



THE UNIVERSITY OF TENNESSEE  
**CHATTANOOGA**  
**Housing and Residence Life**

## **Housing & Residence 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 work 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.

- Resident Assistants (RA)
  - RAs are student staff members, employed by Housing & Residence Life, who assist students in their acclimation to the residence halls and the university. RAs provide information about activities, events, policies and assist students with roommate conflicts, homesickness, and academic concerns. Each RA also implements residence education efforts in their assigned floor/section, which may include hosting activities for their assigned community or residents or encouraging attendance at various University events. Your Resident Assistant is the best person to go to if you have questions or concerns. Your RA has received training on responding to concerns and can assist you with most any issue you may be having. In most cases, your RA can help you explore your concerns and refer you to the proper university staff to help you resolve your problem.
- 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 ARD is currently located in 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.
- Resident Directors
  - Each residence hall has a Resident Director who are full-time professionals with at least a master's degree living in each complex. The RD manages the day-to-day operations of residential complex, supervises RAs, and oversee all residence education efforts and conduct issues. RDs are available as a resource to resident is a variety of ways, such as: assisting with facilities concerns; providing mediation and follow up for roommate,

- resident, and community issues; and supporting resident academic endeavors.
- Assistant Directors for Residence Education or Academic Initiatives
  - Work with and supervise Resident Directors. Additionally, they work with the development and implementation of our residential curriculum.
- Maintenance and Custodial Staff
  - Maintenance and Custodial Staff are dedicated to providing safe, clean, and comfortable residential facilities. In addition to maintaining and cleaning common spaces, the custodial and maintenance staffs respond to maintenance requests – submitted in [Manage My Housing](#)– when damages or items need repair in your assigned space. These staff members also complete preventative maintenance and respond to emergencies.
- Administrative Services Staff
  - The full-time and student staff members on the Administrative Services team oversee business operations in the University Housing office, administer [Manage My Housing](#), and manage incoming and outgoing communications via phone, email, website, and social media. This team collaborates with Resident Directors in managing assignments, occupancy, room changes, and a variety of other services such as room selections, exemption and release requests, and accommodations.

## Manage My Housing

[Manage My Housing](#) is your gateway to all things housing and meal plan at the University of Tennessee at Chattanooga, and it will allow you to do all the following:

- Complete a housing application (or request a housing exemption).
- Check the status of or cancel your housing application.
- Submit roommate requests and communicate with roommates.
- Pick your room during the room selection process (returners only).
- View your room assignment and roommate information.
- Select a meal plan (or request a meal plan exemption).
- Change meal plan within the first two weeks of the semester.
- Request a room change during designated time periods.
- Review the check-in condition of your room.
- Submit a maintenance request.

### Resident Life Community Activities

- Residential Curriculum Model: WISE (Wellness, Identity, Scholarship, and Engagement)
  - Housing and Residence Life connects living and learning to enhance the overall student experience. The Residential Curriculum provides intentional learning opportunities within the residence halls that will aid in students’ growth, development and student success. At UTC, our model has four: Wellness, Identity, Scholarship, and Engagement.
  - **Learning Goals and Objectives (WISE Pillars)**
    - **Wellness**  
For many students, living on campus for the first time offers them the first opportunities to independently take personal responsibility for their actions and decision-making. We are committed to helping students develop the skills to live independently in manner that is safe, healthy, and supportive of their ongoing growth and development.
    - **Objectives**
      1. Residents should be able to identify resources on campus that can assist with their personal well-being.
      2. Residents shall develop skills to help them engage in conflict resolution.

3. Residents should be able to understand the importance of responsible decision making and shall hold themselves accountable for the actions they make.

- **Identity**

Through the residential experience, residents shall take the time to explore the identities that they hold, how those identities shape how they view the world, and how they can engage and contribute to diverse society.

**Objectives**

1. Residents should be able to demonstrate an awareness of their personal identities and where those identities intersect.
2. Residents shall develop an appreciation of the differences of others and have the skills to effectively engage with those with different identities than them.
3. Residents should become aware of local, national, and global issues involving diversity and inclusion.

