As President of the Resident Students Association (RSA), I speak on behalf of the RSA Executive Council and residential student body in welcoming you - our residential students - to Niner Nation. Choosing to live on campus means you are a general body member of RSA and we hope to meet you at any of our events hosted throughout the academic year. Each of our programs is intended to help you build connections and leadership skills in an engaging, social way.

We know that living on campus is so much more than just a room within a building - it is a community, an opportunity, and access to facilities, amenities, and services in the heart of our campus. We strongly believe that living on campus at UNC Charlotte is a once-in-a-lifetime experience and we are so happy you have chosen to join us.

Housing and Residence Life (HRL) staff have created this Resident Handbook, which will help you become familiar with the resources and services provided to you as a UNC Charlotte residential student. As an extension of your housing contract, the Handbook will also help you understand the rights and responsibilities afforded to you as an on-campus resident. Many sections of this Handbook are abbreviated for readability and refer to other documents; it is in your best interest to read this and the other web content thoroughly.

If you have further questions, consult other available publications or contact the Housing and Residence Life staff in your hall or area office.

Again, welcome to on-campus living!

Kaleb Scott
President of Resident Students Association
University of North Carolina at Charlotte

The mission of Housing and Residence Life is to create communities in partnership with residential students that are inclusive, safe, well-maintained and intentionally developed to facilitate their academic, personal, and professional growth.

Although the publisher of this booklet has made every reasonable effort to attain factual accuracy herein, no responsibility is assumed for editorial or clerical errors, or errors occasioned by mistakes. The publisher has attempted to present information which, at the time of preparation for addition to the website, most accurately describes the policies, procedures, regulations and requirements of The University. The University reserves the right to alter or change any statement contained herein without prior notice.

The University of North Carolina at Charlotte is committed to equality of educational opportunity and does not discriminate against applicants, students or employees based on race, color, national origin, religion, sex, sexual orientation, age or disability. In keeping with this commitment, UNC Charlotte actively seeks to promote diversity in its educational environment through its recruitment, enrollment and hiring practices.
IMPORTANT DATES

FALL SEMESTER
Halls Open (9:00am) ................................................................. August 16
Fall Room Changes ................................................................. September 9-10
Fall Break .............................................................................. October 11-12
Return to Campus Living ......................................................... November
Fall Health and Safety Inspections ........................................... November 15-19
Thanksgiving Break (all residential areas remain open; offices are closed November 25-28) . November 24-27
Spring Room Changes ............................................................ December 2-3
Checkout (12:00pm) for those not attending Spring 2022 ................................................................. December 17
Winter Break (all residential areas remain open; offices are closed December 24-January 3) ........ December 20-Jan 7

SPRING SEMESTER
New Resident Check In (9:00am) ................................................. January 6
Martin Luther King Jr. Day (all residential areas remain open; offices remain open) .................. January 17
Spring Room Changes .............................................................. January 27-28
Spring Break (all residential areas remain open; offices remain open) ........................................ March 7-12
Spring Health and Safety Inspections ....................................... April 11-15
Spring Holiday (all residential areas remain open; offices remain open) .................................... April 15-16
Halls Close (12:00pm) ............................................................... May 13

CANCELLED HOUSING
Students who have cancelled their housing contract for the Spring 2022 semester are required to move out by December 17, 2022 by 12:00pm.

LATE CHECKOUTS
Because of the time constraints involved in preparing for future housing obligations, late checkouts are not permitted. You are expected to vacate (including removing your personal property and returning your keys) at the conclusion of your occupancy period defined as 12:00 noon on the day following your last final exam but no later than the date/time the residence halls close (see above for details). If you do not vacate by the conclusion of your occupancy period, the locks to your residential space will be changed (at your expense) and further occupancy will be denied. You could be charged an HRL Administrative Fee up to $100 per day for failure to vacate your residential area by the conclusion of your occupancy period and will need to make an appointment to remove the remainder of your belongings.

IMPORTANT & USEFUL PHONE NUMBERS

HOUSING & RESIDENCE LIFE OFFICES
Main Office ................................................................. 704.687.7501
Assignments Office .......................................................... 704.687.7501
Facilities Office ............................................................. 704.687.7502
Housing Fax ................................................................. 704.687.1702
Housing Email .............................................................. hrmailbox@uncc.edu
Facilities Email ............................................................ hrfacilities@uncc.edu
Housing Website ........................................................... housing.uncc.edu

Business Hours (weekdays) . 8:00am-5:00pm

RESIDENCE HALLS
Belk Hall | Office ............................................................... 704.687.5445
Belk Hall | REC .............................................................. 704.687.5466
Belk Hall | Loan Key ....................................................... 704.687.5576
Greek Village | Office ......................................................... 704.687.1792
Greek Village | REC .......................................................... 704.687.1780
Hawthorn Hall | Office ...................................................... 704.687.1756
Hawthorn Hall | REC ....................................................... 704.687.1398
Holshouser Hall | Office .................................................... 704.687.0940
Holshouser Hall | REC ...................................................... 704.687.0953
Hunt Hall | Office ............................................................ 704.687.5419
Hunt Hall | REC ............................................................. 704.687.5435
Hunt Hall | Loan Key ......................................................... 704.687.5399
Laurel Hall | Office ........................................................... 704.687.0811
Laurel Hall | REC ............................................................. 704.687.0903
Laurel Hall | GHA. ............................................................. 704.687.0904
Levine Hall | Office ............................................................. 704.687.5448
Levine Hall | REC ............................................................. 704.687.5454
Levine Hall | Loan Key .......................................................... 704.687.5461
Lynch Hall | Office ............................................................. 704.687.7910
Lynch Hall | REC ............................................................. 704.687.7716
Lynch Hall | GHA. ............................................................. 704.687.8039
Martin Hall | Office .............................................................. 704.687.6132
Martin Hall | REC ............................................................. 704.687.6133
Martin Hall | Loan Key .......................................................... 704.687.6131
Miltimore Hall | Office .......................................................... 704.687.0828
Miltimore Hall | REC .......................................................... 704.687.0829
Phase V (Elm, Oak, Pine) | Office .................................................. 704.687.0911
Phase V (Elm, Oak, Pine) | REC .................................................. 704.687.0916
Sanford Hall | Office ............................................................. 704.687.0619
Sanford Hall | REC ............................................................. 704.687.0313
Scott Hall | Office ................................................................. 704.687-5562
Scott Hall | REC ................................................................. 704.687-5561
Scott Hall | GHA ................................................................. 704.687-5664
Wallis Hall | Office .............................................................. 704.687.7870
Wallis Hall | REC .............................................................. 704.687.7817
Witherspoon Hall | Office ......................................................... 704.687.1760
Witherspoon Hall | REC .......................................................... 704.687.7892
RESIDENCE HALL STAFF

RESIDENCE EDUCATION COORDINATORS
Residence Education Coordinators (RECs) are full-time professionals who live in the residence communities and are responsible for the educational and operational functions of their assigned community. They manage residential areas and supervise the Graduate Hall Advisor (GHAs), and the student staff. RECs have advanced degrees and significant experience working with college students. Much of the RECs’ time is spent serving as an active resource for the students and staff who reside in their community.

GRADUATE HALL ADVISORS
Graduate Hall Advisors (GHAs) are UNC Charlotte graduate students who help support the residence hall staff and residential student population while gaining experience in all facets of the housing and residential life operation. The GHAs have the opportunity to live on campus and gain on-the-job experience while pursuing their advanced degrees.

Learn more about the REC and GHA in your area on the Housing website at housing.uncc.edu.

LOAN KEY OPERATORS
Loan Key Operators (LKOs) are full-time staff who support the Loan Key Desks during business hours (9a-5p). They are available to assist students with questions and issues, including lost and missing keys, ID access issues, or general concerns about their living experience. The LKOs also assist the RECs of the Loan Key areas with supervision of the Desk Attendants.

RESIDENT ADVISORS
Resident Advisors (RAs) are student staff members who live in each residential area. They provide assistance, information and support to residential students. RAs are selected based on their leadership potential, interpersonal abilities, positive, caring attitudes and sense of commitment. RAs are resident students’ primary resource for campus information and assistance.

