Campus Living Handbook & Policies Housing and Residence Life UNC Wilmington

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# I. GENERAL INFORMATION

## a. PURPOSE

Living on campus at UNCW will be one of the highlights of your college experience. You will make new and lifelong friends, create great memories, and build key skills that will help you well after college. Congregate living also brings certain challenges. Being around other students of all backgrounds, learning the give-and-take that building relationships requires, and making concessions for the betterment of others are all essential aspects of successful campus living. This Handbook is designed to enable your success as a residential student, make clear what is expected of you as a campus resident, and help you understand what the Department of Housing & Residence Life can provide you in the way of support.

The of Housing & Residence Life's (HRL) *Campus Living Handbook & Policies* outlines the rights, rules, and responsibilities of students living in on-campus residences. The information contained herein exists in an effort to prevent the infringement of rights of others living in or visiting on-campus residents. Information contained in the *Campus Living Handbook & Policies* is subject to amendment and revision. Timely notice will be provided to current on- campus students if any significant changes are made to information provided in the *Campus Living Handbook & Policies*.

Students must adhere to these and other rules and responsibilities as outlined by the <u>Code of Student Life</u> and all state and federal laws.

## **b. HRL MISSION**

Housing and Residence Life at the University of North Carolina Wilmington offers students safe, affordable, and well-maintained residential facilities, complemented by exceptional customer service from highly trained staff. The department fosters inclusive communities for holistic student learning by promoting personal responsibility, offering intentional programming, and providing leadership development opportunities. We value efficient use of resources, technological innovation, sustainable practices, and continuous improvements to better serve our residential community.

## c. UNIVERSITY VALUES STATEMENT

UNCW is a community that values the rights and dignity of all persons. It is especially important that our students who live on campus work to conduct themselves in a manner consistent with the Seahawk Respect Compact.

#### Seahawk Respect Compact

In the pursuit of excellence, UNC Wilmington actively fosters, encourages, and promotes inclusiveness, mutual respect, acceptance, and open-mindedness among students, faculty, staff and the broader community.

We affirm the dignity of all persons.

We promote the right of every person to participate in the free exchange of thoughts and opinions within a climate of civility and mutual respect.

We strive for openness and mutual understanding to learn from differences in people, ideas and opinions

We foster an environment of respect for each individual, even where differences exist, by eliminating prejudice and discrimination through education and interaction with others.

Therefore, we expect members of the campus community to honor these principles as fundamental to our ongoing efforts to increase access to and inclusion in a community that nurtures learning and growth for all.

#### d. HRL CONTACT INFORMATION AND STAFF DIRECTORY INFORMATION

Department of Housing and Residence Life University of North Carolina Wilmington 601 South College Road Wilmington, NC 28403-5959 Phone: 910-962-3241 Fax: 910-962-7032 Email: housing@uncw.edu

Housing & Residence Life Hours of OperationRegular Hours:Monday – Friday 8:00 a.m. – 5:00 p.m.Summer Hours:Monday – Thursday 7:30 a.m. – 5:00 p.m.Friday 7:30 a.m. – 11:30 a.m.

HRL Professional Staff Directory Residence Life Staff Directory (live-in staff)

Contact information for Residential Communities

Building	Residential Community	Info Desk	Residence Coordinator	Assistant Residence Coordinator
Belk Hall	Belk & Graham-Hewlett	910-962-5101	910-962-3973	910-962-7627
Cornerstone Hall	Tri-House	910-962-8615	910-962-8616	910-962-7376
Graham Hall	Belk & Graham-Hewlett	910-962-5401	910-962-3973	910-962-7627
Hewlett Hall	Belk & Graham-Hewlett	910-962-5401	910-962-3973	910-962-7627
Keystone House	Tri-House	910-962-5801	910-962-8616	910-962-7376
Loggerhead Hall	Loggerhead	910-962-2044	910-962-2105	910-962-2293
Innovation House	Tri-House	910-962-5901	910-962-8616	910-962-7376
Pelican Hall	Pelican	910-962-0627	910-962-0628	910-962-0629
Sandpiper Hall	Sandpiper	910-962-0630	910-962-0631	910-962-0632
Schwartz Hall	Suites and Schwartz	910-962-3907	910-962-5738	910-962-7787

Seahawk Crossing	Seahawk Crossing	910-962-2863	910-962-2862	910-962-2829
Seahawk Landing	Seahawk Landing	910-962-2342	910-962-1552	910-962-1546
Seahawk Village	Seahawk Village	910-962-8872	910-962-8874	910-962-2859
Terrapin Hall	Terrapin	910-962-2817	910-962-2821	910-962-2820
University Suites	Suites and Schwartz	910-962-3907	910-962-5738	910-962-7787

## e. HOUSING & RESIDENCE LIFE STAFF (WHO'S WHO)

Housing and Residence Life is a department in the Division of Student Affairs. Housing and Residence Life staff members include: the Executive Director of Housing and Residence Life; two Associate Directors (Business Services and Residence Life and Communications); the Facilities Planning and Property Manager; and five Assistant Directors: Residence Life (3), Business Operations and Technology (1), and Facilities Operations (1).There are also ten professional live-in Residence Coordinators. Residence Coordinators, assisted by Assistant Residence Coordinators, Senior Resident Assistants and Resident Assistants, supervise the residential areas.

#### i. Residence Coordinator

Your Residence Coordinator (RC) is a full-time, live-in professional. These individuals are assigned to administer a specific residential community; supervise a graduate student (Assistant Residence Coordinator); multiple undergraduate students (senior resident assistants, resident assistants, desk receptionists)); coordinate educational, social, and recreational programs; and enforce university policies. RCs also share a 24/7-duty responsibility for UNCW students. Each RC also serves in the Office of the Dean of Students as a campus conduct officer who adjudicates student conduct as outlined in the *Code of Student Life*. It is the responsibility of the RC to work actively with staff and students to promote a positive, safe and inclusive community environment.

#### ii. Assistant Residence Coordinator

Your Assistant Residence Coordinator (ARC) is typically graduate student at UNCW. The ARC serves in a residential area and assists the RC by supervising the Desk Receptionists staff. Additional responsibilities include desk management, staff training and development, area council advising, counseling, and crisis management.

#### iii. Senior Resident Assistant

Your Senior Resident Assistant (SRA) is typically a undergraduate student at UNCW. The SRA serves as a peer leader to the Resident Assistant and supports the efforts of the ARC and RC with the management of the residential communities.

