

Student Handbook | Housing & Residence Life

 UNIVERSITY OF TENNESSEE
CHATTANOOGA
Housing and Residence Life

Housing & Res Life Student Handbook

- Mission and Vision
 - **Our Vision:**
 - Through partnerships, UTC Housing and Residence Life seeks to unify students in an engaged learning community that provides opportunities for growth, diversity and responsible living.
 - **Our Mission:**
 - UTC Housing and Residence Life partners with students to *enhance* their college experience by providing:
 - A variety of clean, safe, and convenient housing options
 - A dynamic community that recognizes and celebrates diversity
 - Opportunities for student engagement through active learning and leadership
 - A supportive environment which appropriately challenges residents to develop academically and socially
- Residence Life Staff
 - Housing and Residence Life employs a wide variety of student and professional staff members who works to ensure that our on-campus residents have the best experience. Below are descriptions of some of the staff members you will find in your complex along with what they do.
 - Assistant Resident Director
 - Assistant Resident Directors (ARD) are the Graduate students who assist the Resident Director in the management and operation of the complex which they are located. Our ARDs are currently located in Stagmaier Hall and West Campus Housing.
 - Building Assistant
 - Building Assistants are in each complex to assist with both facilities and residence education concerns. They are involved in the day to day operations involved in our complexes. They assist with everything from mail to maintenance requests. They are an excellent resource if you have any questions during your time on campus.
 - Assistant Directors for Residence Education
 - Within the Department of Housing and Residence Life, in Residence Life specifically we have professional staff members who work with & supervise our Resident Directors. The Assistant Director for Residence Education oversee North or South Campus. Our Assistant Director for Academic Initiatives and Assessments works with the development and implementation of our residential curriculum.
- Resident Life Community Activities
 - Residence Hall Association (RHA)
 - RHA is an organization dedicated to the community of students living on campus at the University of Tennessee Chattanooga. RHA believes in the importance of community and the well-being of all on-campus residents. RHA will strive to

make the on-campus housing experience meaningful and educational. RHA will provide many leadership opportunities and learning experiences through programming, leadership conferences, student advocacy, and community involvement.

- Residential Curriculum Model
 - This model provides a framework for us to justify everything that we do in Housing & Residence Life. Nothing is done without a purpose or a learning objective for students. You will work mostly with the “Engagement” learning outcome as a RA, but all areas are important in creating a learning environment for residents.
 - **Personal Identity: Who you are and who you want to become**
 - Students should be knowledgeable of available campus non-academic resources.
 - Students should understand that personal identities are intersectional.
 - Students should be able to identify strategies to engage in conflict resolution in a solution-focused way.
 - **Engagement: Creating lifelong relationships**
 - Students should feel connected to their residence hall community.
 - Students should feel a sense of belonging to the UTC community.
 - Students should be able to form connections with individuals from diverse backgrounds.
 - **Academic Success: Preparing you for graduation**
 - Students should be knowledgeable of available campus academic resources.
 - Students should recognize that living on campus supports their academic success.
 - **Self-Ownership: Taking responsibility for your decisions and actions**
 - Students should develop skills to learn how to live independently.
 - Students should be able to make responsible decisions about alcohol & drug use.
 - Students should be able to recognize the impact their actions or language have on others in their community.
- General Information
 - **APPLYING FOR HOUSING/HOUSING CONTRACT INFORMATION**
 - **Application**
 - Each student applying for housing is required to pay a \$25 non-refundable application fee that is due upon completion of the Application. Each student is required to complete an application before they are assigned to a bed-space.
 - **Confirmation**

