smoke-free environment for its faculty, staff, students, and visitors. Our smoke-free policy promotes the health and comfort of the university community and our guests. This includes medicinal products.

COMMUNITY LIVING GUIDE REGULATIONS

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.

Residents who are found in violation of community standards or university policy may be subject to educational or punitive sanctioning, as well as, the administrative cancellation of their housing contract.

DHRL has the right to change or add policies throughout the academic year.

1. Alcohol
   A. The 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 alcohol, regardless of age, in a shared space with individuals under the age of 21 is prohibited.

E. Possession of common source alcohol containers (e.g., kegs, party balloons) is prohibited.
F. Possession or display of alcoholic paraphernalia (e.g., alcohol containers, beer funnels, beer bongs, beer pong tables) is prohibited.

G. Residents of legal drinking age are prohibited from consuming alcohol in the presence of individuals under the age of 21.

H. Possession of alcohol, regardless of age, in a shared space where individuals under the age of 21 are present is prohibited.

I. Possession of alcohol related paraphernalia (empty containers, beer pong table, etc.) or games that are specifically designed for alcohol consumption in any University operated facility unless approved by a university official acting within the line and scope of their duties.

Housing Staff/University Officials will ask individuals who violate the above policies to dispose of these items. Students present in a room, suite, apartment, or general vicinity that contains alcohol may be found in violation of the aforementioned policy.

2. Animals & Pets
   A. All animals, with the exception of fish, are prohibited in UCF residential communities.
   B. All aggressive and poisonous fish are prohibited.
   C. Each Resident may have ONE fish tank under 10 gallons.
   D. Feeding, touching, harassing, injuring, or killing any wildlife on campus is prohibited.

Cleaning and damage fees will be added after space is reviewed by Housing/Operations staff.

Cleaning and damage fees will be added after space is reviewed by Housing/Operations staff.
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 your respective 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. Failure to comply with pet policy and guidelines will result in the administrative cancellation of your housing contract and a referral to the Community Living Guide Process. Residence Life Staff are authorized to enter spaces to verify the presence or removal of an unauthorized animal.

3. Beds
Residents may not raise, loft, or alter beds by any method (e.g., concrete blocks, bed risers, platforms). Communities with Twin XL beds may be adjusted by placing a work order. Northview does not have an adjustable bed.

4. Bicycles
A. Any leased, owned, rented, or borrowed bicycles are prohibited from being stored within UCF residential communities.
B. Rented, leased, borrowed, or owned bicycles are prohibited from being locked to anything other than the university approved bicycle racks. UCF Police or authorized personnel may remove bikes that are locked to anything other than the approved bicycle racks. You can register your bicycle at https://police.ucf.edu/property-registration.

5. Computer Usage
A. All personal wireless connections (e.g., routers, tethering, splitters) are prohibited in residential communities. Residents should be mindful of the wattage for their gaming and computer systems inside of the residence halls.

6. Community Disruption
A. Noise that interferes with the study or sleep of others is prohibited. 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 disruptive to those around. This may become noises when too strong as e.g., cigarette, marijuana, cigar or pipe, perfume, air freshener or large amounts of dirty laundry etc.
B. Removal, damage, or tampering of Residence Hall resources. (i.e., bulletin boards, door decorations, fliers, etc.)

7. 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. Marijuana that is prescribed for medical use is not allowed in UCF owned, managed, or affiliated residence halls.
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 drug paraphernalia, including empty cannabis containers, bongs, syringes, pipes, scales, grinders, inhalant or vape pens, rolling papers, etc. is prohibited.
E. No person may be in the presence of illegal drugs, controlled substances, and/or any natural or synthetic compounds, or drug paraphernalia.

Alleged drug violations are subject to the full extent of law enforcement, student conduct, 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.