#### iv. Resident Assistant

One of the most helpful and resourceful persons you will interact with is your Resident Assistant (RA). The RAs are UNCW students of sophomore standing or above who have been selected for this key leadership position. Each RA is responsible for providing leadership, assistance, and support to you and the other members of your community. The RA is your primary resource for information and assistance with any type of concern. Resident Assistants are responsible for: (1) getting to know each person in their assigned area within the residential community and helping to develop a sense of community among residents, (2) familiarizing students with HRL and university rules and regulations, (3) assisting with the enforcement of these rules and regulations, (4) helping residents to maintain an environment conducive to studying and learning, (5) acting as a liaison between residents and HRL, (6) facilitating student-to-student and student-to-staff interaction, (7) assisting in the development of educational and social programs, and (8) serving a duty rotation in the evenings (Sunday - Thursday from 5:00 p.m. until 8:00 a.m. and on the Friday and Saturday 24 hours).

#### v. Desk Receptionist & Security Guard

A desk receptionist (DR) or security guard is the first staff member that you will interact with when entering a traditional residence hall. DRs are student staff members and security guards are contracted employees who work at the front desks in each residential community. They are responsible for answering the front desk telephone, registering guests, issuing supplies and work as a resource. By maintaining an awareness of residents and others entering and leaving the building, these staff members are also responsible for providing security in the community. These staff members will ask you to show a

UNCW ID and may inspect your bags/backpacks as you enter the building. This is done for the safety of the community and all guests are expected to comply or risk being denied entry.

Campus safety is a shared responsibility. UNCW asks that students who live on campus and who visit our residential community be vigilant about campus safety, and report any suspicious activity in or around the residence halls.

## II. RIGHTS AND RESPONSIBILITIES

Students share in the responsibility for maintaining an environment in which the rights of each member of the community are honored. All students shall be responsible for conducting themselves in a manner that helps to enhance an environment of learning in which the rights, dignity, worth and freedom of each member of the academic community are respected. When any university office asks a student to report to their office, a student is expected to appear at the time specified or make prior arrangements to reschedule.

#### a. FOUNDATIONAL RIGHTS OF COMMUNITY MEMBERS

- The right to sleep during the night undisturbed
- The right to study in one's room free of unreasonable noise and distractions during quiet hours
- The right of access to one's room and facilities as outlined in the HRL contract
- The right to a clean room and clean common areas
- The right to privacy and to have one's belongings respected
- The right to redress grievances
- The right to live in a community where the dignity and respect of self and others is held with the highest regard
- The right to live in a community devoid of illegal substances and the negative behaviors that are commonly associated with substance misuse

## **b. COMMUNITY STANDARDS**

During the first weeks of each semester, a resident's floor/apartment/suite/pod/building will develop a living agreement called a Community Standards Agreement. This document will outline residents' responsibilities to each other as a community. The Community Standards Agreement will be updated as the year progresses in order to meet the evolving needs of the area in which the resident lives, and provides residents with an opportunity to discuss and agree upon specific standards to support a positive living environment. These standards cannot supersede the UNCW Code of Student Life or Housing and Residence Life policies. All residents are expected to follow through with agreements stated in this document, and to learn the skills necessary to communicate with each other when behaviors don't meet community standards.

All residents are expected to address concerns/grievances regarding the agreed upon community standards by first addressing the student(s) who is not upholding the standards. In the event this conversation is not productive, then the student should notify the resident assistant (RA) or another appropriate Housing and Residence Life staff member for additional assistance. Please understand that anonymity is not a foundational element to this process and is never guaranteed. Again, the residential community standards model is key toward teaching residents the skills necessary to live well together and independently after college.

# c. ADDRESSING COMMUNITY AND POLICY CONCERNS

Students and guests should feel empowered to bring any concerns to the attention of staff or authorities at any time. Housing & Residence Life has staff available 24/7 whenever residents are residing in an area/building

and can be reached by contacting the service desk in your community. Imminent threats or dangers should be brought to the attention of University Police by dialing 911.

Residents have a responsibility to assert their rights when they are being infringed by another. Students are encouraged to communicate directly with other community members regarding any infringement on personal expectations, community standards, or campus policy; however, Housing & Residence Life staff are available to assist when direction communication has not been successful. Below are suggested steps to addressing community and policy concerns:

#### 1. Communicate with Respect & Courtesy

Community members should always communicate with respect and courtesy. A resolution may not be immediate and may come with additional conversation between the parties involved. Face to face communication is the most effective means for addressing issues and concerns.

Here are some steps to consider when addressing community members:

- Identify the concern. Figure out the specific behavior or attitude that is bothering you and why it is impacting you. Think about the degree of and how often this behavior is a concern. Avoid postponing conversations about the behavior for prolonged periods of time, but attempt to control your emotions before you address a peer about a concern. Communicate in a calm, caring and clear manner.
- Look at the relationships. Examine how the person interacts with others: Are they only behaving in this manner with you or with everyone? Step back and try to put yourself in the other person's shoes. Consider possible causes of their behavior, which may help you see the situation objectively and find solutions to the concern. Take into consideration any related cultural differences that could impact how you or the other person are uniquely experiencing their environment.
- Determine the costs. How does that behavior affect others? Does it cause you/people to lose morale? Does it affect productivity? Does it make you/others uncomfortable? If yes, consider evaluating an approach to having a conversation. If not, a conversation may not be beneficial at this point. However, continue to attend to your needs in the relationship.
- **Plan an approach.** Once you identify that the person's behavior does affect you or others, have a face to face discussion with the person. Plan an approach that fits the nature of the problem, the personality of the person involved and your relationship with that person. Be sure to consider how the time and place may impact the conversation, and make sure the timing is appropriate for both parties.
- **Describe the behavior.** When you meet with the person, describe the behavior in a non-accusatory manner and explain how/why it impacts you. The best approach is to use "I" statements in describing the behavior. For example, "Last weekend, when you borrowed my sweater without asking, I felt disrespected."
- State what you want. Next be clear about what you want. "I hope that the next time you need to borrow something you will just ask."
- Seek commitment. Be sure the person understood what you communicated and try to get commitment from them to change. "Are we able to come to an understanding?"
- **Consider updating your community standards/roommate agreement.** Your RA will have a copy of your community standards/roommate agreement should you feel it is important to document your newly agreed upon expectation(s).