- Housing reserves the right to make any changes in the accommodations it deems proper or necessary. Apartments are to be occupied by maximum allowable number of residents. In case one of the roommates moves, the resident(s) who remain agrees to accept an assigned roommate(s) or to move to another room upon request. When available, a resident may request a double room to be occupied privately at a higher rate.
- **Room Assignments and Room Changes**
 - The University expects students to continue residency in the room to which they are assigned. However, it realizes that changes are sometimes mutually beneficial.
 - Once on campus, a resident may submit a Request for Room Change. Requests made require a meeting with the Resident Director to establish the need for a room change. If the request is granted, a room change fee of twenty-five dollars (\$25.00) will be assessed. Room changes are contingent upon room availability. Failure to obtain the written prior approval of both the Resident Director and Housing Office will result in a minimum \$25 assessment for administrative costs and could result in the imposition of disciplinary sanctions.
- **Check In**
 - When checking into a room you will be given a key(s), Move-in agreement and Room Condition Report (RCR) online. This RCR form is very important when charges are assessed at the end of the year. You are agreeing to the condition of the room, it is your responsibility to maintain the current condition. Please inspect your room carefully, list any discrepancies on your online copy, and submit your notes through the online system. Any new damages not on the RCR will be billed to you and your roommate(s).
- **Check Out**
 - Housing expects all students to leave within 24 hours of their last exam, or by the expiration date, whichever comes first. Graduating seniors are required to check out by noon on the day after graduation. Students moving into summer campus housing assignment may be consolidated until their summer assignment is available.
 - When vacating your room, all residents must complete an official checkout with a member of the housing staff. Be sure to sign-up for a check out time with your RA or in your complex office. Before a resident can be checked out of his/her room, it should be clean, and all personal belongings removed. During a checkout, the condition of the room is evaluated and noted on a RCR. The resident is given the opportunity to review and comment on this evaluation before being asked to sign it. A final walk through of the apartment is done by the Resident Director after all residents have checked out. Damage charges will be assessed at this time (Note: No staff member, including an RA, can make verbal guarantees of an absence of charges).
- **Damages**
 - Residents are responsible for the condition and care of the accommodations to which they are assigned and shall reimburse the University for all damages to, or loss of University fixtures, furnishings, or property furnished under the

contract. Charges for damages and cleaning will be assessed to the student and should be paid promptly. Please refer to information regarding your RCR for damages assessed.

- **Fee Assessment**
 - After a checkout, each room condition report is reviewed. If deficiencies or damages are evident, the resident may be assessed a fee for replacements, cleaning, or repairs. Students will also incur fees for failing to return their keys or to complete an official checkout. These fees will be placed on the student's university account and should be paid in a timely fashion.
- **Keys**
 - Residents are issued keys to their apartment/bedroom and mailbox where applicable. Misuse of keys, such as loss or lending to others, jeopardizes safety and may be grounds for disciplinary action. Loss of a key or damaged key should be reported to the Resident Director. If keys are lost, the locks will be changed at the resident's expense.
- **Lock Out**
 - When students are locked out of their room, they should visit the Complex Office in order to reach the RA on duty or a Housing staff member who will let them back into their room. After two lockouts in a semester, a service charge will be assessed.
- **Loaner Keys**
 - Loaner keys may be temporarily issued to a resident if they are reasonably certain that they know where their key(s) are located, and the key(s) can be retrieved within 72 hours. It is up to the Resident Director to determine if there is a reasonable chance that the key(s) will be returned within 72 hours. If the Resident Director deems appropriate, then a loaner key will be issued to the resident for up to 72 hours until the resident's key(s) are found. If the resident fails to return loaner key within 72 hours, then the core change will occur at the resident's expense.
 - If a loaner key is lost, the resident is financially responsible for replacing that key.
- **Lost Keys**
 - If in the event a resident loses their key, the resident should report it to their Resident Assistant. The resident may be given up to 24 hours to find their key before changing the core. The resident may be issued a loaner key while a core change is being performed.
 - If the resident knows where their key is, the Resident Director may choose to give the student up to 72 hours to recover the key and notify their RD. In the meantime, a loaner key may be issued. If the resident doesn't know where their key is, the Resident Director will request a lock core change. It is expected that cores will be changed on the same business day.
- **CARE OF A ROOM**
 - **General Maintenance**
 - Custodial services are provided by the housing department to clean public areas. Residents have the responsibility for hanging up and

putting away their clothes, making their beds, and generally keeping the rooms clean. No one may remove screens from windows or move furniture out of the unit.

