Dear Residential Students:

The Office of Housing and Residence Life would like to welcome you to campus and your new home. We are pleased to have you as part of our community and excited to have the opportunity to work with you.

On-campus student housing is an integral part of the overall college experience. It is our hope that this will be a productive and exciting year for you. Our goal is to provide you with a comfortable living environment that is conducive to both living and learning. With collaborative cooperation and support, we will be successful in accomplishing this goal. We encourage you to utilize residence life and housing services and other campus resources should they become necessary. Other resources include, but are not limited to, Academic Advisement, The Counseling and Testing Center, Student Health Services, and Campus Police.

Live-in staff members are available to assist you 24 hours a day, seven days a week. If you need anything, please feel free to call on your Resident Advisor, Community Director, or the staff in the main office. A listing of the staff is located on our web site.

We hope that you enjoy your stay with us and we wish you the very best in your educational endeavors. If there is anything we can do for you as a resident of UNC Pembroke, please let us know.

Respectfully,

Housing and Residence Life Staff
Department of Housing and Residence Life

The Office of Housing and Residence Life is a department within the division of Student Affairs. Mr. Preston Swiney directs the department, Ms. Cynthia Redfearn serves as the Associate Director for Residence Life, Mr. David Burns serves as the Associate Director for Residential Facilities, and Mr. James Rogers serves as the Technology Support Technician. Ms. Carol Hunt, Administrative Support Specialist, coordinates on-campus housing and Ms. Wanda Campbell, serves as the Administrative Support Associate. The main office is located on the second floor of University Center Annex and the telephone number is 910-775-4253. Inquires relative to housing assignments should contact 521-6228.

University Community Director

The University Community Director is a full time live-in professional staff person who supervises the Resident Advisors. The University Community Director is available to assist individual residents with developing their personal, academic, and social skills through educational and social programming, role modeling, providing resources and referral information, and developing community living based on consideration for others and the regulations and policies set by the University of North Carolina at Pembroke. The University Community Director is also responsible for upkeep of the facility and works closely with the Director, Associate Directors, and the Housing Coordinator.

Resident Director

Due to the size and location of some residential facilities, a Resident Director (RD) assists the University Community Director with the management of the facilities. A RD is a full-time undergraduate student who has been selected because of his/her personal qualities and skills. The RD acts as the indirect supervisor for the Resident Advisors. The RD is responsible for sharing a duty schedule with the University Community Director, distributing and/or submitting administrative documents, counseling and supporting UNCP students, coordinating living and learning programs, checking in and checking out residents, and reporting suspicious activities to the University Community Director.

A Resident Director is available in the Courtyard Apartments.

Resident Advisors

The Resident Advisors are full-time undergraduate students who have been selected because of their personal qualities and skills. Resident Advisors have been trained in such skills as crisis intervention, paraprofessional counseling, and conflict mediation. Resident Advisors are resource people who can assist you with where to go for information and with any questions or problems that might arise. The housing staff is dedicated to making the buildings “community” oriented. The staff is available to answer your questions, assist with hall programming, and to assist you in arranging check-ins, check-outs, etc.

Alcohol Free Environment

Alcohol-free halls are designated areas of a residence hall where the use and possession of alcohol is prohibited. Residents are required to sign a pledge refraining from the use and possession of alcohol. Hall assignments are available on a first-come, first-serve basis at the following locations: North Hall (men), second floor and third floor; Belk Hall (women), second floor and third floor; Cypress Hall, an area on first floor; Pine Hall, first floor; Oak Hall, first floor and the Teaching Fellows area on the second floor; and Village Apartments, Building 500. Limited space is available.

Smoke Free Environment
The University of North Carolina at Pembroke (UNCP) is dedicated to maintaining a healthy work and learning environment. UNCP values the individual rights as well as the well-being of all its faculty, staff, and students. On occasion a conflict arises between personal rights and community interests, because smoking is such an issue of contention.

North Carolina law allows universities to regulate smoking at properties owned or leased by a state university. The majority of buildings on UNCP’s campus have been smoke free for several years. This policy will now expand to include State owned vehicles, all State owned buildings and their 100 foot perimeter as part of the non-smoking policy.

Smoking receptacles are being removed from building entrances and will be relocated wherever possible outside of the 100 foot perimeter.

This policy applies to all University visitors, students and employees, including faculty, EPA non-faculty, staff and student employees. It is the responsibility of every member of the University community to conduct oneself in compliance with this policy.

Check In Procedures

Residents may pick-up their key from the Office of Housing and Residence Life, located on the second floor in University Center Annex, during regular office hours. Residents who arrive after office hours should obtain their key from their University Community Director between the hours of 6:00 p.m. - 9:00 p.m. During the check-in process, a Resident Advisor will greet you and have you sign a Room Inventory Form (RIF). This form notes the condition of the room, common areas and its contents. *It is important that you read the Room Inventory Form carefully.* If you notice any discrepancies in your room or common areas that are not listed on the form, contact a staff member immediately so it can be noted. Failure to review these forms thoroughly could result in being charged for damages that may have previously existed.

Check Out Procedures

Your living area will be checked only after you have completed all cleaning and removal of all personal belongings. Contact your Resident Advisor to arrange an appointment for checking out of your room. It is important to remember that most checkouts occur during exam times. Since the Resident Advisors are full-time students, it is imperative that checkout times be scheduled in advance. Just showing up at their rooms and wanting to be checked-out can and will cause unnecessary stress and inconvenience to both parties.