DESK & OFFICE ASSISTANTS
Desk Assistants (DAs) and Office Assistants (OAs) are student staff members who work in the main offices in each community. They help provide continual service and support to the students and staff in each community. They answer questions, provide information and check out hall equipment. Desk Assistants provide additional support at our 24 hour loan key desks (Belk, Hunt, Levine and Martin Halls), which includes issuing loan keys when residents are locked out.

ENGAGEMENT AND LEADERSHIP OPPORTUNITIES
Creating opportunities for residents to engage with each other and develop a sense of belonging within their hall and at UNC Charlotte is a priority. As such, RAs and Community Councils focus their programming efforts primarily on planning socials and community builders for their residents. These programs are designed to help residents get to know each other and are great opportunities for them to develop a network of friends and future colleagues.

Please see your RA or REC to suggest ideas for possible community building programs and ask about how you can be involved in their planning.

RESIDENTIAL LEADERSHIP COUNCIL
Apply to be a part of your halls’ Residential Leadership Council! This select group of students will work in tandem with other residents, RECs, and RAs; gain leadership skills and enhance their personal development; and engage in their community through the coordination of social and service events. Interested? Then be on the lookout for information in your hall or contact your RA, GHA or REC.

RESIDENT STUDENTS ASSOCIATION
When you live on campus, you are a member of the Resident Students Association (RSA). Each Community Council sends representatives to RSA meetings. RSA serves as the representative body for all residential students and plans a variety of social activities throughout the year.

To get involved, email RSA at 49ersrsa.president@gmail.com or visit the RSA website, resident49ers.uncc.edu.

NATIONAL RESIDENCE HALL HONORARY
National Residence Hall Honorary (NRHH) is a service of NACURH, the National Association of College and University Residence Halls, Inc. Our chapter is designed to give local, regional and national recognition to students making outstanding contributions to their residence halls. NRHH is the only nationwide organization that recognizes residence hall leaders. Membership in our chapter is limited to one percent of UNCC’s residence hall population, which allows us to have approximately 60 NRHH members. Being selected into the membership is an honor in which one can take a great amount of pride.
COMMUNITY HEALTH STANDARDS
UNC Charlotte Housing and Residence Life strives to create engaging residential communities in partnership with students. We anticipate COVID-19 will affect our community, and it is important to collaborate with all members of our Niner Nation residential communities to maximize the health and safety of students and staff while minimizing the potential spread of disease. The policies and standards listed below are highlighted as a reminder of the shared responsibilities of all residential students. Should any conflict arise between this section of the Resident Handbook outlining community health standards and other sections of the Handbook, this section will apply.

HEALTH AND SAFETY
We expect that all members of our community will act in ways that demonstrate consideration and respect for the health and safety of all community members. All residential students are expected to refrain from creating a health or safety hazard or undermining health and safety guidelines within the residence halls.

Residential students are required to comply with health and safety laws, orders, ordinances, regulations and health and safety guidance adopted by the University or Housing and Residence Life regarding public health crises. This guidance will evolve as the public health crisis evolves and may include, but is not limited to, social distancing, limitations on mass gatherings, wearing a face covering, COVID-19 diagnostic and surveillance testing (including before or upon arrival to campus), contact tracing, disinfection protocols, limitations on guests into residence halls, and quarantine/isolation requirements (including before or upon arrival to campus).

The University and Housing and Residence Life may request or require a residential student to leave campus housing if it determines that their continued presence in the residence halls poses a health or safety risk for community members.

Adherence to health and safety requirements applies to all residents and their guests, and extends to all aspects of life in the residence halls, including bedrooms, bathrooms, community kitchens, lounges, courtyards, and other common spaces.

QUARANTINE, ISOLATION, AND SEPARATION
At any time, the University may request or require a resident to leave on-campus housing when it determines that their continued presence in the residence halls poses a health or safety risk for community members.

Not all residential spaces are appropriate for self-quarantine or self-isolation, and in those situations where a student is required to self-quarantine or self-isolate, students may not be permitted to continue residing in their assigned residential space. If a return to the student’s permanent or off-campus residence is not possible, the University will provide alternative housing arrangements during that time.

[CONTINUED]
Residential students are required to comply with requests from Housing and Residence Life to leave their assigned space due to COVID-19 or other public health emergencies; failure to do so is a breach of the Contract for Residential Services and may subject a student to emergency removal from their assigned space.

A student’s removal from their assigned residence hall to isolate or quarantine does not constitute a termination of their housing contract.

SOCIAL DISTANCING AND RELOCATION
Residential students are required to comply with any social distancing requirements established by the University to effectively address COVID-19 or other public health emergencies, including, but not limited to, the relocation of all or some residential students to alternative housing.

Relocation does not constitute a termination of a residential student’s housing contract.

In the event Housing and Residence Life must relocate students as part of a community health strategy to mitigate the spread of disease or infection for an extended period of time and alternative housing is not available, the University and/or UNC System will provide guidance regarding students’ eligibility for reimbursement of any housing charges, but UNC Charlotte will not have any obligation to issue a partial refund or credit for such interruptions or adjustments.

CLEANING
Residential students are expected to clean and maintain their assigned room, suite or apartment as recommended by Housing and Residence Life staff.

Housing and Residence Life will continue to modify cleaning protocols to address COVID-19 or other public health emergencies as guidance from the CDC and other health organizations evolves.

HRL staff will inform residential students about appropriate cleaning protocols within their assigned spaces to reduce the spread of COVID-19 within residence halls.

CLOSURE/ADJUSTMENTS/RESTRICTIONS
We may adjust the housing services schedule, temporarily close, and/or place restrictions on use of housing facilities as necessary to preserve the health and safety of student residents and the campus community.

In the event of any such closures, restrictions, and/or adjustments to the housing services schedule, UNC Charlotte may, but shall not have the obligation to, issue a partial refund or credit for such interruptions or adjustments.
CONTRACT FOR RESIDENTIAL SERVICES

The following is emphasized primarily to respond to some of the more common student questions regarding the Contract for Residential Services. Please keep in mind that this section addresses some, but not all, of the stated agreement terms. For complete details regarding the Contract for Residential Services, including what constitutes a breach of contract, please visit housing.uncc.edu/apply/contracts.

This contract covers the period of occupancy beginning on Monday, August 16, 2021, at 9:00 am and expires at 12:00 noon on the day following the student’s last final exam for the spring semester or until 12:00 noon on Friday, May 13, 2022, whichever comes first.

UNC Charlotte offers a limited number of summer housing options after May 13, 2022. Contracts for summer housing will be available in April. Please visit our website or contact our office for more information.

REFUND OF CHARGES AND ROOM DEPOSIT

A student agrees to pay when due the full amount of housing and dining charges, whether or not housing and dining services are used.

To cancel residential services, a student must submit a housing cancellation request. The student must log into their housing account through the Online Housing System, housing.uncc.edu/apply/cancellations, to complete the housing cancellation request. The date of receipt of the housing cancellation request, as well as the date the student completes the room check-out process, will determine the student’s financial obligation to the University (see schedule below). If you have any questions, please contact us via email at hrlmailbox@uncc.edu, telephone at 704.687.7501 or by visiting our office.

Failure to adhere to any of the following guidelines, including residence hall checkout dates, could result in an HRL Administrative Fee up to $100 per person. This Administrative Fee will be added to the student’s account and could be added per day or per incident at the discretion of HRL Staff.

Fall 2021 - Spring 2022 Academic Year Contract

• June 1, 2021: Deposit is refunded and all charges for residential services are removed from the student’s account.
• June 2, 2021 through July 15, 2021: Student will forfeit the deposit and be responsible for payment of a $750.00 liquidated damages fee.
• July 16, 2021 through August 15, 2021: Student will forfeit the deposit and be responsible for paying 50% of the annual housing charges as liquidated damages, not as a penalty.
• Beginning August 16, 2021: Student will forfeit the deposit and be responsible for paying 100% of the annual housing charges as liquidated damages, not as a penalty.