- Misappropriate furnishings will be the responsibility of the residents of the room or apartment and they will be billed immediately for either recovery or returning the articles to their original place.
- **Decorations**
 - All residents are encouraged to decorate their living space. We hope that you and your roommate enjoy working together to create a mutually satisfying living environment. As you decorate, remember to follow the guidelines to ensure that your creative efforts do not cause hazards for you or others. State Fire Code Regulations must be adhered to at all times. Rugs outside interior buildings entrances is prohibited.
- **Hanging Decorations**
 - When hanging decorations on your walls, doors, or other surfaces remember to use only reusable, non-adhesive putty for North Campus and small finishing nails for South Campus. Glue, large nails, screws, duct tape, carpet tape, or double-sided tape will damage surfaces and you will be responsible for repair costs. Stickers, wallpaper, or adhesive-backed shelf paper cannot be affixed to any University property for the same reasons. Nothing should be hung on or around sprinkler system heads or windows (Residents are encouraged to use tension rods if they would like to hang curtains). Residents are responsible for damages incurred by hanging items in their room or apartment that do not meet these standards.
- **Windows**
 - It is not permissible to hang or place anything in the window that may be viewed from outside the building other than blinds or curtains (hung with a tension rod).
 - Window screens should never be removed. If a window screen is missing, it should be reported to a Resident Director immediately. If a window screen is discovered to be missing, the resident(s) will be charged for replacement. Residents should never throw anything from a window. Doing so may result in disciplinary action.
- **Door Decorations**
 - When decorating your room door, you are not allowed to cover the room number, door knocker, or peephole. Decorations should allow residents access to the locking mechanism and doorknob. Exterior doors are public space and if decorations do not comply with Housing and Residence Life's mission they may be removed at the discretion of the University.
- **Maintenance Requests/Work Orders**
 - If something in a resident's room, apartment, or complex community is not working properly, then the resident may complete a work order

online at www.utc.edu/housing by clicking on "Manage my Housing". A work order provides important information about a repair that is requested and the date that the request was made. Every attempt will be made to complete repairs in a prompt manner (Note: In order to ensure that work order is properly submitted, follow all instructions online. This includes clicking and confirming the submission – you may be required to click submit twice. You will know the process is complete when you receive a confirmation number).

- Work orders are distributed to the maintenance staff every weekday morning and repairs are completed with priority going to more pressing repairs. Emergency situations, regardless of the date they are filed, will be handled first. Routine repairs will follow emergencies in the order that the work order was filed and according to the availability of materials. Service repair persons with legitimate work orders for an area are allowed access to that area. If the occupant is not in, the maintenance worker will enter for the stated purpose only and the privacy of the resident will be respected.

○ **Incident Reports**

- Incident reports are written by the Resident Assistants to communicate the facts of an incident to the Resident Director, the Housing Office, and Student Code of Conduct office. Incident reports are used to document policy violations, theft, damage, or other emergencies. If you are named in an incident report, you may be asked to speak with your Resident Director or someone from Student Code of Conduct Office. Students found to be responsible for the behavior described in a report may be assigned sanctions.

○ **Security**

- Residents are able to leave belongings in their rooms during the holiday break, but UTC will not claim responsibility for these items. Campus security will continue to be on duty during the break. For security reasons, please remember to close and lock windows, lower blinds, and lock and dead bolt all doors.

○ **Lost and Found**

- UTC Housing is not responsible for property which is found after a resident checks out. Residents cannot store items in their rooms, even if they plan to return to the same assignment next fall. Any items left in a resident's room, either intentionally or accidentally, will be removed and discarded.
- If you lost an item, please contact the UTC PD (423-425-4357) regarding their Lost & Found.

○ **Property Insurance and University Liability**

- The University is not responsible for loss of/or damage to personal property due to fire, water, theft, or mysterious disappearance. The University suggests that students protect their belongings through an insurance company policy. We suggest that you check your parents' homeowner's policy for possible coverage. For more information on how to protect your items on campus check out this website: <https://new.utc.edu/finance-and-administration/police/registration-requests-and-forms>

- **Telephone**
 - For on campus calls, you need only dial the last four digits of the telephone number from an on campus phone. Off campus calls require that you first dial 9 to get an outside line. Local calls are free and unlimited. Students are provided with a telephone in the common space.
- **Mail Services**
 - UTC residents are assigned a mailbox in their building, which will be shared with all roommates. Mailbox combinations/keys will be issued at the time of check in. Mail will be delivered to each complex Monday through Friday. Mailboxes for outgoing mail are located throughout the campus. Stamps may be purchased at Mail Services in the Administration Building on Palmetto. Upon checking-out of your complex, please complete a forwarding address form if appropriate. This will allow your mail to be directed to the appropriate location.