#### 2. Notify the Resident Assistant (RA)

If conflict or disagreement still exists or if the rights listed above are still being violated, then the resident must notify their Resident Assistant. Resident Assistants can be reached in person, by email/direct message, or by contacting your service desk in the event of an immediate concern after

hours. While on-call, RAs are typically walking through the areas, sitting at the front desk/lobby area, or can be reached by phone at the front desk of each area. Please be aware that our staff are unable to assist if we are not aware of the concerns.

#### 3. Mediation Meeting

RAs are trained in mediation techniques that can assist residents in resolving conflict. In facilitating a mediation, the RA will talk with each party individually to gain an understanding of the situation and individual perspectives. The RA will then bring the residents involved in the conflict together to engage in a mediation meeting and to make any necessary amendments to the roommate agreement.

#### 4. Agreed Upon Rules

In most mediations, the RA will likely use the community standards and/or roommate agreement in facilitating the discussion and agreed upon rules from the beginning of the academic year.

#### 5. Facilitated Intentional Conversation

The RA will facilitate a conversation in hopes of increasing communication between roommates/apartment members and/or the community that will ultimately lead to a successful resolution.

#### 6. Follow-Up

The RA will follow-up with the involved parties within a few days after the mediation to check-in on the status of the newly agreed upon resolution.

#### 7. Additional Options

Further follow-up from the RC and/or ARC may also occur. If the students involved still desire more information, mediation, etc., the resident may also work with the RA to meet with the RC and/or ARC to discuss the situation and any additional options.

## III. PROCESSES AND PROCEDURES (IN ALPHABETICAL ORDER)

#### a. ABANDONED PROPERTY

Residents are responsible for all personal belongings. Students should appropriately donate or dispose of any unwanted items. Items found in student spaces after the conclusion of the student's contractual agreement will be categorized as abandoned property and handled accordingly. Perishable items will be bagged and disposed. Residents will be notified in writing that the items were found and provided a date by which to retrieve items. Items will be stored for *30 days after items are found*. After 30 days, the University will be authorized to remove and donate any item including bicycles. Other items will be disposed of or auctioned as determined by the University.

## b. ADDRESS (MAILING AND PHYSICAL)

All residential students are provided access to a campus mailbox through the UNCW Post Office. This address should be utilized for mail or parcel shipments. Students should not have gifts, mail, or packages sent through USPS, parcel services, or courier to the physical building in which they live. All residential buildings have an assigned physical address. This address is listed on signage on or near each building as well as published on the Housing & Residence Life website. Physical address should be used for food delivery, state issued identification, voter registration, etc. Additional information about <u>UNCW mail</u>.

## c. CHECK-IN, CHECK-OUT AND ACCESS

Check-In and Check-Out of your room must be scheduled with and completed by an RA (preferably your RA). Failure to checkout with an RA may result in a fine of at least \$50.00 for improperly checking out. Students are required to vacate whenever their residential communities are closed. Designated closing times correspond to the academic calendar or other circumstances which warrant residents leaving campus (such as weather-related emergencies).

Failing to leave the building during closing or break periods can result in a late check-out charge of \$50.00 per hour for each hour the student is late, and a packing/removal fee may be applied. Students in traditional hall areas (Belk, Cornerstone, Graham, Hewlett, Innovation, Keystone, Loggerhead, Pelican, Sandpiper, Schwartz and Terrapin) do not have access to their rooms during break periods, unless otherwise posted by Housing and Residence Life. Students should check out 24 hours after their last final. University Police will be called if a UNCW student attempts to enter or reside on campus when the residential community is officially closed.

## d. CLEANLINESS

For health and safety reasons, it is important that a reasonable level of cleanliness be maintained in residential areas. If it is determined that the level of cleanliness in a room, suite or apartment is unacceptable, the resident(s) may receive a written notice to have the space cleaned within 24 hours or be charged for cleaning and trash removal. A similar notice and charge apply to excessive trash in any living areas. Trash/belongings in the exterior or common areas of the building may be removed immediately and cleaning charges assessed without warning. All roommates will be charged if the responsible party cannot be determined. Any violations of the HRL Campus Living Handbook and/or Code of Student Life in the common rooms of the residential facilities are the responsibility of the residents that have access to the space. Unless someone assumes responsibility, all residents can be held responsible and charged accordingly. Residents should NEVER place their personal room trash in restroom/lobby trash cans, in stairwells or outside their doors.

## e. DAMAGES

Damages to student rooms are the responsibility of the occupant(s). Damage charges will be shared equally by all roommates unless residents provide written notice to the Residence Coordinator of a particular student who may be responsible for the damage (and said student agrees with such claims). In order to prevent misinterpretation, it is suggested that students inspect their rooms thoroughly when completing the Room Condition Report (RCR) upon taking occupancy of a room. This task should be taken seriously and completed in detail.

## i. Room Condition Report (RCR)

All students should receive and complete an RCR whenever occupying a new residential space. The purpose of this document is for students to assess the current state of their room at check-in by documenting observable wear and tear/damages. Any items not in workable or useable condition should be entered as a maintenance request for repair or replacement. Students must return completed RCRs to a residence life staff member within 48 hours of occupying the residential space. Students who do not submit a completed RCR and/or who cannot show proof of a completed RCR will have a blank RCR placed on file and will be subject to any damage identified upon check-out.

## ii. Group Billing & Responsibility for Common Areas

Excessive room or common area damage may result in the reassignment of the housing contract of those individual(s) found to be responsible. If the responsible individual(s) cannot be determined, the entire community may share the cost of this damage, whether that be a wing/pod, floor or whole building. Damage charges are used to assist in repairing or replacing damaged items, which in turn helps control housing costs for future residents. Those repairs or replacements that are not completed before the next academic year begins will be completed relative to the availability of personnel and/or additional funds necessary to accomplish the repairs or replacement of items. Faulty equipment and damage should be reported to a staff member. If there is damage in a room, do not attempt to repair it yourself because this often increases the cost and University personnel are available for that purpose. Common area damage assessments are determined based upon the time, materials and the administrative expense required to correct unusual cleaning or damage situations.

