



# COMMUNITY LIVING GUIDE



Housing and  
Residence Life



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## Housing and Residence Life

### 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.

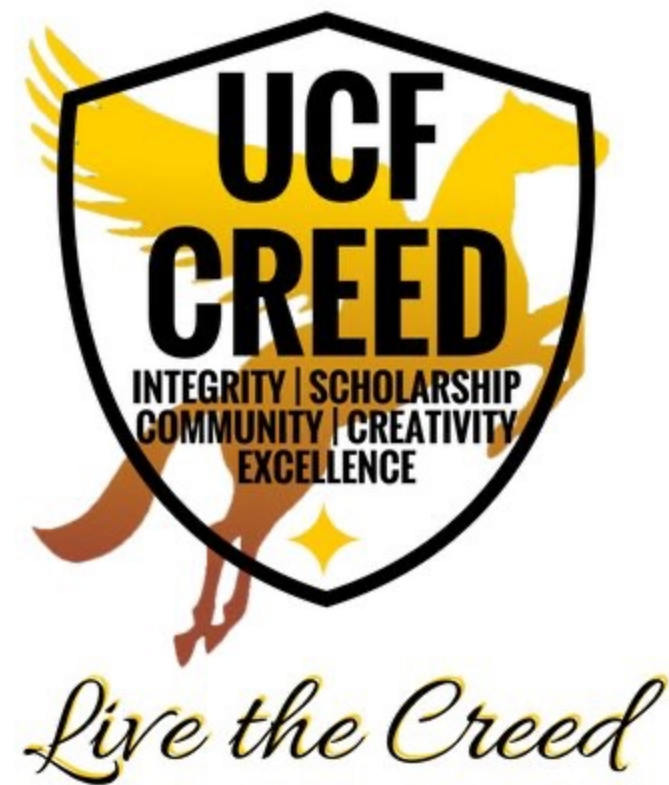
# WELCOME HOME, UCF KNIGHTS!

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.

At the core of our identity, the Department of Housing and Residence Life believes residents must become active, engaged, and productive global citizens. This priority drives our programmatic, administrative, and student learning framework. By becoming active, engaged, and productive citizens, UCF housing residents can go on to be an asset to themselves, their families, their community, and their world.







### 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.





**Parking:**

Main campus parking for residential students is managed by UCF Parking Services. Please visit UCF Parking Services website at <https://parking.ucf.edu/> to review all rules and regulations.

All motorized vehicles must be registered online at parking.ucf.edu prior to picking up your decal at UCF Parking Services, which is located in Garage B. Please note that parking differs in each community. For more information, please refer to parking.ucf.edu.

**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.

Download the pdf of The Golden Rule Student Handbook at <https://goldenrule.sdes.ucf.edu/wp-content/uploads/sites/64/2023/06/2023-2024-Golden-Rule-Student-Handbook.pdf>

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 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.



# DEPARTMENT OF HOUSING AND RESIDENCE LIFE ORGANIZATION

Living in a university residence hall or apartment gives you the opportunity to get involved on campus, form lifelong friendships, and make the most of your college experience. The Housing and Residence Life staff is here to support you. We recommend participating, listening to others, sharing your experiences and knowledge, adhering to the community’s expectations, and being a role model for others in your residential community.

The Department of Housing and Residence Life is comprised of 450+ student staff and full-time employees serving a residential population of approximately 8,000 students across 12 vibrant communities. DHRL has distinct units that work collaboratively to ensure that our residential students are receiving the best customer service while living in a safe and academically supportive environment.

**The Mail team**

Provides mail and package services to the students in all staffed mail centers on-campus (Apollo /Libra, Academic Village, Lake Claire, and West Plaza) and the off-campus locations (Rosen, Northview, and UnionWest).

The mail center is where students will go to sign for and pick up packages. All on-campus mail centers have priority mail/ flat rate envelopes and boxes available for students. Shipping labels for these items can be purchased via the USPS website.

**Housing Keys and Facilities**

is responsible for programming Persona cards, and student IDs for room access and different community access. Persona cards are often in the form of a student ID card or employee ID. These cards are like a “smart card” and can be used on campus for buying meals, checking out library books, and gaining access to resident halls and rooms.

The Housing Keys Maintenance Mechanics issue rekeys when requested, change Persona door batteries, program, and update door locks. They also repair broken locks, handles, hinges, ADA buttons and bars, and will address any other housing door issues.

Key services is located in the Main Campus Housing Services Building, Neptune 159. The Housing Services Building and can be reached at **(407) 823-1239**.

**Residence Life and Education**

provides supervision and resident services in the living units and promotes the personal growth and development of each resident through intentional programming efforts. In partnership with other units within the larger university community, Residence Life strives to foster scholarship as a fundamental purpose, instills a sense of community, and supports individual integrity and excellence.