- **Scholarship**

In conjunction with the Academic Mission of the University of Tennessee at Chattanooga, we believe that fostering academic success in the residence halls will lead to greater student retention and persistence to graduation. Effective scholarship starts by successfully navigating the transition from high school to college and continues as students explore their chosen course of study and potential career opportunities.

**Objectives**

1. Residents should be able to identify resources on campus and three skills that can help them succeed academically.
2. Residents should be able to make a personal connection with at least 1 faculty member during their time living on campus.
3. Residents shall develop skills and engage with resources on campus that will help them in major exploration and in the post-graduation career

- **Engagement**

Students do not have to go through college alone. The on-campus experience poses many opportunities for students to engage with their Resident Assistant, their peers, the campus community, and greater Chattanooga community.

**Objectives**

1. Resident should be able to identify who their RA is and what their role in the community is.
2. Residents shall attend at least one event in the residence hall each semester that allows them to connect with other residents in the community.
3. Residents shall development a sense of belonging to the UTC community by attending events happening in the greater campus community and to get involved in student organizations.
4. Residents shall be given opportunities to go off-campus and engage with the local Chattanooga community as well as the Greater East Tennessee community.

- **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.

- Community Council
  - Community Councils are the local voice of the residential community. Community Councils focus on advocacy and programming for the community they represent. There is a community council for each community. The organizations are advised by Resident Directors and governed by an executive board of student leaders. Any resident can be a part of their community council and elections (held in the fall semester). Each council is affiliated with the Residence Hall Association, the umbrella organization for student leaders in the residential communities.
- First Year Experience
  - These sessions are driven by the Residential Curriculum to provide students with the opportunity to attend fun and engaging programs that are designed to provide participants with opportunities to make connections with peers, become familiar with the UTC community, and explore how the core topics connect to their own interests and values.
    - Benefits
      - Connect with your own residential community to meet other first-year students and connect with a returning MOCs student, your Resident Assistant (RA).
      - Learn tips and tricks to excel at learning and getting to know about everything UTC.
      - This program is available to all first-year residents not living in a Residential Learning Community (RLCs). RLCs provide a unique experience tied to a specific major or theme that students can apply for.
- Sophomore Synergy Series
  - These sessions are driven by the Residential Curriculum to provide vital information to sophomore students to help make the most of their sophomore year at UTC. The sessions incorporate socializing with fellow sophomore students and gaining valuable information that will assist in outlining their next few years. It will also provide an avenue for students to learn more about life skills, academic success, and leadership opportunities.
- Academic Initiatives
  - Academic initiatives are programs, services, and learning communities that support the academic needs and goals of our residents. Housing and Residence Life is committed to establishing relationships with faculty and staff in order to maximize the availability of academic resources to our residents, including regular interaction between faculty and residents outside of the classroom. Housing and Residence Life includes academic initiatives within an RA's training and as part of the RA position. This is essential because the RA may be the first staff member who notices any signs of residents who are not engaged in their academic career. RAs are integral in fostering and cultivating an environment and community that places academics as a core priority.
  - EXAMPLES OF ACADEMIC INITIATIVES:
    - Academic support – University Housing identifies residents who drop below full-time status or on academic probation. These residents will receive a letter from Housing and Residence Life, which provides academic resources and an offer to meet one-on-one to discuss academics and anything else.
    - Fall House Calls program – In the fall semester, faculty and staff visit our first-year communities in an effort for residents to have intentional interactions outside of the classroom allowing residents to get to know faculty and staff on a personal level. Furthermore, faculty and staff will benefit by gaining a better knowledge of what the living environment is like for this generation of college students.
    - “Scholars in Residence” academic excellence recognition – All on-campus residents who are on the Dean's List in the fall semester are invited to attend a recognition ceremony and reception on President's Day.