## iii. Student Common Area Damage and Billing Assessment

In the event there is damage to a common area (lounge, kitchen, bathroom, and/or its university-owned

furniture and fixtures), Housing and Residence Life staff will follow these steps:

- 1. The Residence Life staff will begin to assess the damage and investigate the cause of the damage.
- 2. Pictures and information will be gathered and forwarded to Facility Operations and Maintenance staff who will assess the cost to repair damages or replace items.
- 3. The student(s) who accepts responsibility will be notified of the amount that will be charged to their UNCW student account.
- 4. If no student(s) accept responsibility, Housing and Residence Life will continue to review the situation to identify responsible parties.
- 5. If no responsible party is identified, the community using the space will share the cost of repair/replacement. The bill will be split evenly among those students in the community.
- 6. Any damage deemed intentional will be considered vandalism. Residence Life staff will also refer the student(s) to the Office of the Dean of Students for a review.

## f. ALTERATIONS TO PREMISES

Students will leave the premises at the end of the contract term, or any renewal or extension thereof, in as good condition as received, reasonable wear and tear accepted. Students will not, without written permission of UNCW, make any alterations, additions or improvements to the Premises. Any alterations, additions or improvements of a permanent nature, which may be made to the Premises, shall be the property of UNCW and shall remain with the Premises. Student will be fully responsible for all costs of returning the apartment to its original condition. UNCW reserves the right to restore the premises to the original condition immediately upon discovery of alterations. Furniture from common areas, lounges, and study areas are not permitted in student rooms. All furniture provided by UNCW must remain in the room for the duration of residency. Residents may not remove, store or trade furnishings from their assigned room.

## g. DISABILITY RELATED HOUSING ACCOMMODATION REQUESTS

UNCW provides equal opportunity in all its programs, activities and services, as required by the American's with Disability Act and other applicable laws. We are committed to assisting qualified students to accomplish their educational goals as well as assuring equal opportunity to derive all of the benefits of campus life, including university housing. On-campus residence halls can provide modified accommodations for students with registered disabilities and are generally accessible.

Policies and procedures concerning housing accommodations, including the presence of animals, due to disability considerations are located on the Disability Resource Center website <u>www.uncw.edu/disability</u>

- Housing accommodations for students with documented/registered disabilities are determined based on the need for equal opportunity; this determination is not made based on a perceived benefit to the student. Disability related accommodations must be approved in advance by submitting documentation to the Disability Resource Center for verification. Students may visit DRC on the first floor of DePaolo Hall for more information.
- 2. Upon review of the request, the Disability Resource Center will provide guidance on accommodations to the Department of Housing and Residence Life and communicate how best to meet the student's accommodation(s).
- 3. At times accommodations for various disabilities and chronic health conditions can take time to implement. All housing assignments are prioritized based on date of application with housing generally reaching 100% capacity before the start of the summer term for the following fall. Because of this and limited room availability, Housing and Residence Life asks that your request and supporting documentation for the fall semesters be submitted no less than 90 calendar days before the date of move-in.
- 4. Requests must be submitted annually; however, it may not be necessary to submit additional

documentation unless the nature of accommodations requested are not addressed in previously provided materials.

- 5. Appeals may be submitted in writing to the Associate Vice Chancellor for Student Affairs.
- 6. Residents approved to have an assistance animal, as defined by UNCW policy, agree to the following responsibilities and conditions:
  - The owner is responsible for the safety, health, behavior and actions of the animal at all times.
  - The owner is required to maintain full control of the animal at all times, which in most instances requires a leash or lead.
  - The owner is financially responsible for the actions of the animal including bodily injury or property damage. Owner's responsibilities include, but are not limited to, replacement costs of furniture (beyond normal wear), carpet, windows, wall covering, etc. The owner is expected to pay for these costs at the time of the repair and/or move-out date. The owner is responsible for assuring the animal does not unduly interfere with the activities of the residence hall community or cause difficulties for residents who reside there.
  - The animal may not be left in the care of another student or HRL staff member. Animals must be taken with the owner if the owner leaves campus overnight or leaves for a prolonged period of time.
  - The animal must not obstruct or disturb any space or activity of the living or academic environment.
  - The animal must not engage in behaviors or noises that are disruptive to others including but not limited to: excessive barking, excessive whining, excessive growling, excessive grooming, excessive sniffing of people, or intrusion into the personal belongings of others.
  - The animal may be excluded from the university campus when the animal's behavior poses a direct threat to the health or safety of others or violates any of these provisions.
  - The animal may be restricted from locations where its presence is deemed to be unsafe or creates a health risk (for the animal or other persons).
  - The owner is responsible for cleanup of the animal's waste. Indoor animal waste, including cat litter, must be placed in a sturdy plastic bag and securely tied before being disposed of in outside trash dumpsters. Litter boxes should be placed on mats so that waste is not tracked onto carpets, surfaces, or flooring.
  - A service animal may travel freely with its owner throughout university housing (and other areas of the university). Approved animals other than service animals must be contained within the privately assigned residential area (room, suite, or apartment) at all times, except when transported outside the private residential area in an animal carrier or controlled by a leash or harness.
  - Local licensing requirements for animals must be followed as well as local ordinances and regulations for immunization against diseases common to each specific type of animal. North Carolina law (G.S 130A-185) requires that all dogs, cats, and ferrets on campus are required to have current rabies vaccines and wear rabies vaccination tags. All dogs, cats and ferrets living on campus as Emotional Support Animal must have current registration with New Hanover County Animal Service Unit.
  - The owner's residence may be inspected for fleas, ticks or other pests as needed. Housing and Residence Life will schedule the inspection. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved methods by a university approved pest control service. The owner will be financially responsible for the expense of any pest treatment above and beyond standard pest management in the residence halls.
  - All roommates or suitemates of the owner must agree to room with the approved animal. In the event that one or more roommates or suitemates do not agree, either the owner and animal or the

non-approving roommate(s) or suitemate(s), as determined by the Department of Housing and Residence Life, may be moved to a different location.

- Housing and Residence Life has the ability to relocate an owner and approved animal as necessary according to contractual agreements, or to terminate approval of the animal if related rules are being violated.
- A reasonable accommodation in the living environment which may constitute an exception to the Campus Living Handbook, that otherwise would prohibit an animal in the living environment on campus, does not constitute an exception to any other policy in the Campus Living Handbook or any part of the UNCW Contract for University Housing.
- Other regulations as defined by Housing and Residence Life may be further defined, dependent on the approved animal. Resident students will be informed of these and will acknowledge by signature all of the assistance animal's regulations as outlined in section 4 of the Campus Living Handbook.