**Please Note:** Students not returning to on-campus housing will receive a refund of the housing deposit that was submitted with the housing agreement. The refund generally takes 4-6 weeks for Student Accounts to process the refund. It is not guaranteed that you will receive a full refund, and will only receive a full refund if the following conditions apply:

- No damage charges to your room
- You have checked-out properly with a staff member
- Keys have been returned
- You do not have an outstanding balance with the University

Please **DO NOT** attempt any repairs to your room. It is easier and less expensive for you if our professional staff fixes all repairs.

Check Out Cleaning

You and your roommate are responsible for the condition of your room, regardless of who has done what, when it comes time to check-out. Both parties have to take responsibility for the condition of
the room. Consequently, if no one is willing to take responsibility for any trash left behind or damages done to the room, both parties will be billed equally. The following is a step-by-step list of the procedures you need to follow in cleaning and vacating your room. If you adhere to the following cleaning guidelines, it will save you both time and money.

**Furniture**

All beds should be assembled. However, it is not necessary to un-bunk or re-bunk the beds. Desk chairs should be placed on top of the desks. Also, wipe inside of the desk and dresser drawers and remove any drawer paper. No permanent mounted fixture (e.g. towel bars, mirrors, etc.) should be removed.

**Floor**

Sweep and mop the floor. If conditions exist that were caused from situations beyond normal wear and tear, both residents will be billed equally for any needed cleaning/repairs.

**Closets and Doors**

Remove all articles, including hangers. Sweep the inside of each closet. Wipe shelves with a damp cloth. All closet doors should be wiped clean with a damp cloth as well. Remove all decals, paintings, etc. from ALL doors, walls and windows.

**Screens**

All window screens should be in their proper place. Any damaged or missing screens should be reported to the University Residence Administrator. Wipe all window ledges with a damp cloth.

**Bathrooms (Cypress Hall, Oak Hall, Pine Hall, Village and Courtyard Apartments)**

Remove all personal items including the shower curtain. Thoroughly clean the shower walls, toilet, medicine cabinet, along with the sink and faucets. In addition, the floor should be mopped. *Please report any loose tiles and/or towel bars and any re-caulking needs.*

**Village and Courtyard Apartments Residents (Additional Information)**

The kitchen and living room areas are shared by all the residents living in the apartment and regardless of who has done what, when it comes time to check out, someone/everyone has to take responsibility for the condition of the common areas. If no one is willing to take responsibility for any trash left behind or damages done to the common areas, all residents of the apartment will be billed equally. If needed, residents are expected to clean the carpet throughout the apartment. The following is a step-by-step list of the procedures you need to follow in cleaning and vacating your apartment. If you adhere to the following cleaning guidelines, it will save you money.

**Kitchen**

*Refrigerator* - Remove all items and clean all inside walls and compartments with a damp cloth. Also clean the top and outside of the refrigerator. Clean the freezer and ice tray. Be sure to shut off the ice maker by lifting the handle until it clicks.

*Electric Range* - The ovens are self-cleaning. If you are uncertain as to how to use this feature, contact a staff member at the apartments.

*Dishwasher* - Remove all personal items from the dishwasher and sweep out any/all food debris. Leave the door open to allow for drying to prevent mold.
General Cleaning - Make sure to clean the counter tops along with the cabinets inside and out. The fan filter and oven hood should be cleaned. Sweep and mop the kitchen floor.

Garbage Disposal - Make sure there is no food left in the disposal. Fill the sink with water and run the disposal. This will remove any debris in the sink and in the pipes.

Room Change

Once housing records are complete and all students who wish to live on campus have been assigned, an opportunity is available for students to change rooms and/or roommates.

There are opportunities during the academic year (Fall Semester/Spring Semester) where students may request to change rooms and/or roommates. No resident shall be granted permission to change his/her room assignment without authorization from the Assignment Coordinator in the Housing Office and coordination with the University Community Director. A student obtains a Room Change Request Form from the main housing office in the UC Annex. Students who do not return the room key within 24 hours from the room they are vacate will be required to pay the lock replacement fee. There is a grace period at the beginning of the semester before a room change will be made. This is to allow time for roommates to make a good faith effort to resolve differences and for the university to assess housing needs.

The room change period established for fall semester begins Wednesday, September 3, and concludes Thursday, September 4. The period established for spring semester begins Wednesday, January 28 and concludes Thursday, January 29.

Students desiring to change rooms/roommates after the room change period has ended must meet with their respective University Community Director and participate in a mediation process. Any student who changes rooms without prior approval will be imposed a $25 fee.

Approved requests at the conclusion of the fall semester must be completed prior to student leaving campus for the semester break.

Consolidation

The University reserves the right to consolidate rooms to ensure full capacity when vacancies occur and may move students to another room when such consolidation becomes necessary. Requests to honor specific roommate/room/hall assignments are not guaranteed. Residents whose roommate did not enroll for the semester must adhere to the consolidation policy.

To assist students with understanding the department’s consolidation policy, the Office of Housing and Residence Life has established the following procedure:

1) For many students, having a roommate enhances their residential experience. If you need assistance in identifying a compatible roommate, please contact your Community Director.

2) Students who do not obtain a roommate may accept the room as a single and agree to pay the single room fee. The student should understand that the single room is for the current semester and is not guaranteed for the next semester. A form to obtain the room as a single may be obtained from your Community Director.

3) Students who do not choose the single room option should understand the university reserves the right to consolidate rooms to full capacity. A student who chooses this option may have to move to another room and/or must keep the room in “move-in ready” condition so a new
roommate can be assigned. Students that chose this option may not change the agreement later during the semester.

All room changes must be completed within three (3) calendar days after notification to consolidate.