One of the most important aspects of the residence life experience is participation in the planning and implementation of residence hall and apartment programs. The residence life staff offers an assortment of fun and educational activities throughout the academic year. The residence life staff in each community plan events and activities for their residents throughout the year. Our residence life staff has been carefully selected and trained to make life on campus a pleasant and positive experience.





## 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

Responsible for the residential education of students living in assigned area of responsibility through the supervision, selection, training, and evaluation of graduate students, resident assistants, office staff, and residence hall and apartment patrol and the implementation of the departmental residential curriculum. Management of community office. This position must live in a University housing owned or affiliated assigned facility.

### Assistant Director, 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.

**DHRL Staff Directory - <https://www.housing.ucf.edu/staff-directory/>**







BELONGING



ACHIEVING



ENGAGING



MEANING

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/>

## RESIDENTIAL ENGAGEMENT MODEL

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 RA's can pick which other two they would like to plan for both the fall and spring. RA's will be responsible for incorporating all 4 of the competencies into their programming by the end of the spring semester.

Resident Assistants (RA's) 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. RA's 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).





# GET INVOLVED

**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/RHAUCF](https://www.facebook.com/RHAUCF).

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 residents with 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 Assistant of that community. Each Area Council is allotted a certain dollar amount per resident to be used on social programming or advocacy efforts as determined by the residents of that assigned community.

## Department and Housing and Residence Life Student Employment Opportunities

Research shows that living and/or working on campus is positively correlated with student success – retention and graduation. Additionally, all of our student staff employment positions provide opportunities to develop work skills and experiences that will be important for graduate study or entry into the workforce. Many of our student position applications are open on a rolling basis. Visit your Residence Life office or speak with any of our staff to learn more about these exciting opportunities. For information on employment opportunities, please contact: <https://www.housing.ucf.edu/employment/>

### Get Involved – You Belong Here

UCF has a wide selection of opportunities to get involved on campus. Knight Connect allows you to find organizations to get involved with on campus. There are currently over 700 organizations to get involved in!

<https://knightconnect.campuslabs.com/engage/>



# RESIDENCE HALL MOVE-IN & MOVE-OUT

For detailed move-in/out information and dates about residence hall openings and closings, please visit our housing website [www.housing.ucf.edu/movein](http://www.housing.ucf.edu/movein) or your Residence Life Community Office.

Prior to move-in, and once every semester, 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.

## Resident Move-In Checklist Prior to Arrival

- Reach out and introduce yourself to your roommate
- We encourage you to reach out to your roommate(s) before 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. Any concerns regarding your roommate or roommate conflicts should first be addressed by communicating with your roommate. After that, you should contact your RA to help facilitate a conversation.

## Resident Move-In Checklist Upon Arrival

- Visit check-in station or community office to receive room keys, and supplemental information.
- Download the UCF mobile app on your phone.
- Review shuttle routes and schedules.

- Ask office or residential staff for the time and location of the first community meeting and convocation.
- 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
- Add important numbers to your mobile devices.
- Develop an emergency plan and prepare a bag for emergency university, campus, or residential closures.
- 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



### 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**



# HEALTH, SAFETY AND ACCESSIBILITY

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.



### An effective residence hall security program depends on:

- Cooperation from all community members.
- An alert community.
- Staff supervision.
- University Police assistance and response.

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.

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, room-mate 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 911 or UCFPD for any safety or life-threatening situations.
- Report anything out of the ordinary to your community office. “See Something, Say Something.”



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 charge.
- 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 balls) is prohibited.
- F. Possession or display of alcoholic paraphernalia (e.g., alcohol containers, beer funnels, beer bong, 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/Facilities 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 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. 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.

List of communities with adjustable beds:

- Hercules
- Nike
- Neptune
- Apollo
- Libra
- Lake Claire
- Towers
- Rosen

**\*Please note:** Northview does not have an adjustable bed.

We can charge for labor to reassemble beds that have been altered.

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 located in unapproved areas or are not registered with Parking Services. You can register your bicycle at <https://police.ucf.edu/property-registration>.

5. Computer Usage

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

**Please note:** All technology must be registered with UCF IT in order to be used on UCF wifi

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 bass from subwoofers.
- B. Failing to comply with quiet hours (10:00 p.m. to 8:00 a.m. during the academic year and 24 hours during finals) is prohibited. Students who are having issues with noise in their communities should respectfully address their neighbors, but, if unsuccessful, should contact their community office.

- C. A Noxious odor is ANY fragrance or aroma that has such intensity that it can become apparent and disruptive to those around. This may become noxious when the smell emanates too strongly. (i.e., cigarette, marijuana, cigar or pipe, perfume, air fresher or large amounts of dirty laundry etc.)
- D. 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 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.

For more information, consult Section 10 in the Code of Conduct - <https://scai.sdes.ucf.edu/student-rules-of-conduct/>.