BREACH OF CONTRACT

The occurrence of any breach could result in the cancellation of a student’s Housing Contract and an exclusion from campus residence. It could also result in a student conduct referral or criminal prosecution. NO refund of housing charges will be made if a student is dismissed from campus housing due to a breach of contract.

The University will notify the student, in writing, of the breach of contract. The student will then have 48 hours to appeal this decision to the Associate Vice Chancellor (or designee) to present the reasons for their appeal. The AVC or designee will decide whether or not to uphold the breach of contract and will communicate that decision with the student.

INSURANCE

Students wishing to protect their belongings from the possibility of loss should obtain appropriate insurance coverage. Students may find they are covered under the terms of an existing homeowners or renters policy carried by their parents. The University does not assume any liability for the loss, damage or theft of any personal property or the damage or injury resulting from explosion, fire or mechanical failure of water, steam or gas lines, from any defective wiring and/or the negligence of any other occupants of the building.

OCCUPANCY AND OCCUPANCY CHECKS

Occupancy begins when a student is issued a room key and terminates when the key is returned and proper checkout procedures have been followed. Occupancy checks are completed as needed to verify the accuracy of the assignment status and occupancy of students living on campus.

WITHDRAWAL FROM CAMPUS RESIDENCE

A student wishing to withdraw from campus housing must first cancel their housing contract using the online form found on the housing website at housing.uncc.edu. The student then completes a checkout process specific to their residential area. Withdrawal from the University does not automatically result in withdrawal from campus residence; a student must also complete the cancellation process with Housing and Residence Life and may be subject to a financial penalty.

MOVING OUT/CHECKING OUT

All residents must officially check out of their room before departing from their building. Residents are expected to remove all belongings and ensure the room is in good order (swept out, trash removed, original furniture in place and all surfaces cleaned). Checking out can be done in one of two ways: using Express Checkout or scheduling a check out appointment with a staff member. Specific instructions for using these check out processes are communicated at the end of the year.

At the time of the check out appointment or upon inspection after an Express Checkout, a staff member will evaluate the condition of the room, taking note of any damages, trash, missing items and/or cleaning concerns. Anything needing repair or replacement will be charged to the Student Account unless the item was (a) listed in the same condition on the Condition Report, or (b) normal wear and tear is determined to be the cause. Any bills related to the unit’s condition will be available through my.uncc.edu.

When it is not clear which resident is responsible for the damage, charges will be divided equally among the occupants of the room/suite/apartment (unless a signed Damage Responsibility Form is submitted). Residents will also be billed for excessive cleaning costs.

[CONTINUED]
LATE AND IMPROPER CHECKOUTS

Because of the time constraints involved in preparing for future housing obligations, late checkouts are not permitted. A resident is expected to vacate (including removing all personal property and returning all keys) at the conclusion of their occupancy period defined as 12:00 noon on the day following their last final exam but no later than the date/time the residence halls close.

If a student does not follow proper checkout procedures (improper checkout) and/or does not vacate by the conclusion of the occupancy period (late checkout), the locks to the residential space could be changed (at the student’s expense) and further occupancy could be denied. A student could be charged an HRL Administrative Fee (not to exceed $100) for failure to vacate the residential area by the conclusion of the occupancy period and will need to make an appointment to remove the remainder of their belongings.

ABANDONED PROPERTY

If a student does not remove all personal property from such space before the conclusion of the occupancy period, the University may remove all property left by the student (or any person admitted to the space by a student) and restore the space.

Any property removed by the University may be stored or treated as abandoned property and disposed of accordingly. The University shall not be liable for any damage to, or loss of, such property which occurs during the course of such removal, storage, delivery or disposal. The student may be held responsible for additional costs incurred by the University in effecting such removal, storage, delivery or disposal, and in restoring the space.

In addition, unless the student’s failure to vacate the room with everything in its original condition is due to Force Majeure, the student shall be liable for any loss suffered by the University including any abandoned property or occupation that would impact the quick reassignment of a new resident to the space.

ROOM CHANGES

Room changes are not permitted during the first two weeks of classes each semester. This “freeze period” allows HRL Staff the time to verify the status of students who have not yet checked into housing. Once that freeze period ends, a two-day open room change period begins. This allows any student to change to any vacant space with no questions asked. Details regarding the freeze and open room change periods will be communicated via University email.

After that two-day period ends, room changes are granted by student request only. Students will be asked to work with their RAs and/or RECs/GHAs to mediate roommate disputes prior to the approval of a requested room change.

LIVING ON CAMPUS

Housing and Residence Life (HRL) at UNC Charlotte partners with residents to provide communities that are inclusive, safe, well-maintained, and intentionally designed to facilitate academic, personal, and professional growth. To uphold this mission, HRL has established this Resident Handbook that outlines student rights and responsibilities while living on-campus. These rights and responsibilities have been intentionally designed to foster communities grounded in personal accountability, mutual respect, and community awareness.

Each resident has the right to engage in those physical, educational, and social pursuits that are a necessary part of their University life. However, these rights carry a reciprocal responsibility to ensure those same rights for other residents. To enjoy living on campus, residents must respect other residents’ rights and uphold their own community, personal, and residential responsibilities. This includes a student’s right to have a guest. Students have the right to ask the guest to leave the room/suite/apartment if their rights to privacy, sleep, study, and a clean environment are repeatedly disrupted.

Most essential and important to the success of students are the rights to:

- personal privacy, so long as it doesn’t impact the rights of others in the community,
- read and study free from undue interference in one’s room,
- sleep,
- one’s personal belongings,
- access one’s living space during the period that the residence halls are open, and
- a clean environment in which to live.

LIVING WITH ROOMMATES

Living with roommates and neighbors isn’t always easy. Sharing a living space may be stressful and conflicts may arise. Sometimes situations that work at the beginning of the year become more difficult as the year goes on. It is perfectly normal to have roommate or neighbor conflicts. In fact, there is a great deal to be learned from handling a difficult situation maturely, respectfully, and creatively.

If students in conflict have completed a living agreement and talked through issues on their own but are still having difficulty, the next step is to ask an RA for help. Remember, although the RAs are trained to mediate these types of conflicts, some situations will require a number of mediations before a workable solution is found. The REC/GHAs may also be a helpful resource in helping to resolve conflicts.

Even with open, respectful communication between residents and an honest attempt at mediation with HRL staff, sometimes the situation will not have reached a reasonable solution. In those situations, a room change may be the best response. Housing and Residence Life also reserves the right to move all involved roommates, if necessary. Please know that while room changes are often possible, we will first work with residents to attempt resolving the conflict.
FOOTBALL GAME DAY PROCEDURES

Home football games are a great way to show the world your Niner Pride! Along with the excitement of hosting a home football game comes an increased volume of guests to our campus that require some additional safety measures. Specifically:

• The outdoor areas around the residence halls cannot be used for any pre- or post-game celebrations, including tailgating, without permission from Housing and Residence Life.
• There may be temporary parking limitations on game days. For up to date parking information, please visit pats.uncc.edu.

REFRIGERATORS

Refrigerators or refrigerator/freezer combo units must be energy star compliant and must not exceed 4.5 cubic feet in size. You may rent a MicroFridge (combination refrigerator/ freezer and microwave oven) by visiting standardsforliving.com or by calling 800.525.7307. These refrigerators are specifically designed for residence halls, are in compliance with size regulations and will be delivered to and picked up from your room.

STORAGE

The Department of Housing and Residence Life does not have storage space for either University supplied furniture that a resident chooses not to use or for unused personal belongings. In the apartment and suite areas, for safety purposes, no items should be stored under porches or in stairwells. The University is not responsible for such items that have been removed from common areas.

UNIVERSITY ID CARDS & KEYS

The UNC Charlotte ID card is a permanent card for which you are responsible throughout your enrollment at the University. Cards are coded with information which allows printing, vending and access to campus dining halls if you have a meal plan.

Entry into Your Residential Building

All residence halls are equipped with card access readers and the exterior doors are locked 24 hours a day. Students are required to use their own ID card to gain entry to their residence halls. A student’s ID Card only works on the building to which they are assigned.