Health and Maintenance Inspections

Periodically throughout the academic year, the staff will conduct health and maintenance inspections of the residents’ rooms. The review is to be coordinated by the University Community Directors and Resident Advisors. The University Community Director will announce, by posting signs, the day(s) and time period in which the inspection will be conducted. Due to the varying times to conduct an inspection in the rooms, a specific time for each room cannot be established.

*Health and maintenance inspections are not intended to be a violation of privacy. The following procedure has been established:*

The staff member will knock on each door and announce their name, position and intent. If the student(s) are present, the staff will conduct the inspection.

If the student(s) do not respond:

- The staff member will again knock and announce themselves. On the third attempt, the staff will announce they are “keying into the room” to conduct the inspection,
- The staff member will open the door and conduct the inspection,
- The staff member will leave notice that the inspection was conducted,
- The staff member will lock the door at the conclusion of the inspection.

**During the inspection, the staff will conduct a visual inspection for:**

- Items that will attract ants and other insects such as: Uncovered or unsealed food or beverage containers, Empty food or beverage containers that need to be discarded, Unwashed dishes, Dirty sinks, toilets and showers
- Illegal appliances such as: Electric frying pan, open coiled appliances, gas and electric grills, charcoal grills, oil lamps, electric or kerosene heaters, deep fat cookers, and cooking with grease are prohibited in the residence hall rooms. Permitted items include hot pots, crock pots, hot plates, coffee makers, tea makers, and/or air popcorn poppers. Items such as, irons, hair dryers, curling irons, hair straighteners, electric curlers should not be left unattended when in use. Microwaves in student rooms (excluding Belk Hall and North Hall) and in common areas must be attended to and monitored when in use. In the apartments, use of cooking appliances is permitted in the kitchen area, but must be attended to and monitored when in use.
- Unauthorized pets
- Fabric and/or paper touching ceiling lights or any lights
- Overloaded circuits and the condition of extension cords
- Items that block egress form the room
- Damage to and/or misuse of University property

**Staff members are not to uncover anything without the permission of the resident unless:**
The item is partially exposed to note a violation.
The covered item is connected to an electrical outlet.
The order is that of an apparent violation.

The staff will not judge the room for decorative purposes, but for health, maintenance, and sanitary concerns as identified in this On-Campus Housing Handbook and the UNCP Student Handbook. *A room that does not meet the acceptable health, maintenance, and sanitary standards will be re-inspected within 48 hours. Students who do not comply or who have damage to their area will be documented on an Incident Documentation Form.*

**Inclement Weather**

During periods of inclement weather, there may be certain periods of time that it is necessary for the University to be closed or class schedules altered. On the day(s) when the University is closed or schedule revised, that decision will be made, if practicable, by 5:30am. Such a decision will be communicated to local radio and television by that time. *For the latest information, please utilize the Emergency Notification Hotline at 910-521-6888 or visit the website at www.uncpalert.com.*

The announcement will be communicated to radio and television in the vicinity. No such report means that classes are to be held as scheduled. Announcements may take one of three forms, 1) classes are suspended, but offices will remain open, 2) classes are suspended and all University offices are closed, 3) class schedule has been altered.

The Director of University Relations or designee will make the notification to the stations. The Campus Police will also be notified and they will notify the Community Directors. The Community Directors will then notify the Resident Advisors and the residential students.

**Hurricane Evacuation**

Know the Terms:

- **Watch:** Means the conditions are favorable
- **Warning:** Means a hurricane has been sighted

In case of a hurricane, Campus Police will contact the personnel in all buildings. Campus Police will be supplied with voice amplifier and flashlight. Specific areas for residential students have been designated when the severe weather warning has been given.

**If weather is severe enough to warrant the evacuation of residents from the rooms, the following locations have been established:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belk Hall</td>
<td>Congregate along ground level corridor of the BA building, staying clear of</td>
</tr>
<tr>
<td></td>
<td>glass entrance doors</td>
</tr>
<tr>
<td>Cypress Hall</td>
<td>Congregate along ground level corridor of the Sampson Building</td>
</tr>
<tr>
<td>Courtyard Apartments</td>
<td>Congregate along ground level corridor of the Health Science Building</td>
</tr>
<tr>
<td>North Hall</td>
<td>Congregate at ground level of Locklear Hall</td>
</tr>
<tr>
<td>Oak Hall</td>
<td>Move from rooms to ground level hallways, staying clear of glass hallway</td>
</tr>
<tr>
<td>Pine Hall</td>
<td>Move from rooms to ground floor hallways, staying clear of</td>
</tr>
</tbody>
</table>
Village Apartments: Congregate along ground level corridor of the Dial Building

Persons are instructed to crouch, facing interior walls, with their hands behind their heads, and their heads between their knees. They are to remain in this position until the all-clear signal is heard. The University Police are to notify persons when danger is over.

**Tornado Evacuation**

For on-campus student housing, students should close windows and doors and follow the procedures for the following locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belk Hall</td>
<td>Congregate along second and third floor hallways, bathrooms and stairwells</td>
</tr>
<tr>
<td>Courtyard Apartments</td>
<td>Move to a ground level unit and congregate in the living room area staying clear of glass windows. Do not congregate in the stairwells.</td>
</tr>
<tr>
<td>Cypress Hall</td>
<td>Move from rooms to ground level and second floor hallway and stairwells staying clear of glass hallway windows and doors</td>
</tr>
<tr>
<td>North Hall</td>
<td>Congregate along second and third floor hallways, bathrooms and stairwells</td>
</tr>
<tr>
<td>Oak Hall</td>
<td>Move from rooms to ground level and second floor hallways and stairwells staying clear of glass hallway windows and doors</td>
</tr>
<tr>
<td>Pine Hall</td>
<td>Move from rooms to ground level and second floor hallways and stairwells staying clear of glass hallway windows and doors</td>
</tr>
<tr>
<td>Village Apartment</td>
<td>Move to a ground level unit and congregate in the living room area staying clear of glass windows. Do not congregate in the stairwells.</td>
</tr>
</tbody>
</table>

Persons are instructed to crouch, facing interior walls, with their hands over their heads and their heads between their knees. They are to remain in this position until the all-clear signal is heard. The Campus Police are to notify persons when danger is over.