Housing Policies

- a. Alcohol
 - i. Consuming, manufacturing, possessing, distributing, dispensing, or selling alcohol or alcohol paraphernalia, or being under the influence of alcohol, on University-controlled property or in connection with a University-affiliated activity, unless expressly permitted by University rules or policy.
 - ii. This includes empty alcohol containers, regardless if they are decorative. An alcohol container is defined as any container that is manufactured with alcohol inside.
- b. Animals
 - i. Aside from Service Animals and registered and approved Emotional Support Animals, the only pets allowed in the residence halls or apartments are fish, which can be contained in an aquarium of ten gallons or less.
 - ii. For information regarding Service Animals or to register an Emotional Support Animal, please contact the Disability Resource Center at 423-425-4006 or visit their website at <https://www.utc.edu/disability-resource-center/>.
- c. Bed Bugs
 - i. The Housing Department and the Department of Safety and Risk Management is committed to an effective and efficient response to residents who suspect they may have bedbugs. If residents suspect they may have bedbugs, they should immediately contact Housing and Residence Life personnel to ensure that a work order can be entered, and Bed Bug Protocol steps can be enacted.
- d. Bicycle Storage
 - i. Residents are encouraged to use the bicycle racks located near each residence hall for their convenience. When keeping a bike in one of these racks, the student should always keep it securely locked. Bicycles may be stored in apartments but may not be hung from the ceiling, walls, or elsewhere. Storage of bicycles in hallways, stairwells, and balconies is not permitted. In addition, bicycles must never block or interfere with an exit or obstruct flow of traffic. At no time are motorbikes permitted anywhere inside the residence halls.
- e. Drug Policy

- i. As a resident, it is your responsibility to place garbage in the trash chutes or dumpsters located in each complex. Garbage may not be kept in the hallways, stairwells, or balconies. Please help us maintain clean and well-maintained facilities. Residents and visitors to the communities are asked to keep hallways, public areas, stairwells, and landscaping free of trash. Any type of trash left outside of living areas (in hallways, outside of front doors, in stairwells, etc.) could result in a fine.
- k. Hall Sports
 - i. Participation in any type of sporting activity in the hallways, balconies and/or any indoor area of the residence halls is prohibited. Any damages incurred as a result of hall sports will be assessed to the residents responsible.
- l. Health and Safety Regulations
 - i. Health and Safety Inspections are a necessary part of on-campus housing to help in maintenance and ensuring a safe environment. Health & Safety Inspections will be announced via email at least 24 hours in advance so that the residents can be at home if possible. The following steps must be taken to ensure the health and well-being of the on-campus community:
 - ii. Fire extinguishers should be in proper working order and should not be blocked by any items. Exits and hallways should be unobstructed.
 - iii. Smoke detectors should not be tampered with (which includes removing battery, disconnecting, or covering it).
 - iv. All trash must be properly disposed of in a timely manner and in proper locations.
 - v. Extension cords must be Underwriter Laboratory approved. Do not put cords under rugs, clothing, trash, books, or near heat sources.
 - vi. Storage of gasoline, fuels, or vehicles containing them is prohibited.
 - vii. Residents are responsible for following all safety rules promulgated by the Department of Public Safety and Housing Department.
 - viii. Students should take extra care to ensure that their entrance doors are always secured/locked and that common doors are not propped open.
 - ix. Failure to follow fire evacuation procedures and directives from safety officers or residence life staff is also a violation of safety rules.
- m. Inspection and Search Policy
 - i. Entry by University authorities into occupied rooms of residence halls is divided into three categories: inspection, search, and emergency.
 - 1. Inspection is defined as the entry into an occupied room or apartment by University authorities in order to ascertain the health and safety conditions in the area, to check the physical condition of the area, to make repairs on the facility, or to clean an area.
 - 2. Search is defined as the entry into a room or apartment by on-campus authorities for the purpose of investigating suspected violations of campus regulations and or city, state, or federal law. On-campus authorities will not enter a room or apartment for the purpose of search except in compliance with state law and with the permission of the

resident, or with the written permission of the Dean of Students or his/her designee. University officials shall have, if possible, the Resident Director accompany them on a search.