8. Disruptive Conduct

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

9. Electrical & Appliances

- A. Possession or use of unapproved electrical devices is prohibited.
- B. Octopus, torchiere lamps, and light bulbs or lamps that utilize halogen gas 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 even if unplugged.
- F. LED lights are allowed on a timer. LED Strip Lights are not permitted with adhesive backs.
- G. Scented plug-ins are prohibited.
- H. 3-D printers are prohibited.
- I. All induction cooking devices are prohibited in residence hall rooms.

To Underwriters’ Laboratories (UL) standard: Extension cords/surge protectors must have three prongs and contain an internal circuit breaker, not exceed six 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. 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 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).

**12. Fire Safety**

- 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 response officials is prohibited and can result in a minimum fine. Fines may be issued by University staff, the fire marshal, 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. 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, 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. 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).

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. Students may be responsible for all costs associated with damage or fire alarm activation.

**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. Fishing is prohibited in residential communities and on UCF property.

**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.

- E. Storing of personal items in public or shared areas (e.g., hallways) is prohibited.
- F. Engaging in intentionally unsanitary conduct is prohibited.
- G. Residents cannot refuse custodial and maintenance services.
- H. Failure to remove your personal items from sinks, showers, and floors during posted cleaning days is prohibited.

Failure to keep a clean and healthy living space will result in additional charges due to additional housing maintenance assistance. Please see page 37 in the UCF Community Living Guide for instructions on how to maintain a clean and healthy living space.

We reserve the right to charge for fees associated from cleaning or facility issues.

If you live in an annual community (any community that is opened during the non-traditional school year) you may be subject to Welcome Ready fines if your room space is not ready for a new resident to move into.

**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, roofs, closed buildings, 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**

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

**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 cancelation, or conduct contract termination.

Room changes are coordinated with your community office and housing assignments. All unauthorized room changes are strictly prohibited. Students 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 the 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 prohibit-ed without approval from Housing and Residence Life staff.

Charges will be assessed for any repairs or cleaning required to return the space to move-in ready condition. Room Use violations may result in fees incurred by student. 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 available for a new roommate to utilize upon move in. If a vacancy exists in your room or apartment, UCF Housing and Residence Life reserves the right to assign a new roommate at any time.

**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.

**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.

Cleaning 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 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 the owner’s expense.



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, nerf, water, airsoft, paintball), sporting/hunting, edged (e.g., knives, swords), blunt (e.g., martial arts, nightstick), pocket knives longer then 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://scs.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.

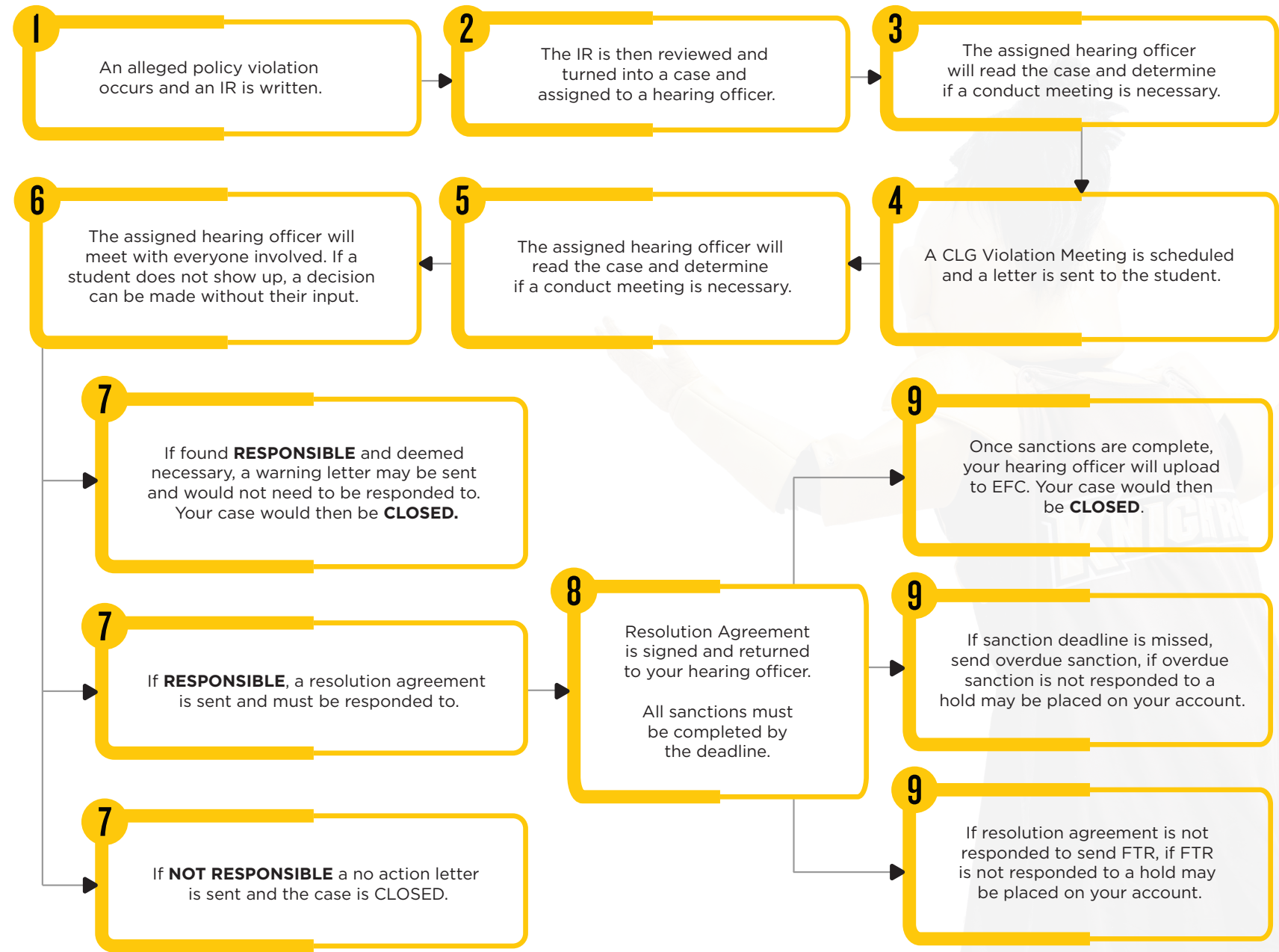
UCF does not tolerate sex discrimination, sexual harassment or sexual violence of any kind. This prohibition is further explained in the University’s Prohibition of Discrimination, Harassment and Related Interpersonal Violence.