**Crime Prevention**

Each year many college students across the nation are victimized by crime. The most effective protection is COMMON-SENSE! You can reduce the risk of crime significantly by keeping room and car doors locked, by recording serial numbers of valuables, and by not walking alone at night. You should also ask Campus Police about engraving drivers’ license numbers on valuables. This greatly increases the chance of recovering property, should it be stolen. If you see a crime in progress, or other suspicious activity, call Campus Police at 521-6235. Student contacting Campus Police from the telephone in their room should dial 9-521-6235. UNCP Police patrols the residence hall areas regularly. Any emergency should be reported to Campus Police in addition to the Resident Advisor and Community Director.
**Ten tips for your protection**

1. Always lock your doors and windows.
2. Report all suspicious activity or persons to your hall staff or Campus Police.
3. Don’t leave valuables in plain sight.
4. Record serial numbers of all electronics.
5. Ask your hall staff or Campus Police for assistance in engraving your valuables.
6. Use the buddy system after dark. If you need an escort, contact Campus Police.
7. Always tell someone of your plans or whereabouts.
8. **NEVER** prop open doors for others.
9. Remember, your RA or Campus Police can help with security questions or situations.
10. Call Campus Police if you need assistance.

**Campus Escort Service**

The Campus Police provide an escort service aimed at pedestrian safety on campus. The hours of operation are primarily from dusk until midnight, but escorts are available upon request from midnight until dawn. To obtain an escort, a student should dial 521-6235.

**Building Security/Access**

**Belk Hall, Cypress Hall, North Hall, Oak Hall, and Pine Hall**, residents must use their student ID card. The ID card should not be given to non-residents at any time. Non-residents found in possession of and using a resident’s ID card risk being restricted from the building, while the resident risks the loss of visitation privileges. Residents are required to sign-in their guests at the front desk. Failure to “sign-in” or “sign-out” guests can and will result in suspension of visitation privileges. Repeated violations of this policy will lead to termination of the housing agreement.

**Village Apartment and Courtyard Apartment** residents are issued entrance keys that will also lock and unlock the door to their bedroom. Bedroom keys within the unit will not work to the other bedrooms. At the Village Apartments, a numeric access code must be used to enter the Community Building. The access code will be changed periodically for security purposes. The new code can be obtained from the live-in staff.

**Maintenance**

The Office of Housing and Residence Life works to keep things running smoothly. The maintenance/physical operation of residence halls and apartments is the responsibility of this office. Daily housekeeping service is provided for all public or common areas, including, but not limited to, stairways, sidewalks, elevators, computer labs, and laundry rooms. Refurbishing and renovation projects are also scheduled and supervised by the Office of Housing and Residence Life. All non-emergency repairs should be reported to a Housing and Residence Life staff member.

*For emergency repairs, contact a staff member.* If you are unable to contact a staff member, contact
the Housing Office between the hours of 8:00 am-5:00 pm Monday through Friday at 521-6228 or 775-4253. After 1a.m., the staff will notify Campus Police at 521-6235.

Please remember that the maintenance staff is authorized to enter all residence hall and apartment units to make repairs no earlier than 10:00a.m. This authorization also applies to non-requested repairs and preventative maintenance.

Residents are responsible for the proper care of their rooms. Residents will be charged for any damage to their room beyond reasonable use and wear. Do not attempt to adjust, alter, or tamper with any mechanical/electrical equipment, or existing electrical/television cable wiring.

**Guest Policy**

Residents having overnight guests should have the advance permission of roommates and are required to inform the Residence Life staff. Guests must be of the same sex; opposite sex overnight visitation is not allowed. Guests visiting on campus may stay up to two nights. Guests approved to stay longer than forty-eight hours must pay the overnight guest rate. Payment is made at the Housing Office located on the second floor in the UC Annex. Any overnight guest who has not properly made payment and/or notified their Community Director will not be allowed to remain on campus.

**Maximum Room Occupancy**

The university visitation policy allows for three guests per resident. The policy must be observed for safety reasons in the event of a necessary evacuation. Should you have questions regarding this issue, do not hesitate to contact a staff member or the Office of Housing and Residence Life.

**In Case of Fire**

1. Notify the Campus Police Department (521-6235).

2. Campus Police will notify the Pembroke Fire Department.

3. If you should discover a small fire (e.g. waste can) and have no doubts as to your ability to extinguish it with a nearby fire extinguisher, sound the fire alarm, follow procedure (see #1 & #2 above) and try to extinguish it. Then evacuate the building immediately.