# h. HOUSING AGREEMENT APPEAL AND CONCERN PROCESS

Students are responsible for adhering to their contracted obligations and following all housing policies and procedures. If extenuating circumstances arise then the Department, at its discretion, will consider appeals related to the Housing Agreement. Student's wishing to file a Housing Agreement Appeal or learn more about the process, should go to https://uncw.edu/seahawk-life/dining-housing/housing/faqs/appeals-concernsStudents wishing to voice a concern can visit the same page to fill out a concern form.

# i. HEALTH & SAFETY INSPECTIONS

Health & Safety Inspections are conducted periodically throughout the year to ensure a clean and safe living environment. Students will receive prior notification during the week in which inspections are to occur. Residents are expected to work together to promote healthy living for themselves and members of the community by contributing to the general cleanliness of both the building and their individual rooms. Excessive trash, clutter, and any concerns which contribute to health concerns or policy violations are subject to documentation, fine, or other accountability measure. Any violations which require re-inspection will receive notice and re-inspection will occur within 3-5 business days.

# j. PEST CONTROL MANAGEMENT

As a part of a comprehensive pest control management program, the premises are treated on a regular schedule by a licensed pest control technician. UNCW will provide students notice of the treatment schedule prior to any application. It is the responsibility of the student to follow all instructions in the notification in order to appropriately prepare the premises for treatment. Failure to appropriately prepare the premises may result in a rescheduling and retreatment charge. If a pest control application is needed between the scheduled treatments, the student should submit a written request to the office in a timely manner. The student may be charged the cost of additional pest control treatments if it is determined that the pest issue is associated with student behavior in the unit. Examples could include not removing personal trash, not maintaining the cleanliness of the premises, leaving food exposed, or failing to follow remediation instructions provided to the student by the staff.

The student must notify Housing and Residence Life promptly of any known or suspected bed bug infestation or presence in the unit, or in clothing, furniture or personal property. If Housing confirms the presence or infestation of bed bugs, the student must cooperate and coordinate with Housing to treat and eliminate the bed bugs. The student may be required to pay all reasonable costs of cleaning and pest control treatments. A student may be assigned to a temporary space while the room is being treated. In addition, if Housing confirms the presence or infestation after the student vacates the unit, the student may be responsible for the cost of cleaning and pest control treatments.

## k. PHOTO RELEASE

Residents hereby grant UNCW permission to record the student's participation and appearance on videotape, audiotape, film, photograph or any other medium; use the student's name, likeness, voice and biographical material in connection with such recordings; exhibit or distribute such recordings in whole or in part without restrictions or limitation for any legal purpose, including without limitation educational or promotional purpose, which and by those acting pursuant to its authority deem appropriate; and copyright such recordings in its own name or to publish, to market and to assign without consideration, compensation or report to the student. The student hereby waives any right to inspect or approve the finished electronic, photograph, or printed matter that may be used in conjunction with them now or in the future. The student may have for invasion of privacy, right of publicity, defamation, copyright infringement, or any other causes of action arising out of the use, adaptation, reproduction distribution, broadcast or exhibition of such.

## I. PRIVACY OF RESIDENTS AND GUESTS

The privacy of students is a priority. However, controlling the entry into a residence hall or staff entering student rooms and apartments for specific business purposes at times may be required.

- 1. **BUILDING ENTRY:** Housing and Residence Life reserves the right to verify the identity and age of all persons entering the residential facilities. In an effort to maintain the safety of residents and enforcement of policy, backpacks, coolers and other containers may be subject to inspection prior to entering a residential facility. When requested, individuals may be denied entrance if they fail to cooperate, or if any illicit materials are found.
- 2. **ROOM ENTRY:** University officials may enter a room under the following conditions:
  - a. When there is sufficient reason to believe that an emergency situation or policy violation exists that poses immediate danger to the occupants and/or to the facility.
  - b. For routine maintenance, cleaning and health/safety inspections.
  - c. To deal with disturbances which are in violation of university regulations and/or violating the rights of other students within the residence hall, apartment complex or suite complex.
  - d. When a student who is a resident gives voluntary consent. The student's consent may be freely given and must not be based on coercion or threats by the university, and must not be occasioned by a student's fear of reprisal for failure to give consent.
    - 1) The intrusion by the employee must be limited to the consent given by the student; for example, if the student consents to entry by the employee, the employee is not entitled to search the student's belongings without obtaining further consent to do so.
    - 2) Any student who is a resident of the room, suite or apartment may consent to entry of the university employee and to a search of that student's personal belongings. However, no student may consent to the search of another student's/roommate's bedroom, closets, locker, suitcases or other areas under the primary control of another student.
  - e. Materials found during entry as described in this section may be used in any university disciplinary proceeding if said material is found in plain sight or during the course of performing the objectives described in sections a, b, c and d. Materials found beyond the scope of such entry shall constitute a search as defined below and may not be admitted if found in violation of that section. Any unauthorized materials found during an entry may be impounded and used as evidence in related criminal and/or campus conduct proceedings.
- **3. ROOM SEARCH:** Searches of student-occupied premises or a student's personal possessions shall only be conducted as authorized by law. A student's room is considered private; a search of residence hall rooms will be guided by the following principles:
  - a. University officials and/or University Police may search a room only upon obtaining a legal warrant or consent of the occupants.

Searches of university residence hall rooms by external law enforcement officials will be regarded as a matter between the student and law enforcement officials involved. The university's interest will be limited to requesting that it be notified of impending searches.

## m. ROOM CHANGE

Depending on on-campus occupancy, approximately one to four weeks after classes begin, a designated time will be set aside for room changes and room swaps. Students will be notified via their UNCW email account of this timeline and procedures. These changes will be made through Housing and Residence Life when space is available. A student may make a maximum of 3 changes per year. If a student makes a room change within a 24- hour period of having made another change, they need to speak with an assignments coordinator. Any student making non-approved room changes (any change not approved by the Department of Housing and Residence Life) will be charged a fine of at least \$100.00 and these students may be required to move back to their original room. Students should be prepared to accept a roommate, suitemate or apartment mate at any time there is an opening in their room/suite/apartment. The Department may not be able to provide notice in advance of the assignment.