Entry During Break Periods

Residents may stay in campus housing during all academic year break periods including Fall, Thanksgiving, Winter and Spring Breaks. As usual, the buildings will be locked and only accessible via card access. During break periods, loan key, Housing Facilities Office response and related services run on a significantly reduced schedule. During these periods, residents are encouraged to be alert and to contact Police and Public Safety should anything or anyone seem suspicious.

Using the Card Readers

To enter a building, tap your ID card against the card access reader. Once the reader recognizes you, the door will click open. You have only a few seconds to enter the building before the door locks again.

If your ID card does not work, contact one of the Loan Key Desks (in Belk, Hunt, Levine or Martin Halls). Tell the staff member that your ID card is not granting access. The staff member will help you obtain a temporary ID. If your ID card is not working, be sure to have it checked at the ID Office in the Student Union on the next business day. If you have forgotten your ID card, try calling a friend or roommate to come let you in before obtaining a temporary ID.

Deliveries

Because the buildings are always locked, persons making deliveries (pizza, gifts, etc.) must call the resident’s cell phone. The resident must then go to the front door to retrieve the delivery. Delivery staff is not permitted to go to a resident’s room unescorted.

ID Card Care

Protect your card from physical abuse. Carry it in your wallet; do not use it as a tool for any reason; do not punch holes in the card. Avoid exposure to any type of magnetic source. Do not place your card on stereo equipment or close to magnets. Be aware that some wallets have magnetic closures. Avoid running your ID card through the washing machine or clothes dryer.
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Loan Keys
If you are locked out of your room, a temporary key (called a loan key) may be issued according to the following directions:
1. Go to the Loan Key Desk appropriate to your building:
   - Belk, Lynch, Maple, Millimore, Wallis and Witherspoon Residents - Belk Hall
   - Holshouser, Hunt, Laurel and Scott Residents - Hunt Hall
   - Levine and Sanford Residents - Levine Hall
   - Elm, Greek Village, Hawthorn, Martin, Oak and Pine Residents - Martin Hall
2. To check out a key, you must be able to present a valid photo ID or answer security questions.
3. Use the key to gain entry to your room. You must return the loan key immediately after use. If you do not return it within the stated time frame given during issuance of the loan key, you will be charged for a lock change.
4. When you return the key, you must present a valid picture ID and show your permanent key. A $5 HRL Administrative Fee will then be posted to your student account within 5-10 business days.

These desks are open 24 hours a day. However, from time to time, the staff working the desk must leave the desk area to accomplish work related tasks. If the desk staff member is not available when you return the loan key, please wait at the desk for them return.

During break periods and transitional times between terms, please follow the posted signs to get a loan key.

Loan Key Building Security
By nature of the service provided, open access to the Loan Key Desk is required. Be assured that card/ key access is still required to gain entry to the residential areas of each of the buildings housing Loan Key Desks.

Keys with Batteries
Some residential areas are equipped with Medeco Logic keys that are battery-powered. If your key fails, please visit the loan key desk to receive a replacement key.

Illegal Room Entry
The use of any device (except the proper University keys/cards) to gain entry into doors within the residence halls is prohibited. Such behavior by a resident and/or guest could result in disciplinary action and/or criminal charges.

Prop Alarms
The exterior doors to all residential areas are equipped with prop alarms for added safety. These alarms sound loudly when a door is held open too long. Residents who choose to disable and/or damage these alarms place themselves, fellow residents and personal belongings at risk.

LOST KEYS/CARDS
If you have lost your key, you must inform a Housing and Residence Life staff member immediately. Once notified, an immediate lock change will be initiated. You could be financially responsible for any costs associated with the replacement of a lock or keys, including any overtime hours that may apply.

SAFETY AND SECURITY
The personal security of resident students is a primary concern for the Department of Housing and Residence Life. Additionally, there has been a concerted effort campus-wide to enhance safety and security in our community. We encourage all residents to take an active role in the safety and security of your community. Residents can maximize their personal security by remembering to proceed with caution in and around their living environment.

Availability of Staff Members
Resident Advisors (RAs) provide on-duty coverage in most buildings/areas from 8:00pm until 8:00am on weekdays and continuously on weekends beginning at 8:00pm on Fridays. To reach the RA on Duty, please call the phone number posted in your community. The availability of staff members may be limited during University break periods and during transitional housing between semesters.

Additionally, a professional staff member is on call every night from 5:00pm to 8:00am and throughout weekends and holidays to respond to emergency situations or other significant concerns. If you need the assistance of this staff member, contact your RA, the RA on Duty, or Police & Public Safety at 704.687.2200.

Building Evacuation Procedures
If you discover any situation that requires evacuation, leave the building and call Police and Public Safety at 704.687.2200 from a safe location. If a cell phone is unavailable, remember there are Blue Light phones throughout campus that connect directly to Police and Public Safety.

Emergency Blue Light Phones
There are over 300 blue light phones located throughout the UNC Charlotte campus. These emergency phones automatically dial campus police with the simple touch of a button. A built in speaker phone allows you to communicate directly with police. The emergency phones are also equipped with flashing blue lights that help officers quickly identify your location.

Emergency Text Messaging
To receive emergency alerts by text message and/or email, please make sure your personal information is up to date by selecting “Banner Self Service” on my.uncc.edu. UNC Charlotte will only send notification messages in the event of an emergency, or to test the system.

Additionally, reports can be made to Police and Public Safety, through the Dean of Students Office or through a Housing and Residence Life staff member. Students are also encouraged to utilize on campus resources such as Counseling and Psychological Services, the Student Health Center, and The Center for Wellness Promotion.

Help Seeking Protocol
A priority of UNC Charlotte is students’ health, safety, and welfare. Students are expected to demonstrate compassion by seeking help in potentially dangerous or life-threatening situations. The University does not want the fear of student conduct repercussions to be a barrier for seeking help. In
The Help Seeking Protocol applies to the following circumstances regarding the possession, consumption, or use of alcohol and/or drugs:

- students who seek assistance from emergency personnel or University officials on their own behalf;
- students who seek assistance from emergency personnel or University officials on behalf of another person(s) and who remain present until emergency personnel or University officials arrive;
- organizations in which a representative(s) seeks assistance from emergency personnel or University officials on behalf of another person(s) and who remains present until emergency personnel or University officials arrive;
- students who are alleged victims of a crime (including, but not limited to, sexual misconduct, relationship violence, stalking, assault, theft, or vandalism) and may have simultaneously violated University policy regarding the possession, consumption, or use of alcohol and/or drugs.

The Help Seeking Protocol does not apply to the following circumstances:

- students who are confronted by emergency personnel or University officials (may be referred to the student conduct process);
- law enforcement agencies within their jurisdictions enforcing federal, state, or local laws (however, state laws related to medical amnesty may apply); or students who are engaging in behaviors other than possession, consumption, or use of alcohol and/or drugs (including, but not limited to, driving under the influence, manufacturing/distribution/delivery of drugs, possessing with intent to manufacture/distribute/deliver drugs, sexual misconduct, relationship violence, or stalking).

LIVESAFE MOBILE APP

All students are encouraged to download the livesafe mobile safety app (available on all smart devices). This app connects students directly to Police and Public Safety, and vice versa. In addition to receiving crucial campus safety notifications, students are able to make anonymous reports to Police and Public Safety via text message. In order to utilize all of the features in the app, be sure that your phone’s setting allow for push notifications and full GPS location sharing. Once you have installed the app, simply create a free account and select UNC Charlotte as your institution of choice to begin utilizing all of the services that the app has to offer.

NINER TRANSIT BUS SERVICE & NINER PARATRANSLIT

The campus offers a free Niner Transit Bus Service to all students, faculty, staff and guests. For more information, please visit pats.uncc.edu/ninertransit or call Parking and Transportation Services (PATS) at 704.687.0161. Niner Paratransit provides scheduled and on-demand disability transport for those with mobility impairments who are registered for the service. Disability transport must be prearranged. Requests are processed and scheduled quickly, usually within 24 hours. For more information, please visit pats.uncc.edu/transportation/disability-paratransit or call PATS at 704.687.0161.

PARKING LOT SAFETY

When parking on campus try to park in a well-lit area. Always remember to lock your car doors and roll up your windows. Do not leave valuables in plain sight. Remember where you parked. Do not be afraid to report any suspicious or unusual behavior to Police and Public Safety.