8. Disruptive Conduct
Behavior that adversely impacts the daily operations of residents or residents 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 https://scai.sdes.ucf.edu/student-rules-of-conduct/

9. Electrical & Appliances
A. All induction cooking devices are prohibited in residence hall rooms.
B. LED lights are allowed on a timer. LED Strip Lights are not permitted with adhesive backs.
C. The possession of drug paraphernalia, including empty cannabis containers, bongs, syringes, pipes, scales, grinders, inhalant or vape pens, rolling papers, etc. is prohibited.
D. All non-prescription drugs taken outside of their intended use, as identified on the packaging or as directed are prohibited.
E. No person may be in the presence of illegal drugs, controlled substances, and/or any natural or synthetic compounds, or drug paraphernalia.

Alleged drug violations are subject to the full extent of law enforcement, student conduct, 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.

For more information, consult Section 10 in the Code of Conduct - https://scai.sdes.ucf.edu/student-rules-of-conduct/
other damage, and the electrical load on strip must be less than 20 amps. Residents must use grounded three-prong extension cords and/or surge protectors and may not have extension cords placed under carpet or furniture. For more information, see “Fire Safety.”

String lights are permitted, they may be around windows. They may not be near anything flammable, in the doorway, or attached to anything electrical.

10. Failure to Comply
Non-compliance with written or verbal instructions from Residential Life Staff or University Officials is prohibited.

11. Failure to Report
Failure to report violation(s) of the Community Living Guide or University policies to university officials is prohibited. Failure to report violation(s) includes students present within or around residential communities when a violation(s) occurs. Additionally, students may be found responsible for the corresponding violation(s).

12. Fire Safety
Without authorization by University or emergency response officials during a fire alarm or drill is prohibited.

A. Starting a fire, activating a room, building, or fire alarm without due cause, negligence while cooking food, or falsely reporting a fire to University or emergency personnel.

B. Tampering with, destroying, damaging, or misusing emergency or safety equipment (e.g., smoke/heat detectors, fire extinguishers, or sprinkler heads) is prohibited.

C. Affixing any items to the ceiling that can cause a fire, interfere with the fire suppression system, or act as an accelerant is prohibited (posters, string lights, tapestries, etc).

D. Possession of, storing, manufacturing, distributing, or using all explosives, firebombs, destructive devices, flammable liquids, open flame sources (e.g., candles, incense), live cut trees, or hazardous substances is prohibited.

E. Possession or use of space heaters in residential communities is prohibited.

F. Splicing into or altering the electrical wiring in residential communities is prohibited.

G. Failure to monitor cooking, prevent food from burning, or take precautionary steps while cooking (e.g., turning on vents, opening windows) is prohibited.

H. Blocking the egress of balconies, hallways, stairwells, and doors is prohibited.

I. Wall decorations covering more than twenty percent of each individual wall is prohibited.

J. Curtains used in hallways, windows, or as partitions are prohibited.

K. Fishing is prohibited in residential communities and any designated outdoor containers is prohibited.

13. Gambling
Gambling is prohibited in all UCF residential communities.

14. Games & Sports
A. Physical recreational activities in residential communities are prohibited, i.e., riding scooters, soccer, football, skateboarding, rollerblading, and basketball.

B. Outdoor activities that threaten campus property (e.g., windows, doors, vehicles, and pedestrians) are prohibited.

C. Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited.

14. Games & Sports
A. Physical recreational activities in residential communities are prohibited, i.e., riding scooters, soccer, football, skateboarding, rollerblading, and basketball.

B. Outdoor activities that threaten campus property (e.g., windows, doors, vehicles, and pedestrians) are prohibited.

C. Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited.

15. Hazing
Hazing is prohibited within all UCF residence halls.

16. Harmful Behavior
Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited.

17. Housekeeping
Failure to maintain a clean and healthy residential space is prohibited.

A. Remove all trash from apartment on a weekly basis and take to outside dumpster.

B. Store open food properly; store items such as open snacks (i.e., chips, cereal) and other food items in plastic containers.

C. Leaving personal trash in any public or shared areas is prohibited.

D. Failure to remove trash and/or recycling to designated outdoor containers is prohibited.

18. 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.