#### n. ROOM RE-KEY

If a student is aware their room key has been lost, the student has a responsibility to immediately notify their area's service desk to request a re-key. A re-key charge will be placed on the student's account for the cost of changing the lock and/or replacing the key(s). This is in an effort to maintain the security of the community.

## o. STUDENT STATUS VERIFICATION

Student expressly warrants and represents that at the time a student occupies of their room he/she is or will be a matriculated student making reasonable progress towards the completion of a degree at the University of North Carolina Wilmington. To ensure this, the Division of Student Affairs will verify all resident's student status with the Office of Academic Affairs. If a resident is not classified as an enrolled student or if a resident loses his/her status as a student at the University of North Carolina Wilmington during the term hereof, the resident shall be in default of contract and UNCW shall be entitled to exercise all rights and remedies provided for herein or that are available under law or in equity.

## IV. GENERAL BEHAVIORAL EXPECTATIONS

Communal living on campus requires that each student make a high effort to understand the impact of their behavior on others. While the HRL Handbook & Policies and UNCW Code of Student Life are among the documents that outline behavioral expectations and related processes, the following list are among the most common behaviors that may cause difficulty for residents and peers. Therefore, students are expected to observe the following general behavioral expectations when living in residence:

- i. Visitation rules as outlined in the UNCW Code of Student Life or posted in the residence halls, apartments and suites.
- ii. Not tampering with, destroying, defacing or removing public property within the residence life area, including furniture, doors, screens, walls, elevators, vending machines, ceiling tiles, games, etc.
- iii. Properly follow all fire safety rules, especially those regarding prohibited items in your room (such as candles). Never destroy or tamper with fire alarm systems and/or firefighting or emergency equipment.
- iv. Follow all related rules regarding smoking outdoors and discarding cigarette butts.
- v. Strictly safeguarding door keys, room keys or student IDs. Violating this tenet of residential living presents a major safety risk for students.
- vi. Never throw objects from the windows of residence halls/apartments/suites.
- vii. Adopt the value that safety is a shared responsibility. Report any and all suspicious behaviors and policy violations, and do your part to enhance the security of the residential community

(e.g., do not prop doors open).

- viii. When you're not in your room or when you go to bed at night, LOCK YOUR DOOR.
- ix. Be very careful when cooking in residence hall rooms.
- x. Never enter areas of the building not accessible to students (such as service areas or roofs).
- xi. Never obstruct hallways and/or entrances (e.g., bicycles parked in these areas).
- xii. Never drive motorized vehicles on the sidewalks and/or grass in the residence life areas (including use of golf carts by student staff).
- xiii. Always provide honest answers when interacting with hall staff. They're here to help you. Help them by giving accurate details about what is happening in your community.

#### V. HRL POLICIES (IN ALPHABETICAL ORDER)

The following section outlines the policies that residents (and their visiting guests) must follow while visiting or living within a Housing & Residence Life (HRL) space. Any student who fails to comply with these policies will be bound by consequences outlined herein through HRL or the Office of the Dean of Students as outlined in the <u>Campus Living Handbook & Policies</u> and/or the UNCW Code of Student Life. Residents are ultimately responsible for the actions that take place in their living spaces and should take necessary steps to prevent and discourage any behaviors not congruent with the UNCW Code of Student Life and policies outlined by Housing and Residence Life.

## a. ACCESS TO RESIDENCE HALLS (KEY, UNCW ONE CARD)

Students must carry their UNCW One Card and key at all times for ID verification and access to their residential community. UNCW One Card and room keys are not transferrable and must not be shared. A student or guest may not use a UNCW One Card or room key that does not belong to them. Students with a lost/misplaced UNCW One Card or room key should request temporary access or a loaner key by contacting their area's 24/7 service desk. Please note there is a fee associated with this courtesy service. No resident, student or guest shall enter any residential space that they are not authorized to access.

#### b. ALCOHOL

Housing and Residence Life encourages responsible decision making within our communities. All residents should understand that they are ultimately responsible for the actions that take place in their living spaces and should take necessary steps to prevent and discourage any behaviors not congruent with the Seahawk Respect Compact, Community Agreement, and UNCW *Code of Student Life* and policies outlined by the Office of Housing and Residence Life.

The University of North Carolina Wilmington abides by North Carolina State laws and statutes. Students 21 years of age and older may possess and consume beverages within the privacy of their bedroom or private living area. Students suspected of underage possession/consumption and/or other alcohol policy violations will be referred to the Office of the Dean of Students. Below outline expectations in regard to alcohol usage in the residential buildings:

- i. Residents who are not 21 are not permitted to possess/consume alcohol.
- ii. Residents 21 years or older are allowed to possess and responsibly consume alcohol.
- iii. Non-students and off-campus students are not permitted to bring alcohol onto campus.
- iv. Alcohol is not permitted in public areas: hallways, lounges, balconies/porches, pool and other outdoor areas.
- v. Alcohol beverages sales on the UNCW campus is prohibited.
- vi. Communal containers of alcohol are not permitted. This includes, but is not limited to, kegs and other large common source containers.

- vii. Games/activities which encourage binge drinking are not permitted. This includes but is not limited to beer/water pong, flip cup, card games, etc. Paraphernalia associated with such games/activities are also prohibited.
- viii. Residents who are under 21 years of age are not allowed to host people with alcohol regardless of guest's age.

Additionally, those who are of legal drinking age have a responsibility to hold themselves as well as their peers accountable for acceptable drinking behavior(s), which include:

- ix. Of age residents should never purchase/provide alcohol to underage persons.
- **x.** Of age residents should never be in the presence of underage consumption.
- **xi.** Of age residents should label their alcohol if it is kept in a common area shared with an underage room/apartment-mate.
- xii. Of age residents should account for alcohol purchased/owned.
- **xiii.** Of age residents should never exhibit behavior attributed to over consumption of alcohol. This includes but is not limited to vomiting, slurred speech, need of physical/medical assistance, inability to carry out bodily functions, etc.

A student and their guest may be asked to open all backpacks, bags, coolers and other containers when entering residential facilities. This procedure is a safety and security measure which prevents unwanted or unauthorized items from being brought into the residence. All students' cooperation with staff requests is expected and appreciated. A resident and their guests may be denied entrance if they choose not to cooperate with this request.