4. Evacuate the building! Get yourself out and warn others as time permits! Residents are to be a minimum of 150 feet from the building. **Follow the evacuation procedures and go to the designated areas established for each housing facility:**

**Belk Hall**

Residents evacuate the floor using alternating stairwell exits to avoid congestion in the stairwell
Residents on the 6\(^{th}\), 4\(^{th}\) and 2\(^{nd}\) floors exit using the south side stairwell
Residents on the 5\(^{th}\) and 3\(^{rd}\) floors exit using the north side stairwell
Residents evacuate the building using the emergency doors located off the north and south stairwells
Residents proceed across the street and congregate between the buildings of D. F. Lowry and Sampson-Livermore Library

**Cypress Hall**
Residents evacuate the floor using alternating stairwell exits to avoid congestion in the stairwell
Residents on the 2\textsuperscript{nd} and 4\textsuperscript{th} floors exit using the north side stairwell
Residents on the 1\textsuperscript{st}, 3\textsuperscript{rd} and 5\textsuperscript{th} floors exit using the west side stairwell
Residents congregate across the road at the lawn area beside Village Apartments Building 500

**Courtyard Apartments**
Residents evacuate the building using the stairwells located at the end of the building
Residents congregate at the lawn area located behind the small maintenance building

**North Hall**
Residents evacuate the floor using alternating stairwell exits to avoid congestion in the stairwell
Residents on the 6\textsuperscript{th}, 4\textsuperscript{th} and 2\textsuperscript{nd} floors exit using the south side stairwell
Residents on the 5\textsuperscript{th} and 3\textsuperscript{rd} floors exit using the north side stairwell
Residents evacuate the building using the emergency doors located off the east and west stairwell
Residents proceed across the street and congregate between the buildings of D. F. Lowry and Sampson-Livermore Library

**Oak Hall**
Residents evacuate the floor using alternating stairwell exits to avoid congestion in the stairwell
Residents on the 2\textsuperscript{nd} floor exit using the east side stairwell
Residents on the 3\textsuperscript{rd} and 4\textsuperscript{th} floors exit using the south side stairwell and exit
Residents congregate at the lawn area between the University Center and the Jones Health and Physical Education Building

**Pine Hall**
Residents evacuate the floor using alternating stairwell exits to avoid congestion in the stairwell
Residents on the 2\textsuperscript{nd} floors exit using the east side stairwell
Residents on the 3\textsuperscript{rd} and 4\textsuperscript{th} floors exit using the west side stairwell and exit
Residents congregate at the area on the south side of Pine and north side of West Hall

**Village Apartments**
Residents evacuate the building using the stairwells located at the end of the building
Building 100 residents proceed and congregate to the parking lot behind their units
Building 200 residents proceed and congregate to the parking lot in front of the community building
Building 300 residents proceed and congregate to the parking lot in front of the community building
Building 400 residents proceed and congregate to the parking lot in front of the community building
Building 500 residents proceed and congregate to the parking lot in front of the community building

5. Await arrival of the Campus Police and the Pembroke Fire Department, outside, away from the building. Go to the safe designated location. Communicate the nature, extent, and location(s) of the emergency, if known, to arriving emergency personnel.

6. The Pembroke Fire Department will inspect the premises.
7. Await the “all clear” signal from emergency officials prior to re-entry.

8. Be sure to inform the University Community Director and Resident Advisor if any fire extinguisher equipment was used or fire detection equipment was damaged as a result of the emergency situation, even if a staff member was present at the time of the emergency. This will assist with equipment replacement.

9. Contact the University Residence Administrator, Resident Advisor, or the Housing Office if you have questions relative to a fire or other emergency situation that may exist in your area.

It is very important that you stand away from the buildings and parking lot entrances so that emergency vehicles will have clear passage.

Appliance Usage, Storage of Combustible and/or Flammable Materials

1. Microwaves are not permitted in the student rooms of Belk Hall and North Hall. For these buildings, each floor is provided with one microwave in the study lounge. In addition, a microwave is located in the first floor TV lounge.

2. Electric frying pans, open coiled appliances, gas or electric grills, charcoal grills, oil lamps, electric or kerosene heaters, deep fry cookers, and cooking with hot grease are prohibited in the residence hall rooms. Permitted items include hot pots, crock pots, hot plates, coffee makers, tea makers, and/or air popcorn poppers. In the apartments, use of cooking appliances is permitted in the kitchen area, but must be attended to and monitored when in use.

3. Items such as irons, hair dryers, curling irons, hair straighteners, electric curlers should not be left unattended when in use. Microwaves in student rooms and in common areas must be attended to and monitored when in use. In the Village Apartments, cooking and use of related electrical appliances will be restricted to the kitchen area only.

4. Use UL approved electric strips with 6 outlets, rated 15 amps and attached circuit breaker (with rubber strips) if necessary. Keep approved electric strips away from water and primary travel areas. Never run cords under carpet or rugs or through doorways. Damage can occur to the cords creating a fire hazard.

5. The number and type of electrical appliances used directly impacts the safety and convenience of all residents. As appliance usage increases, power outages may result. Avoid use of multiple outlet type adapters or “octopus” attachments on existing wall outlets. Use good judgment when using electrical appliances in the bathroom and other areas where water is present. Avoid the likelihood of electrical overloads and the risk of electric shock in these locations.

6. Open flames are prohibited such as candles and incense. Candles may be present as long as the wick has not been burnt.

7. Storage of combustible materials is prohibited.

8. Halogen lamps are prohibited.

Right of Entry/Search and Seizure Policy

The University reserves the right (a) to enter any room/apartment for the purpose of inspection, maintenance, or repairs; (b) to enter any room/apartment without notice to, or permission of, the resident thereof for the purpose of (1) inspecting for illegal drugs or narcotics and (2) inspecting for firearms, explosives, weapons, or any substances, materials or goods that may constitute a danger to persons in the residence halls or where their possession is a breach of the Housing Agreement, of the standards and regulations of the University, or the laws of North Carolina; (c) to enter any room/apartment when there is reason to believe that the occupants are in serious physical or
psychological danger or distress. Such entry and inspection, however, should be made only when the University has reasonable cause to believe that such items or circumstances exist.