D. 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.
19. Illegal Entry & Trespassing
A. Unauthorized entry into any living space or restricted access areas of residential communities (e.g., mechanical rooms, housekeeping closets, storage areas) is prohibited.
B. Permitting any unknown persons into residential communities is strictly prohibited.
C. Propping or disabling the locking mechanisms of any exterior or interior door while present or away from the space is prohibited.
D. Entry or attempted entry when residential communities are closed is prohibited.
E. Roof access or attempted roof access is prohibited.
F. Residents are responsible for knowing and complying with closing guidelines set forth by their community.

20. 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.
D. Mail key must be returned to the mail center where collected.

Visit your community office for lockout assistance and procedures.

21. Recording Others

22. Roommate Agreement
Violating the roommate agreement is prohibited. If at any point a resident wants to revisit the roommate agreement and make changes, they should reach out to their RA.

23. Room Changes
A. Residents are prohibited from changing their assignments or moving into another room/apartment without the preapproved authorization of their community Coordinator or community office.
B. Residents will adhere to and follow the steps of the room change process as outlined by housing assignments.
C. Residents that are found in violation of unauthorized room changes will be subject to student conduct violations, including but not limited to, administrative reassignment, administrative contract cancellation, or conduct contract termination.

Room changes are coordinated with your community office and housing assignments. All unauthorized room changes are strictly prohibited. Residents seeking a room change should visit their community office in their building. Although we work proactively prior to and upon arrival to establish strong positive roommate connections, there are times where compatibility can be an issue. When residents are unable to find a path forward, there is an option to change a housing assignment. The Residence Life staff will facilitate a roommate mediation. If mediation is not successful, the coordinator will work with students involved and the assignments team to work on a housing reassignment. Please note room changes are contingent upon availability. Prices will vary depending on the room type.

24. Room Use Prohibitions
The following actions are prohibited in all Housing and Residence Life spaces:

A. Permanent and semi-permanent (e.g., painting, removing, altering, or stacking furniture) alterations to rooms or apartments.
B. Subletting.
C. Actively seeking and/or operating on-site businesses.
D. Use of a vacant or empty space, including furniture.
E. Any action that interferes or impedes the room placement process.
F. Relocation of any common area furniture.
G. Mounting items to walls or housing furniture.
H. Hall Common Areas: Decorating the residence hall lobby, pod, breezeway, or lounge is prohibited.
I. Hallway Common Areas: Mounting items to walls or housing furniture.

These fees are calculated based upon several factors, including 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 make changes, they should reach out to their RA...

26. Smoking
All smoking, including e-cigarettes, juuls, any type of inhalant pens, and other substances inside the resident hall entryways, 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/. This includes the use of medicinal products. Smoking and damage fees will be added after space is reviewed by Housing/Facilities Operations staff.

27. Solicitation
A. Soliciting in residential communities is prohibited.
B. All unapproved flyers, postings, or chalk art in residential communities are prohibited.

28. 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 (skateboards, longboards, bicycles, scooters, rollerblades, etc.) in residential facilities is prohibited.
D. Hoverboards, boosted boards, (electric or gasoline skateboards), or any electronic, motorized, or self-balancing, roofs, closed buildings, that are charged, operated, stored, or used in or around UCF owned, affiliated, or managed communities. Motor vehicles in unauthorized parking zones will be towed at the owner’s expense.

25. 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.
Please refer to https://parking.ucf.edu/electric-scooters/ for more information on where to store "Spin E" scooters on campus.

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

**30. Visitation & Guests**
A. Unescorted guests are prohibited.
B. Hosting overnight guests for more than three consecutive nights in a given semester is prohibited.
C. Hosting overnight guests for more than seven nights in a given semester is prohibited.
D. Having more than two overnight guests at a time is prohibited.
E. Failing to provide adequate notification to roommates regarding overnight guests is prohibited. Adequate notification is 48 - hours notice unless Roommate Agreement has another expectation. In such case, the Roommate Agreement time would take effect.
F. Cohabitation by anyone other than the individual assigned to that room is prohibited.
G. Gatherings that exceed the designated occupancy of a residence hall room and/or apartment is prohibited.
H. 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 takes precedence over the rights of a host to have a guest.