# c. BIKES AND OTHER ALTERNATIVE MODES OF TRANSPORTATION

Bike racks are located near the majority of residential facilities to provide for proper bike storage. Bikes can be stored indoors in a student's residential space during breaks as long as the bike does not impede the entry and exit of the residential space. Any indoor storage of bikes during the academic term must be reviewed by the residence coordinator. Bicycles, skateboards, scooters, or any other motorized vehicle (unless medically needed) should not be ridden inside the university facilities. All bicycles must be registered for use on campus through the Parking & Transportation. Bicycles or scooters left after the residence facilities close for the academic term will be considered abandoned property. Any bike or conveyance using fuel is strictly prohibited.

## d. DRUGS

The illegal use, possession, sale, delivery and/or manufacture of drugs (illicit or prescription) is not permitted. Possession of drug-related paraphernalia is also not permitted. This action is subject to University Police investigation and referral to the Office of the Dean of Students. Additional information about the University drug policy can be found in the <u>Code of Student Life</u>.

## e. FIRE SAFETY

Residents are responsible for maintaining the safety of residential spaces by not having items which may pose a fire or safety risk. Candles (ceremonial, decorative, or display), incense, bongs, hookahs, fireworks and non-fire-retardant materials used to decorate are strictly prohibited. No items may be hung on the ceiling or in doorways, or hung or affixed in any way to windows (including fabric, banners, tapestries, posters, beads, or flags). This includes attaching items to curtains or blinds. All curtains must be flame-retardant and have the appropriate designation. Wall coverings should take up no more than 50% of a wall space. Due to safety concerns, halogen lamps, lava lamps, scooters, electronic skateboards\hover boards are not permitted in residence halls at any time. Never store flammable materials (charcoal, lighter fluid, gasoline, fireworks etc.) inside residential facilities. Fire safety equipment and associated mechanisms should never be tampered with by residents or guests. This equipment includes but is not limited to smoke detectors, sprinkler heads, pipes, fire panel displays, etc. Any

activity that prevents the designed operation of fire safety equipment is prohibited, and will be actionable through the campus conduct system.

# f. HALL SPORTS

Activity that poses a safety risk or may cause injury to residents or facilities is prohibited. Such activities include, but are not limited to, any competitive or non- competitive use of sporting equipment, including skateboards, balls, rackets, bats, Frisbees, and other objects, as well as racing, wrestling, horseplay, water balloons/guns, and other sporting activity.

## g. NOISE

Residents are expected to use discretion with noise in and around all residential buildings using the following guidelines:

- i. Excessively loud noise is prohibited at all times. If amplified noise is played out of a window or is a persistent problem in or around one's room, suite, apartment or residential building, Housing staff will intervene. Drums and amplified sound equipment are not allowed in any residential building.
- **ii.** Quiet hours are from 8:00 p.m. to 10:00 a.m. on Sunday through Thursday and on the weekend from 12:00 a.m. to 10:00 a.m. Noise (including loud talking, music and other miscellaneous sounds) outside a resident's room must be kept at a minimum level so that they cannot be heard inside of a resident's room. During final examinations staff will enforce quiet hours 24 hours a day.
- iii. Courtesy hours are always in effect. During courtesy hours, the living environment should be conducive to a student's right to study and sleep in their room at all times. Students should comply with a resident's request to lower any noises that interfere with their ability to study or sleep in their room.

If a resident has a concern with the level of noise, the first step is for her/him to talk to the resident(s) about the concern. If the noise continues after a resident shares their concern, the RA on duty should be contacted.

#### h. PETS

Residents are permitted to have fish in a 20-gallon tank or smaller as long as the tank is maintained in a sanitary condition. Fish are categorized by their need to live wholly under water. Expressly prohibited pets include, but are not limited to, cats, dogs, rabbits, snakes, hermit crabs, insects, reptiles, amphibians, birds, gerbils, rodents, etc. (unless said pet is approved in compliance with other university policies herein, such as service animals). Paraphernalia indicative of prohibited pets should not be maintained in residential spaces (cages, pet containers, pet food, etc.). A fine may be assessed to each student who possesses a pet in the student residences. Residents will be assessed for the cost of cleaning and extermination services required due to presence of illegal pets. Any pets found in violation of this policy may be removed immediately and turned over to the local animal control center or another animal rescue agency. Violations may also be forwarded to the Office of the Dean of Students.

# i. POSTING

Space outside the interior of rooms/apartments (e.g., hallways, lobbies, stairwells, exterior walls) are common spaces maintained by University Housing. Only staff of Housing and Residence Life may post in these spaces. In addition, nothing may be posted or hung within two feet of a fire protection system component (i.e., manual pull station, smoke detector, bell/horn/strobe, sprinkler, fire extinguisher, exit sign, emergency lighting, and fire exit) or attached or affixed to or hung from any windows in any room (other than curtains, for safety reasons windows much be totally unencumbered), apartment or lobby. Student organizations must have their materials or advertising approved and posted in the residence halls by Housing and Residence Life staff. Official HRL content and viewpoint-neutral posting procedures, posting dimensions, and permissible flier/poster quantities may be obtained from the front desk at the Office of Housing and Residence Life.

## j. RECYCLING & TRASH REMOVAL

Students are encouraged to participate in UNCW's recycling program by appropriately sorting and disposing of recyclable materials in the approved receptacles. Indoor and outdoor recycling stations are located throughout residential communities. Recyclable items not collected in residential communities can be disposed of at the

Recycling Depot at the intersection of Plyer Drive and Lionfish Drive (near the UNCW Police Station). During closing periods, donation events are held with community organizations to collect unwanted non-perishable food, clothing, and salvageable furniture.

Students are responsible for all trash and unwanted items. Trash should be disposed of in the appropriate locations and dumpsters. Students should never attempt to force oversized items down trash chutes or in dumpsters. During closing periods, large dumpsters are delivered to communities for students to dispose of bulk or oversized items. Students may contact residence life staff of their community for guidance on proper disposal of items during the regular academic term. Students intentionally interfering with the recycling program or not disposing of items properly are subject to disciplinary action.

## k. SMOKING

UNCW is a smoke-free campus as it applies to all academic, student-support and residential buildings. This means that smoking is not permitted in buildings at any time. Smoking is defined as burning any type of tobacco product including but not limited to, cigarettes, electronic and/or vaporized devices, cigars, cigarillos, pipes and bidis. There is a 25 ft. no-smoking zone at all UNCW facility entrances and windows. Students found in violation of this policy will be fined at least \$25.00 for their first violation and at least \$50.00 for each subsequent violation. Students most properly dispose of all cigarette butts in order to prevent the risk of brush fires.