- Discernment Dinners –
  - Tutoring in Residence Halls –
  -
- Residential Colleges and Residential Learning Communities
  - Each academic college has a home in Housing and Residence Life as a Residential College. Students involved in a major in these colleges are invited to live within these Residential Colleges. Each Residential College may have 1 or more Living Learning Community associated with it.
  - We offer a variety of Residential Learning Community (RLC) options that are categorized as either Themed Learning Communities (TLC) or Living Learning Communities (LLCs). Housing and Residence Life collaborates with campus partners to incorporate advising, faculty involvement, tutoring, and more into these programs. TLCs allow for students to live within a common community with a specific focus, supported by a campus department specializing in that focus. Residents of our LLCs live in a common community; however, the focus is of an academic nature with a specific academic partner. Residents living in an LLC are registered for a minimum of one common academic course.

## 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
      - Prospective resident must remit a four hundred-dollar (\$400) pre-payment to retain a room assignment. The \$400 pre-payment will be deducted from the full fall balance of the rent owed for the room. The remaining balance will be assessed at the time other University charges are billed, typically the second week of July and early December for fall and spring semesters respectively and will appear on Resident's Mocs Express statement. *The pre-payment may be refundable in full if cancellation is received prior to May 1. If cancellation is received prior to June 1, student will be refunded 50% of the prepayment. After June 1, there are no refunds.* Failure to pay university fees (including housing) or confirm attendance at the University will result in classes being dropped and potentially a late fee.
- Contractual Agreements
  - When a student agrees to the electronic housing contract, the agreement covers occupancy for an entire academic year, unless specifically indicated otherwise on the contract itself. A student, who for any reason wishes to alter the terms of the contract, must apply in writing to the Housing Office at least thirty (30) days prior to the anticipated change. If their contract is modified, notification will be sent to all parties concerned prior to the action. Unless written exception is received by the student, they are liable for the full extent of the original contract.
  - Students will not be able to check-in before the beginning of the contract period and are expected to check-out by the contract end date. Failure to do so will result in additional charges.
  - When a student ceases to be enrolled at UTC, they may be required to vacate the premises within 24 hours of withdrawal from the University. Contract penalties will

apply, please see your contract for details. All residents must be enrolled as a full-time student at UTC unless exempted by the Housing Office.

- Contract Release
  - Housing facilities are rented for the academic year. No resident may withdraw from housing except in case of extreme necessity and approved by the University. Cancellation of registration or academic suspension does not automatically release the resident from the contract. Subletting by the resident is not permitted.
  - Students should submit their request to break their nine-month housing contract by filling out the online "Housing Cancellation Request" form located on our website. Residents who break their housing contract may be subject to a fee.
  - Residents must also complete an official room check-out with a member of the Housing & Residence Life staff before leaving. Be aware that if you do not follow the above steps for a check out, you will be assessed charges in addition to rent.
- Consolidation
  - 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 agree 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.
- Check In
  - When checking into a room you will be given a key(s), Move-in agreement through Manage My Housing, and Room Inspection online through Manage My Housing. This Room Inspection is particularly important when charges are assessed at the end of the year. You agree 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 check out 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 check out, the condition of the room is evaluated and noted on an 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).
- Fee Assessment
  - After a check out, 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 check out. These fees will be placed on the student's university account and should be paid in a timely fashion.

- 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.
- 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.
- Lost and Found
  - UTC Housing is not responsible for property which is found after a resident check 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.
- 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.

- 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.

## **CARE OF A ROOM**

- Bed Bugs
  - 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.
- Damages
  - Residents are responsible for the condition and care of the accommodation to which they are assigned and shall reimburse the University for all damage 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.
- 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 always be adhered to. 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.
  - Door Decoration: 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.
- Dishwashers
  - In order to maximize the efficiency of the dishwasher provided, residents are advised to pre-rinse all dishes. Failure to adequately remove food from dishes may result in dried-on

food and clogged drains. Only soap designated for dishwashers should be used. The utilization of dish soap not specifically designated for dishwasher use can cause damage and flooding of the machine.