**University Liability**

The University does not assume any obligation or liability for loss or damage to items of personal property, which may occur in its buildings or, on its grounds, prior to, during or subsequent to the terms of the Housing Agreement. This includes, but is not limited to, damage, loss, water damage, fire, theft, flooding, etc. No interruption of utility services, heating, and cooling shall be deemed as an eviction or disturbance of students’ use of facilities or render the University liable for damages unless the university willfully refuses to supply said services without cause or excuse. The student is strongly encouraged to carry insurance for protection against such losses and claims.

**Keys**

Each resident will be issued only one room key. If the resident loses the key, promptly notify your University Community Director or Resident Advisor. For security reasons, lost keys require replacement of the lock and key. A maintenance request form will be submitted to the Housing Office. The cost for a lost key ($30) must be paid prior to the completion of the work request.

The following policy and procedure has been established to address students that become locked out of their room:

If you are locked out of your room, contact the University Community Director (lockouts occurring between 5:00pm-1:00am, weekends, or special circumstances will be handled by the University Community Director). The staff member will unlock your door (key-in) for you.

- You will be allowed two key-in to your room by the staff per semester.
- Subsequent lockouts occurring between the hours of 8:00am-5:00pm, Monday – Friday, will result in the resident being directed to the Housing Office to sign-out a loaner key.
- Lockouts occurring between 5:00pm-1:00am, weekends, or special circumstances lockouts will be handled by the University Community Director. Residents who have exhausted their (2) courtesy key-ins will be required to complete 5 hours of community service for each key-in. University Community Directors will determine the nature of the community service and track its completion. Residents who do not complete the required number of community service hours will not be “keyed in” for subsequent lockouts.
- Campus Police should be contacted to handle lockouts occurring between the hours of 1:00am-8:00am.
- Residents will be requested to show the key within 24 hours of being locked out. If unable to produce the issued room key, it is assumed that the key is lost and the University Community Director will submit a request to have the lock and key replaced at the expense of the resident.

You are encouraged to carry your key and ID with you at all times. Also, please remember to always secure your room door.

**COMMUNITY STANDARDS**
FOR STUDENT HOUSING

Living in on-campus student housing and with others is exciting, and can be challenging as well. As a resident, you have the freedom to be “yourself” and to explore the richness that a collegiate experience has to offer. You will make choices about what you do, who you associate with, and how you will contribute as a member of your new community.

UNCP has developed community standards that provide a framework to help residents succeed in a community living environment. Learning how to live in and contribute positively to a community takes personal effort and time. Our housing and residence life staff is here to assist in your adjustments to campus life.

As a member of the community, you agree to abide by and support its standards. The staff will work with residents to affirm a positive living and learning experience and will enforce these standards when necessary. A student whose actions are disruptive, abusive or compromises the safety and security of residents will be held accountable for their behavior. Repeated or serious violations of the Code of Conduct could result in the termination of the student’s housing agreement. Living in on-campus student housing affords you many opportunities and UNCP hopes you will take advantage of them.

General Guidelines

In addition to providing useful programming opportunities, the staff is responsible for holding residents accountable to UNC Pembroke’s policies and regulations. It is important for you to be familiar with the information found in the Student Handbook and the Code of Student Conduct. These policies and regulations were designed with the best interests of the entire community in mind.

1. **Quiet hours** are in effect from 10 pm to 9 am, Sunday through Friday, and from 1 am to noon, Saturday and Sunday. Round-the-clock quiet hours will be observed during exam week. Courtesy hours are any hours of the day that are not quiet hours. Students are urged to use common sense when it comes to the noise level during courtesy hours. Violations of courtesy hours or quiet hours could place a student in the position of being dismissed from on-campus student housing.

   Interpretation of the Quiet Hours and Courtesy Quiet Hours policy shall be made by the staff using the following criteria:

   Students should be able to sleep and study in their rooms undisturbed by the noise of others. When quiet hours are in effect, noise originating in student rooms shall not penetrate beyond the confines of their room. When noise originates outside of a student room (hallways, lounges, lobbies, etc.) the noise shall not penetrate into student rooms, study areas, or other common areas. When courtesy hours are in effect, noise whether originating inside or outside of a student room shall not be heard more than two doors away. At no time should noise from a student room permeate to the outside of the building.

2. The residence halls, Courtyard Apartments and Village Apartments are operated by the University to provide convenient, comfortable, and congenial quarters for students. Courtesy, respect for others, and a sense of personal responsibility on the part of residents are needed to attain this purpose.
3. Such courtesies as knocking before entering a room and respecting “Do Not Disturb” signs should be observed.

4. The use of University housing facilities is restricted to residents. It is the obligation of each resident to report immediately any unauthorized visitors.

5. Loitering around on-campus housing facilities after visitation hours have expired is prohibited.

6. No one is to approach residence hall and/or apartment windows at any time from the outside.

7. Residents may not move from one room to another without permission from the Office of Housing and Residence Life.

8. University furniture may not be taken from the location to which it is assigned and placed in another location. Penalty: Twenty-five dollars ($25).

9. All state laws pertinent to the possession and consumption of alcoholic beverages are enforced.

10. Window screens should not be removed, even from hall windows.

11. Games, such as baseball and football, should be played in designated areas and not within the residential facility or within 100 feet of any building.

12. Laundry equipment may be used by residents only.

13. Bed linen, towels, and wash cloths will be provided by the residents.

14. Residents having overnight guests should have the advance permission of roommates and are required to obtain approval from the Community Director. Overnight guests of the opposite sex are prohibited. Guests visiting may stay up to two nights. Guests staying longer than forty-eight hours are required to pay the overnight guest rate.

15. Whenever a student misplaces, loses, or has his/her room key stolen, a $30 fee will be assessed to change the lock and issue new keys.