**31. Weapons**
I. Possession, storage, manufacture, or use of weapons or munitions is prohibited in residential facilities.
J. Use of items to cause fear or harm to others is prohibited.
K. Use of kitchen knives outside of kitchen areas or for any reason other than cooking is prohibited. Chef’s knives are required to be kept in a soft carrier or block when not in use.
L. The shipment or receipt of any weapons to the resident’s PO Box is strictly prohibited.

Weapons include, but are not limited to: guns (e.g., BB/Pellet guns, refr, waffle, airsoft, paintball), sporting/hunting, edged (e.g., knives, swords), blunt (e.g., martial arts, nightstick), pocket knives longer than 2 inches are prohibited, tasers, and stun guns. Individuals may have a self-defense chemical spray up to 2 ounces in the residence halls. Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination.

**32. Windows and Screens**
M. Obscuring, decorating, covering, or blocking windows in any way is prohibited. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
N. Throwing, dropping, projecting, or hanging anything from the window is prohibited
O. Use of windows as an entrance or an exit, except in an emergency, is prohibited
P. All tampering with or removal of window screens, latches, or other apparatus is prohibited.

All windows must remain closed and locked with the exception of an emergency or to ventilate smoke.

**Student Care Services**
To provide comprehensive and consistent care for students experiencing academic, financial, or personal challenges, Student Care Services (SCS), under Student Rights and Responsibilities, provides support to students identified as needing additional on-campus or off-campus resources. Student Care Services staff and Housing and Residence Life partner to provide support for students who may need additional resources. More Information about Student Care Services can be found here: https://sacs.sdes.ucf.edu/services/.

**UCF Title IX**
Title IX is a federal law that prohibits discrimination based on the sex (gender) of employees and students of educational institutions that receive federal financial assistance. Title IX’s prohibition of sex discrimination includes prohibition of sexual harassment and sexual violence. Sexual harassment is unwelcome conduct of a sexual nature and can include unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature, including rape and sexual assault.

UCF does not tolerate sex discrimination, sexual harassment or sexual violence of any kind. This prohibition is further explained in the University’s Prohibition of Discrimination, Harassment and Related Interpersonal Violence.

Any student, faculty, or staff member with questions or concerns about the applicable University policies or who believes that he or she has been the victim of sex discrimination, sexual harassment, or sexual violence is encouraged to contact the University’s Title IX Coordinator or any Housing and Residence Life Staff Member.

More Information and Resources can be found at: https://letsbeclear.ucf.edu/
An alleged policy violation occurs and an IR is written. The IR is then reviewed and turned into a case and assigned to a hearing officer. The assigned hearing officer will read the case and determine if a conduct meeting is necessary. A CLG Violation Meeting is scheduled and a letter is sent to the student. The assigned hearing officer will meet with everyone involved. If a student does not show up, a decision can be made without their input. If found RESPONSIBLE and deemed necessary, a warning letter may be sent and would not need to be responded to. Your case would then be CLOSED. If RESPONSIBLE, a resolution agreement is sent and must be responded to. If NOT RESPONSIBLE, a no action letter is sent and the case is CLOSED.

If you are found RESPONSIBLE, it is your responsibility to consider the impact of your actions on the community. The assigned hearing officer will read the case and determine if a conduct meeting is necessary.

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.