POLICE AND PUBLIC SAFETY

Police and Public Safety officers patrol the campus and are available to respond to calls 24 hours a day. If at any time you are experiencing an emergency, contact Public Safety via phone (704.687.2200), the LiveSave app, or any Blue Light phone.

Note: Dialing 911 from your cell phone will connect you to the Charlotte Mecklenburg Police Department before routing you to UNC Charlotte Police and Public Safety. Please contact UNC Charlotte Police and Public Safety directly at 704.687.2200 to avoid delays in Police response.

SEXUAL AND INTERPERSONAL MISCONDUCT

UNC Charlotte takes allegations and reports of sexual and interpersonal misconduct (sexual harassment, sexual assault, sexual exhibitionism, sexual exploitation dating violence, domestic violence, and stalking) very seriously and provides resources for supportive measures (https://www.youtube.com/watch?v=_P9LIGYJ1co) and reporting (https://www.youtube.com/watch?v=qkFby3ENEI&t=19s). The University’s Title IX Coordinator is responsible for ensuring compliance with federal law surrounding sex-based discrimination. For more information regarding the University’s response to reports of sexual and interpersonal misconduct, available supportive measures, and grievance procedures under Title IX, please visit the Title IX Office’s website, titleix.uncc.edu.

If you, or someone you know, is a survivor of sexual or interpersonal misconduct there are many options available for both reporting the incident and seeking medical attention and emotional support, regardless of where or when the incident took place.

Consent (https://www.youtube.com/watch?v=I61k1YfwMLQ)

Did you know the University’s definition of consent requires an affirmative decision to engage in sexual activity? That means you should assume you have a “no” until you receive a clear “yes” that is knowingly and voluntarily given. Silence or a lack of resistance doesn’t mean you’ve been given consent to engage in sexual intimacy. Additionally, if a person is incapacitated (by alcohol or drugs, for example), restrained, coerced, isolated or threatened, consent has not, and can not be obtained.

Getting Help

The University’s Interpersonal Violence Resource Guide, which can be found at titleix.uncc.edu/interpersonal-violence-resource-guide, outlines the many services and resources available to students who have experienced sexual or interpersonal misconduct. If a student needs emergency medical care after hours, they can visit any medical provider of their choice. Students are also encouraged to seek follow up care at the Student Health Center. More information can be found on the SHC website, studenthealth.uncc.edu. Students are also encouraged to seek confidential counseling services through Counseling and Psychological Services located on campus. More information can be found on the CAPS website, caps.uncc.edu.
SECURITY GUARDS
Security Guards work at many halls’ reception desks from 11:15pm to 6:45am on most evenings. Security Guards help monitor the residence hall environment, perform building rounds and enforce policies and procedures. In addition, they provide services such as issuing loan keys/cards and responding to emergency situations.

SURVEILLANCE CAMERAS
Surveillance cameras have been installed near the exterior doors, main lobbies, and elevators of most residential buildings to promote a safe residential environment by deterring unwanted behaviors. The images will be recorded and used by the University when investigating criminal activity that occurs in the residential areas.

WEATHER EMERGENCIES
If a tornado or strong storm warning is issued, it may become necessary for you to move to a place of greater safety. Stay away from the top floors of the halls and any areas with exterior glass windows. Go to the lowest floor in the building. Please call the inclement weather hotline at 704.687.1900 to inquire about class delays or cancellations, or visit uncc.edu.

COMMON SAFETY PRACTICES
• Lock your car and do not leave valuable items in plain sight.
• Lock your doors (room, suite, apartment, car). Do not prop doors open.
• Do not hold the door for strangers and let them “tailgate” into the residence halls behind you.
• Keep track of your ID card, keys/cards. Do not lend them to others.
• Keep your valuables with you in public areas (library, dining halls, labs, etc).
• Be aware that most break-ins happen during the day.
• Keep a record of serial numbers and identifying information for property and credit cards.
• Mark property with your identifying information.
• Be aware of your surroundings. Take notice of people and report suspicious activities or persons to Police and Public Safety, Housing and Residence Life or the Dean of Students Office.
• Do not walk alone, especially at night. Walk in groups and in well-lit areas.
• Utilize the SafeRide Program or campus shuttles.
• Make note of blue light emergency phone locations on campus.
• During breaks, park your car in a common lot that may be patrolled more often.
• Call for help if you believe another student has had too much to drink and is in danger.

<table>
<thead>
<tr>
<th>BUILDING/AREA</th>
<th>RECOMMENDED SHELTER LOCATION(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belk Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Greek Village Houses</td>
<td>First floor interior hallways</td>
</tr>
<tr>
<td>Hawthorn Hall</td>
<td>Suite bathrooms, basement classrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Holshouser Hall</td>
<td>Basement or suite bathrooms</td>
</tr>
<tr>
<td>Hunt Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Laurel Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Levine Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Lynch Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Martin Hall</td>
<td>Apartment bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Miltimore Hall</td>
<td>Apartment/Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Elm, Pine and Oak Halls</td>
<td>Apartment/Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Sanford Hall</td>
<td>Basement: laundry and hallway areas</td>
</tr>
<tr>
<td>Scott Hall</td>
<td>Basement: laundry and hallway areas</td>
</tr>
<tr>
<td>Wallis Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Witherspoon Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
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FIRE EMERGENCIES
Fires have the capability of causing immeasurable damage in a residence hall. In order to keep everyone safe, the following fire safety measures are in place. Failure to adhere to these measures could result in a student conduct referral.

Assisting Residents With Mobility Challenges
Physically impaired students should identify a number of “buddies” in their immediate living area who can provide assistance during an emergency. Five or six “buddies” are recommended with the hope that one or two will be present during an emergency or other special circumstance. These people could assist the individual in moving to a location of greater safety. Students with special needs may wish to contact the Disability Services Office at 704.687.4355 or ds.uncc.edu.

Fire Evacuation Procedures
Planned fire drills are held four times throughout the calendar year and are coordinated by the Environmental Health and Safety Department. All persons are required to immediately evacuate the building. For more information visit emergency.uncc.edu.

When a fire alarm sounds always take the fire alarm seriously and assume there is a fire.

Keeping Hallways Clear
To help ensure safe evacuation should it become necessary, storing of personal belongings in hallways is a safety hazard and could result in the removal and/or discarding of the item(s). The University is not responsible for such items that have been removed from common areas.

### EMERGENCY EVACUATION ASSEMBLY LOCATIONS

When a fire alarm sounds, you must exit the building and proceed to the assembly location for your building.

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<td>Belk Hall</td>
<td>Wallis/Lynch courtyard</td>
</tr>
<tr>
<td>Greek Village Houses</td>
<td>Opposite side of the parking lot across from building</td>
</tr>
<tr>
<td>Hawthorn Hall</td>
<td>Opposite side of Parking Lot 13</td>
</tr>
<tr>
<td>Holshouser Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Hunt Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Laurel Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Levine Hall</td>
<td>Parking Lot 8A</td>
</tr>
<tr>
<td>Lynch Hall</td>
<td>Belk/Miltimore courtyard</td>
</tr>
<tr>
<td>Martin Hall</td>
<td>Parking Lot 6</td>
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<td>Miltimore Hall</td>
<td>Wallis/Lynch courtyard</td>
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<td>Witherspoon Hall</td>
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</table>
ABOUT YOUR ROOM

FURNITURE
All rooms, suites, and apartments are furnished with desks, chairs, beds, closets or wardrobes, dressers, wastebasket, recycling bin, and window blinds. University-provided furniture should not be removed from campus housing. Room/suite/apartment furniture should never be left in study rooms, hallways, lounges, porches, or balconies. Furthermore, students are prohibited from blocking windows or doors with furniture.

Common area furniture should not be removed from the common areas or brought into a students room for personal use. If the furniture issued when a resident accepted occupancy is not in the room/suite/apartment upon checkout or common area furniture is found in a room/suite/apartment, the resident(s) may be held responsible for full replacement costs, be referred to the student conduct process, and/or face legal action.