16. An administrative fee of $50 will be assessed for any act of vandalism. This fee will be in addition to any cost for repairs or replacement and any disciplinary action.

**Visitation Policy**

The visitation program for on-campus student housing creates a structure for residents to bring guests into their rooms. Students residing on-campus are expected to view their academic responsibilities as their primary goal; therefore, studying takes preference over socializing in student residences on weekday nights. On the weekend when fewer classes are scheduled, a greater amount of leisure time and social or non-academic activities are usually more prominent. The guidelines for visitation are grounded in the academic schedule and are designed to balance a student’s responsibilities with individual and group needs.

All residents are responsible to escort their guest at all times while the guest remains in the building.
and to inform their guest of all university policies and regulations. Hosts are responsible for their guest’s behavior, for any damages incurred, and for the adherence to all university policies and procedures. Guests in residence halls with hours of visitation must register with the staff when entering and exiting the building. False identification will be submitted for appropriate action. Three guests per resident will be allowed unless permission is granted by a Community Director. Students and their guest are responsible for using the appropriate restroom for their gender. Public facilities are located in the main lobby of each building.

Like most opportunities at the university, visitation is not a right, but rather a privilege that may be suspended at any time for violations of policies. Visitation privileges may be suspended administratively by the Office of Housing and Residence Life or by a judicial officer as a result of disciplinary action. Modifications to visitation may be imposed if a student’s rights are being compromised.

The hours of visitation for Belk Hall, North Hall, Oak Hall, and Pine Hall on Sunday through Thursday shall not exceed 11am through midnight and 11am on Friday and Saturday through 2am on Saturday and Sunday. Twenty-four hour visitation is permitted in the lobby and first floor lounge area. Hallways, stairways, and upstairs lounges are not considered twenty-four hour visitation areas. Visitations for the University Village Apartments, Courtyard Apartments and Cypress Residence Hall is open visitation. Open visitation implies that restrictions are determined by roommates and suitemates according to each other’s rights and needs. Respect for the wishes and wellbeing of one’s roommate(s) is more important than someone’s desire to have guests. Extended in-hall visitation privileges allow residents of the building access to visit other residents within their residence hall.

Incident Report/Documentation

The following procedure has been established to provide guidelines for the Residence Life staff when responding to incidents that violate the housing guidelines. A Resident Advisor will respond to a general violation (quiet hours, excessive noise, visitation, etc.) and make the student aware of the violation. The RA will give a courtesy warning reminding the student of the policy for his/her particular violation. Prior to leaving the resident, the RA will make the student aware of the consequence for a subsequent violation. The violation will be recorded on an Incident Documentation Form and initialed by the student and staff member. A second violation will result in a student receiving a written first warning. A copy of the Incident Documentation Form will be initialed by both the RA and resident.

For a subsequent violation, Code of Conduct, or Housing Guideline Violation, the RA will inform the student that the incident is being forwarded to the University Community Director. A student involved in another violation will be referred to the Director of Housing and Residence Life.

Termination of Campus Housing by the University

Campus housing is a privilege and not a right. The University will terminate a student’s Housing Agreement when behavior is disruptive or when actions are abusive to the facilities. Violations, which compromise the safety and security of residents, will result in exclusion from the residence halls and termination of the Housing Agreement. Termination of the Housing Agreement is not disciplinary in nature but is a function of providing safe and comfortable accommodations to all residents. However, termination of the Housing Agreement does not preclude discipline by the University for violation of University rules, nor does it preclude civil or criminal proceedings in the courts where such is appropriate.
Any appeal of the Director’s decision to terminate the Housing Agreement must be made to the Vice Chancellor for Student Affairs whose decision shall be final. The Vice Chancellor will make a decision based upon the merits of each individual case.

**Living with a Roommate**

Learning to live in close quarters with a person you do not know very well can be trying. The challenge for you and your roommate is to create an atmosphere in your room that promotes studying, relaxation, sleeping, privacy, and respect for each other's personal needs and property. If you can meet these challenges you will be on the way to developing a deep friendship. All of the above are more likely to happen if the two of you communicate openly and listen willingly. Start by becoming acquainted with each other's backgrounds, attitudes, habits, and moods so you will know what to expect of each other. The questions on this page will help facilitate sharing. Keep in mind that your roommate is not going to be a carbon copy of you. There will be differences. You will both need to...

**Discuss "Questions to Ask Each Other" as soon as possible**

- Will alcohol be allowed in the room?
- What about guests dropping by? How often? How late? Weekend visitors?
- What time do you go to sleep and get up? Are you a heavy or light sleeper?
- How much do you study? When do you study? How quiet does the room have to be for you to be able to study?
- What kind of music do you prefer? How loud? Can you use headphones?
- What temperatures do you like the room? How neat and clean do you want the room?
- How do we decide who cleans what and when?
- Which items of your property are OK to borrow? Which are off-limits?
- How will we set up the room? What about food in the room? Do we share?
- Listen to your roommate. Try to understand how your roommate feels.
- Realize there is no perfect roommate. Concentrate on making this roommate relationship work.
- Take accurate telephone messages.
- Appreciate your roommate. Praise, respect, and courtesy are the foundations for any positive relationship. Never take your roommate for granted.
- Do not let little things build up. Talk about minor things when they happen rather than waiting for "the last straw!"
- Avoid being judgmental. You are not your roommate's keeper.
- Be ready to compromise. Set the tone for solving a problem instead of complaining. Discuss issues directly with your roommate rather than voicing them to others.
- Ask your Resident Advisor for advice. They are trained to help mediate conflicts.