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/>.



# CONDUCT WORKFLOW



## STUDENT CONDUCT AND ACADEMIC INTEGRITY

The Office of Student Conduct and Academic Integrity (SCAI) is a division of the Office of Student Rights and Responsibilities. SCAI provides educational opportunities that foster individual growth, ethical development and personal accountability while promoting the core values of the university: integrity, scholarship, community, creativity, and excellence.

Residents who may have violated university policies may visit the Student Conduct and Academic Integrity office for more information and instructions regarding student conduct appeals processes. <https://scai.sdes.ucf.edu/>

## COMMUNITY LIVING GUIDE STUDENT CONDUCT APPEALS PROCESS

The Department of Housing and Residence Life staff, in conjunction with The Office of Student Rights, Responsibilities, and the Dean of Students' office, will provide 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. Community Living Guide Appeals are heard through the Community Living Guide Appeals Board. This Board is comprised of residential students who will review all appeals and make recommendations.

### 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:** 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.

#### 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.



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](mailto:housing@ucf.edu). The information for that process may be found online at [www.housing.ucf.edu/costs/cancellation](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. 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

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
Failure of Welcome Ready	\$250

Replacement Keys

Hercules, Neptune, Nike, Libra, Northview, Towers	\$75
Lake Claire	\$75
Intellikey (Academic Vilalge)	\$75
Bedroom	\$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.



**Weather:** In a weather emergency, you are responsible for your own safety. Signing up for UCF Alert or Valencia 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.

For more information regarding campus emergencies or severe weather events, please visit the UCF Office of Emergency Management website <https://emergency.ucf.edu/>.

Your Rights

**Accommodations:** If you feel you need an accommodation, please contact your Coordinator, Residence Life and Education 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 a temporary housing assignment. Staff will make every effort to maintain the 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 [www.letsbeclear.ucf.edu/title-ix-at-ucf/ucf-policies-and-regulations](http://www.letsbeclear.ucf.edu/title-ix-at-ucf/ucf-policies-and-regulations)

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 muster 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.

**Air Quality:** To prevent air quality issues, 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.
- If mold is present, residents are responsible for submitting a work order as soon as possible at fo.ucf.edu/crform.

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 units and common areas. All trash must be placed inside the trash chute room on their floor. Residents are prohibited from using the trash chutes, which are specifically reserved for housekeeping and facility staff.

**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.

**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 Coordinator for Residence Life and Education 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 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.

**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](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 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](http://www.fo.ucf.edu) or visit your community office.

**Important Numbers**

Housing Administration Building	407-823-4663
Apollo Community Office	407-885-0071
Hercules Community Office	407-885-0079
Lake Claire Community Office	407-885-2138
Libra Community Office	407-885-2248
Neptune Community Office	407-885-0516
Nike Community Office	407-885-0577
NorthView Community Office	407-885-2619
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	407-823-2924
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 center	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!**

HOUSING AND RESIDENCE LIFE  
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**Division of Student Success and Well-being**