## I. SOLICITATION

In order to maintain the privacy of students living in campus housing, non-residents are prohibited from door-todoor solicitation, distributing flyers, and/or canvassing (including petitioning). University-owned housing may not be used to raise money for any individual or organization other than an officially registered campus organization, and only with the written permission of the Executive Director of Housing and Residence Life or designee.

#### m. VISITATION

The visitation program in the UNCW student residences creates a structure for residents to bring guests into their rooms. In full support of the educational mission of the university, students living on-campus are expected to view academic responsibilities as their primary goal. Studying, therefore, takes precedence over socializing in student residences on weekday nights. On weekends, there is a greater amount of leisure time and social activities that are usually more prominent. The guidelines for visitation are grounded in this academic schedule and are designed to balance a student's responsibilities with individual and group needs.

All students have the opportunity to modify participation in the visitation program at a building-wide vote that takes place during the first two weeks of classes in the fall. If sufficient interest exists from an area for a "no visitation area," specific arrangements will be made to accommodate that request. In the event that there are not enough requests to satisfy various options, no person will be forced to participate in a more liberal visitation policy originally outlined. The changes to visitation will go into effect as prescribed and advertised by Housing and Residence Life but most often within five days of voting completion.

- **i. VISITATION PHILOSOPHY:** The visitation policies were developed through deliberate study by staff and student groups. Certain underlying assumptions are reflected in the visitation program at UNCW:
  - a. The purpose of a student's room is primarily for study and sleep, which take precedence over social privileges.
  - b. The nature of the physical facilities, particularly in the traditional residence halls, places certain limitations on the visitation program.
  - c. There is a legitimate need for, and benefit from, providing greater opportunity for contact between students.

- d. Respect for the wishes and well-being of one's roommate(s) is more important than someone's desire to have guests.
- e. Cohabitation is not permitted in any university housing facility.
- ii. REGISTRATION OF GUESTS: It is the responsibility of each resident to attend to the registration of a guest in all residences except Seahawk Apartments and University Suites. A resident may host no more than three guests at a time. Furthermore, it is the responsibility of each resident to escort the guest(s) at all times while the guest(s) remains in the building. Guests must carry a valid picture ID when visiting residential facilities. State, government, and military-issued IDs are acceptable forms: library cards, debit/credit cards, etc. will not be accepted. Guests must present a valid picture ID to the desk receptionists when checking in. The guest may be required to surrender this ID depending on the technology available. This identification will be returned when the guest leaves the building. False identification will be turned over to University Police for appropriate action. Hosts are responsible for guests' behavior, for any damages incurred, and for the adherence to all university policies and procedures.
- iii. LOSS OF PRIVILEGES: Residents should understand that visitation is not a right, but rather a privilege that may be suspended or revoked at any time for violations of the Department of Housing and Residence Life policies, the Community Agreement, and/or UNCW Code of Student Life violations. Visitation privileges may be suspended administratively by Housing and Residence Life or by conduct review from the Office of the Dean of Students. At any time that a guest's behavior becomes problematic, they may be asked to leave by HRL staff.
- iv. DAYS AND HOURS: Visitation processes and procedures are in effect at all times, in all residence halls actively being used for student housing. This includes fall, spring, and summer term student housing, as well as transition housing periods and early arrivals. Visitation is permitted 24 hours 7 days a week. However, all guests must be registered between the hours of 8:00 a.m. 11:59 p.m. daily.

In all residential communities, residence life staff regulate the visitation policy through 24-hour service desks and guest registration program. In Seahawk Landing, Seahawk Village, Seahawk Crossing and University Suites visitation policies are to be followed but there is no guest check-in at a desk. Additionally, residents are expected to hold themselves and peers accountable for this and all policies outlined by Housing and Residence Life and the *UNCW Code of Student Life*. If residents feel peers are not adhering to expectations outlined in the policy, residents have a responsibility to communicate violations to the appropriate staff in a timely manner. Community Standards and other peer agreements cannot supersede HRL or university policies (meaning a community may not endorse a community standard in their Community Agreement that is also a violation of any campus policy).

- **OVERNIGHT GUESTS**: Residents may register overnight guests at their Front Desk between the hours of 8:00 a.m. 11:59 p.m. daily. A guest may not be registered overnight for more than three nights in a two-week period. Overnight guests in apartment and suite communities are subject to the same expectations outlined in this section. Violations of this policy should be reported to the appropriate residence life staff.
- vi. **ESCORT POLICY:** Resident students are responsible for escorting their guests within the building at all times. In addition, residents must supervise their guest(s) within their room/suite/apartment. The resident is responsible for informing their guest(s) of all university policies and regulations and Community Standards for their area. Hosts are responsible for any policy violations committed by their guest(s), and their guest(s) may be asked to leave by HRL staff for any behavioral issues that occur.
- vii. *MINOR GUESTS*: Visiting non-student minors (under 18 years of age) must present a photo I.D. and show written parental/guardian permission for the visit. Overnight guests under the age of 17 are not permitted.

#### n. WEAPONS

To provide for the safety and well-being of all members of the residential community, possession of weapons of any type (including paintball guns, BB guns and bows and arrows, or any other weapons prohibited under North Carolina law) are strictly prohibited in residential communities.

## VI. Appendix

- a. Prohibited items
  - Double-sided sticky tape
  - LED Strip lights that adhere to the wall in any manner
  - Wall-mountable items such as bookshelves/mirrors/pictures frames
  - Electrical appliances that provide a high fire risk such as deep fryers, electric skillets, toaster ovens, oil popcorn poppers
  - Gas or charcoal grills
  - Lava lamps
  - Illicit drugs and paraphernalia
  - Recreational/toy guns such as paintball, water, Nerf
  - Space heaters
  - Ceiling fans
  - Pets, with the exception of fish
  - Candles (ceremonial, decorative, or display)
  - Halogen lamps
  - Road/traffic signs or safety cones
  - Extension cords
  - Any type of firearm, weapons, explosives or bullets
  - Wireless routers
  - Third-party bed lofts
  - Hover Board / electric scooters
  - Lithium-ion batteries