CLIMATE CONTROL

Sanford and Scott Hall
Heat and air-conditioning systems for the towers operate with continuous airflow. Each wing is controlled by one central thermostat. This thermostat calls for heating/cooling according to the average temperature of the air flowing through the entire wing. If students in one room block the vents, the adjacent rooms receive increased airflow. Under this circumstance, if students in the adjacent rooms open their windows for comfort, the average temperature in the wing is reduced or increased as the thermostat responds with more heat or air conditioning to be supplied to the entire wing. Hence, blocking your vents or opening your windows can only serve to disrupt the normal functioning of the system for everyone on the wing.

If you find that the temperature is not right in your room, check with your neighbors. If everyone’s vents are adjusted properly and windows are closed, call the Housing Facilities Office at 704.687.7502 or send an email to hrffacilities@uncc.edu.

Apartments, Suites and Holshouser Hall
Each suite, apartment, traditional-style room in Holshouser Hall and Greek Village room has individual thermostats. If you have questions about how to operate your thermostat, please contact your RA. If you have concerns that it might not be operating properly, call the Housing Facilities Office at 704.687.7502 or send an email to hrffacilities@uncc.edu.

When using your air conditioning, setting the temperature of your thermostat below 68 degrees may cause the air conditioning unit to freeze and quit working. During the break periods, cold weather can affect water pipes in apartments and suites. Turning the thermostat too low during cold weather might cause freezing or bursting of pipes and flooding of an apartment or suite. If you live in an area where you can control the temperature, please leave the heat on with a setting of 55-60 degrees. Failure to follow these guidelines may result in your being held financially responsible for damages caused by cold/freezing weather.

DAMAGE BILLING

Public Areas
When damages or vandalism occurs in the common areas of the buildings, students will be notified of the damage and the repair or replacement cost in an effort to identify the responsible person(s). The University may bill a floor, group, tower, suite or house and/or a group of rooms on a prorated basis for public area damages. In addition, the Department of Housing and Residence Life reserves the right to assess prorated charges at any time.

Appeals
Every resident has the right to appeal any bill received. Appeals to bills must be submitted via email to the Housing Facilities Office within thirty (30) days of the billing date. Appeals should describe how and why the bill originated and describe the reasons the bill should be waived or reduced in amount and the specific adjustments that are appropriate. Appeals are decided by the REC and reviewed by the Associate Director for Maintenance Operations. Any damages to common area spaces that cannot be attributed to a specific resident will be split equally amongst all residents of the room, suite or apartment.

In Rooms, Suites, or Apartments
When a student checks into an assigned room/suite/apartment, they are given a Room Condition Report (RCR) to complete. They are responsible for completing the form, making note of any damages or missing items in the room/suite/apartment. They are required to complete, sign, and return the RCR to the building's/complex's checkout box within 72 hours (three days) of move-in. The completed RCR then becomes a record for the condition of the room/suite/apartment when they assumed occupancy. This record is compared to the condition of the room/suite/apartment at checkout. Differences may be billable to the student after check-out.
SERVICES AND AMENITIES

When you live on campus at UNC Charlotte, you have more than just a living space. We understand how important that space can be. To that end, we provide many services and amenities that complement our facilities.

CABLE TELEVISION & STREAM 2 APP

Our cable television provider, Apogee, offers on-campus residents more than 100 channels of digital TV. Residents can also watch their favorite shows and sports on a variety of devices by downloading the Stream2 app.

IPTV’s service Stream2 is available for on-campus residents. With Stream2, you can watch your favorite shows and sports on several of your devices, including your laptop, Smart TV (via RoKu, Amazon Fire TV Stick, Apple TV, etc.) and mobile device. You can also save up to 20 hours of recordings with the included DVR feature. You can download the Stream2 app from the Apple App or Google Play stores.

If you need any help registering or connecting your devices, an Apogee support representative is available 24 hours a day to assist you at 855-465-6729 or by emailing support@mycampusvideo.com.

For more information about our cable services, including a channel lineup, please visit housing.uncc.edu/cable.

COMMON AREAS

There are many common areas (lounges, corridors, recreation areas, etc.) located throughout the residential areas. Common areas are primarily for the use of hall/area residents. No individual or group should engage in an activity which prevents the use of these common areas by hall/area residents unless a reservation for the room is approved in advance by the REC/GHA.

Please remove all trash and return all furniture to its original location before leaving the common area. The hall staff may restrict access to common areas that are not being used and/or maintained properly.

COMMUNICATIONS

Almost all of the official University and Housing communication with students is electronic. Housing and Residence Life’s primary communication with students is through their University provided email address (**@uncc.edu). Residents should be checking their email and the HRL website (housing.uncc.edu) regularly for information and updates related to policies, important dates, major processes (room selection, closing, health and safety inspections, etc.) and events.

ELEVATORS

Elevators are provided in most residential buildings. Please use care and respect when using the elevators and do not exceed the posted weight and/or occupancy limits.

INK SPOT PRINTING

Ink Spot Printing is a “print from anywhere” solution that allows you to print to an Ink Spot-enabled printer for a small fee. This service is available at locations throughout the campus, and is available in Belk, Hunt, Levine and Martin Halls. For more information about the Ink Spot service and instructions for its use, visit the Auxiliary Services website at aux.uncc.edu.

INTERNET/WIFI

We understand the demands of daily college life and that having reliable, consistent internet access is a high demand for your overall college experience. In addition to traditional wired internet connections, every room in each of our residential buildings are completely wireless. Students provide their own computers.

If you’re planning to use the wired internet, you will need a RJ-45 Ethernet cable to connect to the wall jack. You will then need to create an account (see details below). If you’re planning to use the wireless internet, you will need to create an account in order to access the Internet, details at housing.uncc.edu/internet.

All residents are responsible for following the specific terms and conditions of service when using the internet in the residence buildings. All residents are also subject to the University’s policies and procedures on Responsible Computing and appropriate use of University provided network resources. Residents are responsible for reviewing and understanding these policies, including policy numbers 303, 307 and the supplement to number 307 on peer-to-peer file sharing (311.4). These policies can be found online at housing.uncc.edu/internet.

If you need any help registering or connecting your devices, an Apogee-MyResNet support representative is available 24 hours a day to assist you at 855-465-6729 or by emailing support@myresnet.com.

For more information about our internet services, please visit housing.uncc.edu/internet.

KITCHENS

Common area kitchen facilities are available for use in most residential areas. Users are responsible for cleaning the kitchen after use and residents will be charged for any clean up needed. The University is not responsible for items that have been removed from common area kitchens. Please visit the front desk of your residence hall to check out kitchen equipment. (ie: pots, pans, etc.). Selection and availability varies by residence hall.

For more information about our internet services, please visit housing.uncc.edu/internet.
LAUNDRY
Each residence hall has washers and dryers available for resident use at no additional cost. In most residential areas, community laundry rooms are located in public spaces and are serviced by our corporate partner, CSC Service Works. However, in apartment units with private machines the maintenance and service of the machines is managed by Housing and Residence Life Facilities staff.

For washer and dryer issues in any community laundry room, submit an online service request via asicampuslaundry.com. For washer and dryer issues in apartment units with private machines, submit a maintenance request through the Maintenance Request Portal, housing.uncc.edu/maintenance-requests.

Residents are expected to keep track of their laundry and remove all laundry from washers/dryers as soon as the cycle is complete. The University maintains no liability for residents’ laundry that may go missing.

LAUNDRYVIEW®
All of our community laundry room machines utilize LaundryView® technology which shows residents an online 3D view of their laundry room and lets them check the status of machines without setting foot outside of their room.

With LaundryView® Text Alerts you can request that each machine sends a text message when the cycle is complete. LaundryView Mobile puts the laundry room in the palm of your hand. Use your smartphone to scan the dedicated QR code posted in your laundry room or visit laundryview.com/uncc. With LaundryView, doing laundry is easier than ever!