3. An emergency exists when a delay necessary to obtain search authorization constitutes a danger to persons or property. The "on call" cell phone should be called during all emergency situations.

n. Missing Person

- i. In compliance with the Missing Student Notification Policy (20 USC 1092 C-Section 488 of the Higher Education Opportunity Act of 2008), it is the policy of Housing and Residence Life, Student Affairs, and the Department of Public Safety to actively investigate any report of a missing student currently enrolled at the university. Students have the option to provide an emergency person/number to be contacted if they are believed to be (a) missing for more than 24 hours and/or (b) in potential danger.

o. Visitation and Overnight Guests

- i. At this time students are only to have other on-campus residents as guests between 12pm-10pm every day of the week.
- ii. No guests from off campus are permitted within the residential complexes.

p. Patio

- i. Residents are welcome to place small plant containers and outdoor patio furniture on the balcony and porch areas, so long as the items do not impede ability to safely exit the apartment building. A clearance should be maintained from doors, breezeways, and stairs. Balconies and porches are not to be used as storage areas or for entrance or exit from the apartment unit. The Resident Director has final decision regarding patio decorations and the items stored on them. Due to safety regulations, the following items are not permitted on balconies and porches:

1. Indoor furniture
2. Bicycles, scooters, or mopeds
3. Boxes
4. Flammable liquids
5. Garbage bags, containers
6. Grills or grilling accessories, such as charcoal lighter fluid, charcoal, propane
7. Laundry
8. Recycling bins

q. Quiet Hours

- i. Quiet hours have been established in each community. Quiet hours are in effect seven days a week from 10:00pm until 7:00am. During this time, no noise from inside the apartment should be heard from outside the apartment.
- ii. Courtesy Hours are 24 hours a day. This means if asked by another resident to lower noise volumes, please do so out of respect, regardless if it is outside of the 10:00pm-7:00am time frame.

r. Smoking Policy

- i. As of January 1, 2019, UTC is a smoke free campus. Smoking is not permitted on any campus property which includes residence halls, their surrounding area, and parking garages. This includes electronic cigarettes or similar devices and any other lighted tobacco products.
- s. Solicitation Policy
 - i. Commercial publicity or solicitations are not allowed on campus. No person or groups are permitted to solicit in residence halls. If someone comes to your door, ask for identification and notify a Housing staff member immediately.
- t. Theft
 - i. Theft, misappropriation, unauthorized possession, or unauthorized sale of private or public property, including but not limited to, University-controlled property is not permitted.
 - ii. All residents who suspect that something has been stolen should contact UTC Police at 423-425-4357. In addition, UTC Housing should be notified, but all reports of theft will be referred to UTC Police. It is important to record the serial numbers of all valuables and to ensure the all doors are locked and secured.
- u. Unauthorized Surveillance
 - i. Invasion of another person's privacy when that person has a reasonable expectation of privacy, including, but not limited to, by using electronic or other means to make a video or photographic record of any person in a location in which the person has a reasonable expectation of privacy, without the person's knowledge or consent. This includes, but is not limited to, making a video or photographic record of a person in a shower, residence hall room, locker rooms or restrooms. The storing, sharing, and/or distributing of such unauthorized recordings by any means is also prohibited.
- v. Vandalism
 - i. Vandalizing, destroying, damaging, engaging in conduct that reasonably could cause damage to, or misusing private or public property, including but not limited to, University-controlled property is not permitted on campus. If you notice vandalism occurring, please report it immediately to a Housing staff member.
- w. Weapons and Explosives
 - i. Possessing, using, storing, or manufacturing any weapon on University-controlled property or in connection with a University-affiliated activity is not permitted, unless authorized in writing by the Chief of Police (or his or her designee) of the University Police Department or unless federal or state law affirmatively gives a student a right, irrespective of the Code, to possess or carry a weapon on University-controlled property or in connection with a University-affiliated activity.
 - ii. The possession of firearms, swords, fireworks, or other types of weapons and explosives is not allowed in the residence halls and will be confiscated by Campus Police.
 - 1. Kitchen knives are permitted as long as they stay in the kitchen area of the apartment.

2. Pocket knives are permitted as long as the blade folds into the handle and is no longer than 4 inches.
 3. BB gun, air/CO2 gun, pellet gun, potato gun, paintball gun, or slingshot are not permitted on campus.
- x. Sexual Misconduct, Relationship Violence, Stalking and/or Retaliation
 - i. Engaging in conduct that violates the University's Policy on Sexual Misconduct, Relationship Violence, Stalking, and Retaliation is not permitted
 - y. Student Code of Conduct
 - i. https://www.utc.edu/student-conduct/pdf/studentcode_01-2020.pdf