How to Appeal?
How to Appeal? Once you have received your Resolution Agreement, if you choose to appeal and feel that you meet the criteria, you will email the person assigned to your case. They will then forward your to the Assistant Director of 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 criteria will not be reviewed. Violations and original sanctions will stand. Charges connected to a CLG or student code of conduct 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.
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 Coordinator, Residence Life and Education of the community from which the damage assessment and corresponding fees were issued. If a student speaks to the Residence Life and education Coordinator and still wishes to appeal, they may submit a charge appeal to the Department of Housing and Residence Life at housing@ucf.edu. The information for that process may be found online at www.housing.ucf.edu/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. P.O. Box 163222
   Orlando, Florida 32816-3222
2. Fax: 407.823.3831
3. Email: housing@ucf.edu
4. Hand Delivery: Building 73, Housing Administration Building

Associated Deadlines: N/A

CHARGES

- Additional cleaning: $250
- Administrative charge: $100
- Failure to follow move-in move-out procedure/Late Check Out: $100
- Fire safety
- Lock outs (after 3 times): $10
- Rental rate late charge: $100
- Trash: $50/bag
- Unauthorized room change: $200
- Housekeeping or Facilities: Labor/materials $50
- Replacement Keys
  - Hercules, Neptune, Nike, Libra
  - Lake Claire: $75
  - Intellikey (Academic Village): $75
  - Bedoom: $75
  - Mailbox: $50

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 not 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 the 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 staff, state and local representatives, and Valencia representatives may enter your room for a variety of purposes, including but not limited to: posted “plain view” room inspections, fire code enforcement, maintenance purposes, occupancy verification, lockouts, and in emergency situations.

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

Storage:
Storage is not provided by UCF Housing.
Time. These rights include:

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 the 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 for 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 Discrimination, Harassment, including Sexual Misconduct, and Abiding by the University Policy on Prohibited Alcohol and Other Drug Use.
F. Ensuring another resident’s ability to pursue personal and academic achievement.
G. The right to address grievances
H. The right to pursue personal and academic achievement
I. The right to be informed of community events or planned disruptions
J. The right to access one’s assigned living space during all times the building is open.

UCF Housing staff will not remove or store university furniture. Students are responsible for damage to the residential spaces, even if mold or mildew is not evident.

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 spaces, even if mold or mildew is not evident.

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. Students are responsible for damage to the residential spaces, even if mold or mildew is not evident.

Air Quality: To prevent air quality issues, residents should keep relative humidity indoors below 60%. In order to accomplish this, all residents 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.
- 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.
- Use dryers but limit use to moisture in bedrooms.
- Keep rooms and common spaces clean.
- If mold is present, residents are responsible for submitting a work order as soon as possible at fo.ucf.edu/crm.

Residents should report any issue with the heating, ventilation, air conditioning, doors, windows or air vents, or moisture in their residential space.

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 spaces, even if mold or mildew is not evident.

Exterminator Services: If mold is present, residents are responsible for submitting a work order as soon as possible at fo.ucf.edu/crm.

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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.

Laundry Facilities: Each community is equipped with 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 on the 6th floor 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 lockout.

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 or visit your community office.

Important Numbers

Housing Administration Building
407-823-4663

Apollo Community Office
407-885-0071

Heracles Community Office
407-885-0079

Lake Claire Community Office
407-885-2158

Libra Community Office
407-885-2248

Neptune Community Office
407-885-0536

Nike Community Office
407-885-0577

NorthView Community Office
407-885-2609

Rosen Community Office
407-885-4109

Towers at Knights Plaza I Community Office
407-885-4142

Towers at Knights Plaza II Community Office
407-885-4174

Towers at Knights Plaza III Community Office
407-885-4383

Towers at Knights Plaza IV Community Office
407-885-5655

UCF Facilities Operations
407-235-3620

Other

Emergency – Police, ambulance or in case of fire
911

UCF Police Department (non-emergency)
407-823-5555

Alcohol & other drugs/wellness
407-823-2904

Ask a librarian
407-823-2562

Campus operator
407-823-2000

Career services
407-823-2361

Computer help desk
407-823-5177

Counseling center
407-823-2891

Dining services
407-823-2651

First year advising and exploration
407-823-3789

Knights academic resource center
407-823-4886

Recreation and wellness center
407-823-2408

Safe escort patrol services
407-823-2424

Student accessibility services
407-823-2371

Student financial assistance
407-823-2627

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!

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 Success and Well-being