IMPORTANT WASHING TIPS:
• Separate clothing according to color
• Remove all items from pockets
• Check for and pre-treat stains accordingly
• Use only 2 tbsp. of concentrated HE detergent
• When loading a washer, leave about 5” of space on top
• Remove clothing promptly from the washer

IMPORTANT DRYING TIPS:
• Clean the dryer’s lint screen before each use
• Don’t overload the dryer
• Check for stains; the heat of the dryer will set the stain
• Please know that the hot setting may cause shrinkage
• Bottles left on top of dryers will melt
• Remove clothing promptly from the washer

LINEN SERVICES
The Residence Hall Linens program is a convenient and simple solution to all of your college bedding needs and desires. Our goal every year is to ensure parents and students have everything they need for move-in. We do that by providing easy one-stop shopping with an off-campus company that provides an assortment of residence hall room must-haves, including storage solutions, comforters, pillows, mattress pads and blankets. For more information on our linen services visit rhl.org/nct.

MAIL AND PACKAGE SERVICES
Residents will be notified via their UNC Charlotte email account that they have letter mail or packages ready for pickup. All residents’ letter mail will be available for pick up via Smartlocker or at the 3rd mail clerk window located closest to the wall facing Mail & Package Services in Prospector. Residents may retrieve their packages from the Smart Lockers or Package Pick-Up Window with their 49er ID card or their unique collection pin any time Prospector is open. Identification will be required for pickup.

Residents will have 48 hours to pick up their letter mail before it moves to a holding status. Holding status will last for only 15 days per USPS policy before it is returned to the sender. Outgoing mail should be dropped off at Mail and Package Services in Prospector.

Need to send a letter or package? The address format for all of our buildings is:

Resident Name
Residence Hall Name, Room Number
9201 University City Boulevard
Charlotte, NC 28223

When ordering, if there are only 3 lines for the address, include your residence hall and OMIT the 9201 University City Boulevard

Resident Name
Residence Hall Name, Room Number
Charlotte, NC 28223

Note: In-hall mailboxes are no longer in service.
HEALTH AND SAFETY INSPECTIONS

All campus residences will be inspected at least once each semester, including summer term to ensure compliance with health and safety standards. Residents will be given 48 hours notice regarding the approximate date and time the Health and Safety inspections will occur. Students are required to allow University officials to enter their residences for these inspections and follow-up visits. Housing and Residence Life staff may also conduct a room inspection after a space has been vacated. Staff conducting the inspections will lock all doors when leaving the room, suite or apartment. Be sure to carry your keys to avoid being locked out.

The entire living area will be inspected. In the suites and apartments, particular attention will be given to the bathroom, kitchen and other common living areas. Residents who do not pass the inspection will be given 48 hours to make the necessary changes. If the second inspection results in a failure, each resident could be assessed a $25 HRL Administrative Fee. Subsequent failures may result in additional charges and a referral to the student conduct system and/or cancellation of a resident’s housing contract.

The Department of Housing and Residence Life reserves the right to schedule a special health and safety inspection of any residential unit and/or public area space if the condition warrants concern. Written appeals regarding health and safety inspections should be sent to the Housing Facilities Office. Each review will be completed by two staff members of your hall/area. If you have any questions about a health and safety inspection, please contact your REC directly or email hrlfacilities@uncc.edu.

RECOMMENDED CLEANING PRODUCTS

- Ovens: Use oven cleaner on inside of oven only (Easy-Off or Mr. Muscle oven cleaner) then simply scrub and rinse.
- Refrigerators: Wipe and clean with all-purpose cleaner; remove all moldy and spoiled food.
- Showers: Tilex Soap Scum Remover. This is the best product to remove body oil and soap scum. It is not a disinfectant and you may want to use a spray disinfectant after using the Tilex.
- Stove tops: Use a degreaser on the top of the stove (409, Fantastic, Mean Green or Grease Lightning). Remove drip pans and use degreaser to clean pans and under pans (nylon scrubbing pads work best). Wipe front and the remaining area of stove with degreaser and rinse.
- Toilets and sinks: All-purpose cleaners can be disinfectants. Check the label to ensure this. Use bowl mop or brush to clean only the bowl itself. After cleaning bowl, spray the fixtures lid, sides, base, tank and floor around toilet with a disinfectant spray cleaner. Let this product sit the recommended time (usually ten minutes) and wipe with paper towels. Wipe sinks in same manner.

MAINTENANCE REQUESTS

AFTER HOURS EMERGENCY MAINTENANCE REQUESTS

If you have an immediate concern that you think requires a response after business hours (such as a water leak), please contact the Loan Key Desk or RA on Duty for your area. Staff members are on call 24/7 for immediate concerns.

PEST CONTROL

The residential areas are sprayed on a regular basis to control pests. Residents can assist in this effort by keeping their rooms clean and putting food away in sealed containers promptly. If you find that you have a problem with pests, submit a maintenance through the Maintenance Request Portal via housing.uncc.edu/maintenance-requests.

PREVENTATIVE MAINTENANCE

The Housing Facilities staff manages a preventative maintenance program to provide ongoing customer service. During the academic year, Housing Facilities staff will enter all residential areas to make sure that everything is functioning properly (bathroom fixtures, drawers, cabinets, fans, etc.).

Staff will only enter rooms from 10:00 AM to 5:00 PM, Monday through Friday for non-emergency repairs and 48 hours notice will be provided. Facilities staff lock all doors when leaving after a repair is completed. Be sure to carry your keys to avoid being locked out.

ROUTINE MAINTENANCE REQUESTS

To submit a routine maintenance request, visit the Maintenance Request Portal via housing.uncc.edu/maintenance-requests. Once you have submitted a request you will receive an automated response confirming receipt of your request. When the work is complete you will also receive an email confirming that the work has been completed. Residents must be on campus to access the Maintenance Request Portal.

The Housing Facilities Office is open weekdays 8:00 AM - 5:00 PM (except University Holidays). Maintenance requests are typically completed within two business days. When our staff has visited your room to make the repair, they will typically leave a notice. If you do not see a response to the requested work within two business days, please call the Housing Facilities Office at 704-687-7502 for follow-up.

Requesting service authorizes University officials and/or contractors to enter your unit. Refusing them admittance will result in loss of your priority in the repair schedule and may cause delay in your repair. Housing Facilities staff lock all doors when leaving after a repair is completed. Be sure to carry your keys to avoid being locked out.
COMMUNITY AND INDIVIDUAL RESPONSIBILITY

Housing and Residence Life places the health and safety of our residential students and their guests with the utmost importance. We want all our residents to feel safe every time they come home. As such, our students are expected to uphold the standards we expect from all of our community members. The following policies have been outlined to help ensure everyone is contributing to the overall health and wellness of our community. A violation of these policies, by students or their guest, could result in a student conduct referral.

Any member of the Charlotte community is encouraged to file an incident report at incidentreport.uncc.edu. Filling out one of these reports allows a University staff member to follow up on any situation and discuss all options and resources available. In addition, residential students are highly encouraged to speak with their RA or REC/GHA for further guidance or assistance.

CODE OF ACADEMIC INTEGRITY

The Code of Student Academic Integrity outlines the responsibilities of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations and lists applicable penalties. For more information visit legal.uncc.edu/policies/up-407.

CODE OF STUDENT RESPONSIBILITY

All UNC Charlotte students are expected to be familiar with the Code and conduct themselves in accordance with these requirements. All Residence Life staff members are considered University officials and have full authority to address violations of the Code of Student Responsibility. The full text of the Code of Student Responsibility is available online, legal.uncc.edu/policies/up-406. This code is subject to annual review and revision.

BALCONIES AND PORCHES

Areas containing balconies and porches are available for your use and enjoyment! In order to help keep these areas safe and aesthetic, the storage of trash, recycling, or University-owned furniture is not permitted. Students are also not permitted to hang and/or place any items (flags, banners, clotheslines, etc.) on their porches/balconies

COMMON AREA FURNITURE

Common area furniture should not be removed from the common areas or brought into a student’s room for personal use. If the furniture issued when a resident accepted occupancy is not in the room/suite/apartment upon checkout or common area furniture is found in a room/suite/apartment, the resident(s) may be held responsible for full replacement costs, be referred to the student conduct process, and/or face legal action.