**Staff Intervention**

In situations where there is a dispute or conflict between/among residents, those residents are encouraged to work together to resolve that issue. In cases where residents are unable to resolve the issue together, staff can assist in mediating the dispute.

**Pets**
The student housing setting is not conducive to the presence of animals; therefore, the university prohibits pets (including guest and visitor pets) with the exception of freshwater fish and approved service animals. Aquariums under ten gallons are permitted and are limited to one per room. During extended holiday hours, power may be shut off which could affect heating and lighting in student rooms. Violations of this policy will result in the resident being cited on an Incident Documentation Form. The student will be subject for the expenses incurred for the room in violation and the adjoining rooms in the event that exterminators are required. An animal shelter will be contacted to remove the animal if a student continues to violate this policy.

**Alcohol Policy**

Only students 21 years of age and over are permitted to consume alcoholic beverages and then only within the confines of their own rooms. Under North Carolina State Law, it shall be unlawful for any person under the age of 21 to possess or consume any alcoholic beverages that contain more than one-half of one percent (½ of 1%) of alcohol by volume.

No kegs of any type are allowed on University grounds. Kegs brought onto campus will be seized as contraband by the Campus Police and their contents destroyed. Kegs may be retrieved with proof of ownership when the student is prepared to remove them from campus.

Also, **no open alcoholic containers are allowed outside of residence hall rooms or outside an apartment.** All residents must abide by the rules and regulations regarding alcoholic beverages as stated by the University and state laws. For offenses involving the illegal possession, consumption or excessive use of alcohol requiring the involvement of Campus Police and the Office of Student Affairs, sanctions shall be determined as stated in the **Student Handbook.** Offenders will be required to participate in a drug education and/or counseling program.

**Location of Services**

**Staff Offices**

- Director of Housing and Residence Life: UC Annex, 2nd floor
- Associate Director of Residence Life: UC Annex, 2nd floor
- Assistant Director of Residential Facilities: UC Annex, 2nd floor
- Technology Support Technician: UC Annex, 2nd floor
- University Residence Administrators:
  - Belk Hall: 1st floor, apartment
  - Cypress Hall: 1st floor, beside receptionists
  - Courtyard Apartments: Apartment 2303
  - North Hall: 1st floor, apartment
  - Oak Hall: 1st floor, beside receptionist area
  - Pine Hall: 1st floor, beside receptionist area
  - Village Apartments: Community Building

**Laundry**

- Belk Hall: 2nd, 3rd, 4th, and 5th floors
- Courtyard Apartments: Each unit
- North Hall: 3rd, 4th, and 5th floors
- Oak, Cypress, and Pine Hall: 1st floor in each building
- Village Apartments: Adjacent to the computer lab in community building
The laundry facilities are open 24 hours a day. The laundries are equipped with heavy-duty washers and dryers. Please be mindful of the large volume of use and remove your clothes quickly after washing/drying cycles are completed. All mechanical problems with the washers and dryers should be reported to the University Community Director who will submit the work request. Please provide specific information when submitting work requests so the correct machine will be repaired (e.g. the number 12 dryer will not dry properly).

**Drink and Vending Machines**

- **Belk Hall:** Located on the first floor. Additional drink machines are located on the 2nd and/or 5th floors
- **Cypress Hall:** Located on the first floor
- **Courtyard Apartments:** Game Room
- **North Hall:** Located on the first floor. Additional drink machines are located on the 2nd and/or 5th floors
- **Oak and Pine Hall:** Located in laundry room in each building
- **Village Apartments:** Located in laundry room in the community building

All vending machine and mechanical problems should be reported to the Business Services office (521-6203). Please provide specific information when submitting work requests so the correct machine will be fixed.

**Ice Machines**

- **Belk Hall and North Hall:** On the 2nd floor
- **Oak and Pine Hall:** In laundry room

**Student Mailboxes**

Located in the Auxiliary Services Building adjacent to the bookstore

A key will be provided to you by the campus post office upon your arrival. The campus post office is located at the Auxiliary Services Building beside the Jones Health and Physical Education Building.

**Computer Lab**

A 24-hour computer lab is located in the University Center. This lab contains approximately 20 high-speed computers with Internet access. Cypress Hall, Pine Hall and Oak Hall lab is located on the first floor and has high-speed computers with Internet access. The lab for the Village Apartments and Courtyard Apartments are located in the community building and has high-speed computers with Internet access. *The labs in the residence halls are available to any student Sunday-Thursday from 11am-midnight and Friday and Saturday from 11am-2am. A student will need access to his/her username and password in order to use these computers.*

**Picnic/Grill Area**

Bar-B-Q grills are available at the Village and Courtyard Apartments. You may use your own grill but it is unlawful and a fire hazard to use grills close to the buildings. Grills must be used no less than ten (10) feet from the buildings.

**Pest Control**

*All University housing is treated once a month.* The exterminator is scheduled for the second
Wednesday of each month for Belk, Cypress, North, and Pine, and scheduled for Oak Hall and the Village Apartments on the following day. You should report pest problems to your Resident Advisor or University Community Director. Be specific with the type of pest so the correct pesticide can be used. Please empty your trash on a regular basis to prevent ants, roaches, etc.

**Data Ports**

There are network and Internet connections per bed. An additional data port is available in the sunroom in the Village Apartments. Wireless service is provided in all residence halls and the Village and Courtyard Apartments.

**ResNet: UNCP's Residential Computer Network**

**What is ResNet?**

ResNet is internet access that is available to students who bring their own computers that meet the systems requirements. To see system requirements, visit the Division of Information Technology (DoIT) website at [www.uncp.edu/doit/resnet](http://www.uncp.edu/doit/resnet)