DECORATIONS

While we encourage you to make your residence hall room feel like home, there are some decorations that are not permitted due to safety and/or fire concerns. Some are listed below, but the HRL Staff have the discretion to remove and/or ask you to remove any decorations that do not comply with these guidelines:

- Whiteboards, corkboards, posters, flags, signs, writings, stickers, and banners are not permitted to be hung on or be displayed from any outward facing doors, balconies, windows, walls, or common rooms
- Illegally obtained property (such as traffic signs) are not permitted in the residence halls
- Students under the age of 21 are not allowed to display any alcohol bottles or containers.
- Only the use of regular tape or tacks are permitted for hanging decorations. Nails, screws, self-adhesive hooks, and stickers can cause damage for which you could be responsible.
- Residents are not permitted to paint any part of their rooms
- Decorations must be set up in a way that they do not block the use of windows, doors, fire equipment, or cause tripping hazards.

DISPOSAL OF SHARP/DANGEROUS ITEMS

“Sharps” are defined as items that are capable of puncturing, cutting, or abrading the skin. Items such as glass, razor blades, needles, and syringes need special care in their disposal. Due to concerns over biohazards, students utilizing “sharps” are encouraged to properly dispose of them according to the following guidelines:

- “Sharps” are not to be placed into the regular trash.
- Needles or razor blades must be disposed of in puncture-proof plastic containers provided by the resident.
- Clean broken glass should be collected in a cardboard box or other strong disposable container. When removing the box or container, please tape it shut and label its contents as “Sharp Objects/Broken Glass.”

FIRE SAFETY

All students must evacuate their residence hall rooms in a timely and orderly fashion during each fire system activation, including all scheduled fire drills.

The emergency activation and suppression systems exist to ensure the safety of all students, staff, and emergency response personnel during an activation. As such, students are not permitted to vandalize, alter, or obstruct any aspect of the fire systems, including covering/removing smoke detectors and/or hanging items from the sprinkler system.

Intentionally causing a fire and/or a false alarm could result in additional criminal and/or civil penalties.

Exterior stairways designated as fire escapes are for emergency use only.
Maximum Occupancy.
- There can be no more than 7 individuals (including residents) in a traditional double occupancy room, and no more than 15 individuals (including residents) in apartment and/or suite style living. For questions about occupancy of common areas in the residence hall (i.e.: study lounges, game rooms, etc.,), please contact your Residence Education Coordinator.
- Housing and Residence Life reserves the right to lower the maximum occupancy for any residential area, including rooms, suites, and apartments, in order to maintain the health and safety of our students.

GUEST/VISITATION
Residence Hall guests and visitors are allowed in the residence halls 24 hours/day, 7 days/week unless otherwise noted. Specific policies regarding guests and visitation are stated below:
- All guests are expected to adhere to all housing and University policies. Hosts can be held accountable for all actions of their guests and the guests could be asked to leave the residence hall by any staff member and/or be trespassed from campus by Police and Public Safety.
- The Bathroom Use:
  - Residents and guests may only utilize the common restrooms and/or shower facilities designated for their genders. All individual use restrooms are designated as gender-neutral
  - Residents are not permitted to share any bathroom facilities (including showers) with another person. Please note that this does not apply to those with documented medical assistants.
- Escort:
  - All residents are expected to meet their guests outside of the residence halls and escort their guests at all times while inside the halls. Guests should never be left unattended anywhere in the building, including assigned living spaces.
- Cohabitation:
  - Guests are not permitted to cohabitate. Housing and Residence Life reserves the right to distinguish between guests who are visiting or cohabitating in the residence halls.
- University ID Cards and Keys:
  - For your security and the security of the residence halls and campus, students are required to be in possession of your University ID Card at all times. Students must also comply with any University official, including student staff, when asked to produce their ID’s.
  - Residents are not permitted to lend, loan, and/or share their ID Card or residence hall keys with anyone, including guests.

HALL SPORTS AND INDOOR RECREATION
For the safety of our students and to protect our physical spaces, recreational play including, but not limited to, throwing/batting balls, Frisbee, rollerblading, skateboarding, bicycling/scootering, etc. are not permitted inside the residence halls.

ILLEGAL ROOM ENTRY
Students are not permitted to use any device other than a University issued ID Card or key to gain access to residence hall or any rooms in a residence hall.

NOISE AND QUIET HOURS
To ensure students have the opportunity to exercise their primary rights to sleep and study in their living spaces, students are required to limit the amount of noise they create. Courtesy hours are in effect 24/7. Specific noise policies include:
- Quiet Hours are in place from 9:00p-8:00a Sunday - Thursday and 12:00a - 8:00a on Friday and Saturday.
- Remain aware of the level of noise produced by sound equipment (i.e: bass speakers, musical instruments, etc.). Residents may be asked to remove any equipment that creates a persistent disruption to their community.
- Outdoor amplified music policies have been established in accordance to Mecklenburg County ordinances and is only permitted between 5:00p and 11:00p on Friday and Saturday nights. This policy applies to both scheduled and informal events.

OPERATING A BUSINESS
Students are not permitted to use residential living facilities for commercial activities, including operating a business out of the residence halls. For more information, please refer to University Policy 601.5: Use of Residence Facilities.

PETS
Students are not permitted to have pets unless authorized through the Housing Pet Policy. If a student is found with an authorized pet and/or evidence of an unauthorized pet (water dishes, leash/collar, litter box, etc.), they will be given 48 hours to remove the pet and their room will be reinspected by two members of the HRL team.

PROHIBITED ITEMS
To minimize safety risks, Housing and Residence Life has compiled a list of Prohibited Items (housing.uncc.edu/prohibited-items). This published list is not exhaustive, but can provide guidance on items permitted for use in the residence halls. Please note that HRL may ask students to remove items not specified in this list if their use causes disruption to normal operations (ie: fire alarms, tripped circuit breakers, etc.)

TRANSPORTATION DEVICES
The use of most transportation devices on campus are governed by campus regulations. For specific information about your specific device, please visit pats.uncc.edu. Listed below are policies that specifically pertain to the residence halls:
- Motorized devices that contain a lithium ion rechargeable battery cannot be kept in the residence halls, including on balconies and porches. If you require a device for mobility, please contact The Office of Disability Services (ds.uncc.edu)
- Bicycles and non-gas powered scooters may be stored in a residents room/apartment/suite. They cannot be locked to any areas inside the community spaces of a residence hall or block fire exits. No transportation device may be used in the residence halls
- Transportation Devices cannot be parked in areas that block sidewalks, stairs, doorways, or accessible ramps.
[CONTINUED]

- All transportation devices should be removed when students leave housing at the conclusion of the contract. Any devices left behind will be considered abandoned property and discarded.
- Skateboards and in-line skates may only be used on sidewalks or other pedestrian areas on campus.

SMOKING/VAPING
All UNC Charlotte’s residential facilities, including all rooms, apartment, common spaces, porches/balconies, etc. are designated smoke free. Smoking is only permitted 100 linear feet or more away from any University building. This includes the use of vapes and e-cigarettes.

SOLICITATION
Individuals and/or groups are not permitted to make door-to-door solicitations in the residence halls. This includes, but is not limited to, selling items, fund raising, placing flyers under doors or on doorknobs, promoting Greek recruitment, and/or campaigning.

UNAPPROVED POSTINGS
The bulletin boards and other approved posting locations in the residence halls are not “general purpose” and therefore are reserved for use exclusively by Housing and Residence Life. Exterior campus bulletin boards, however, may be used as “general purpose” by any person or group whether or not they are affiliated with the University. Please refer to University Policy 601.9 (Sales, Solicitation, Distribution of Materials, and Campus Displays) for additional information.

UNAUTHORIZED USE OF SPACES
Residents are not permitted to assume the use of any vacant residence hall room. This includes changing rooms and/or the storage of personal items in spaces that are vacant.

USE OF WINDOWS
For the safety of our residents and our community, it’s vital that our residents exercise care and caution around their windows, especially when open. This includes, but is not limited to:
- Standing, sitting, or walking on any window ledge or balcony railing;
- Throwing, dropping, or otherwise releasing any objects from any window or balcony;
- Climb into or out of any windows, balconies, porches, etc. to either access or exit the residence hall.