- Garbage Disposals

- A garbage disposal is a machine that grinds food waste and allows it to be washed down the sink drain. In order to avoid problems, the following are directions on how to use a garbage disposal and keep you safe:
  - Food to be disposed of should be placed in the disposal while the disposal is OFF.
  - Turn on the cold water.
  - Turn on the garbage disposal.
  - Listen until you hear the food clear the disposal.
  - Turn OFF the disposal. Let the water run 15 seconds more to flush the pipe.
  - Turn the water off.
- Improper use of garbage disposals can be dangerous. Keep your hands far away from moving parts. Please follow these guidelines:
  - Always run cold water while using the disposal.
  - Starchy food like rice and pasta can cause disposals to clog and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
  - Bones, cornhusks, and other high-fiber items should not be put into the disposal as they may clog the drain.
  - Keep eating utensils and other items from falling into the disposal.

- 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 their 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.
- Maintenance Requests
  - 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](http://www.utc.edu/housing) by clicking on "**Manage My Housing**". A maintenance request 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).
  - Maintenance requests 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.
  - Submission of a routine or emergency maintenance request may result in a charge to a resident's account for the cost of the repair. Residents who fail to

report maintenance issues that cause subsequent problems will be held financially responsible for all damages. Housing and Residence Life will not have knowledge of or be able to repair unreported maintenance issues.

- Interruption of Services
  - There may be times when services (e.g., water, electricity, Ethernet connection, cable, HVAC, etc.) are interrupted and repairs are needed and/or preventative maintenance is scheduled. Whenever possible, advance notice of such outages will be communicated via fliers, email, mobile text, and/or voicemail messages. In certain situations (e.g., severe weather, emergencies, accidents, etc.) advance notice may not be possible. In the event of an interruption in service, every effort will be made to correct the problem as quickly as possible.
- Laundry
  - All residents have easy access to free laundry facilities. Laundry facilities are located in Boling, Decosimo, Johnson Obear, Lockmiller, and Stagmiaer residence halls. Guerry, Stophel, UC Foundation and Walker apartments are equipped with a washer and dryer in unit. The University's low-water, high-efficiency washing machines work best with laundry detergent labeled "HE" (high efficiency).
  - The laundry facilities in Boling, Decosimo, Johnson Obear, Lockmiller, and Stagmiaer halls are equipped with SPEED QUEEN app which informs residents which machines are available and when their clothes are ready. Residents can save time by downloading the app, adding a location pin: UTCHAT, and selecting their building location.
  - Do not overload the machines. Overloaded machines will not clean clothes properly and may damage the machines. There must be at least three inches between the clothes and the top of the machines. Residents may be held financially responsible for damages to machines that are overloaded. Overloading machines, as well as failing to clean lint traps, can lead to fire and damage to your clothing.
  - Abandoned laundry will be collected regularly or when reported. Residents attempting to locate missing laundry may contact their Resident Director. Unclaimed items will be donated after 30 days.
- Mold and Mildew
  - Humidity inside buildings in the state of Tennessee is often high which can result in the growth of mold and mildew; both can cause allergic reactions and other health issues. Mold thrives in damp areas with low air flow. When air absorbs moisture and makes contact with cooler surfaces, condensation develops and creates an ideal environment for mold spores to attach and grow. Similarly, if moist air is confined to an area with limited air flow, mold is likely to develop. Common types of mold are avoided and removed by controlling the moisture source, circulating dry air, and cleaning surface residue. Mild allergy agitation and organic odor are the common concerns; however, some residents may be concerned that they have a dangerous strain of black mold. While it is true that some mold strains are extremely dangerous, these strains are rare. Early intervention and collaborative staff efforts are the key to successfully addressing all mold reports and caring for residents. The following are suggestions for preventing and treating mold and mildew:
    - Clean regularly.
    - When liquids are spilled, clean and dry the whole area, including under furniture.
    - Open curtains or window coverings to allow air circulation.
    - Leave the bathroom door and shower curtain open after showering, so moisture is not trapped in the bathroom.
    - Hang damp towels, laundry, and clothes to dry completely.
    - Leave approximately a foot of space between furniture and windows.
    - Leave HVAC running to keep dry air circulating.
    - Do not leave windows and doors open for extended periods of time.

- Submit a maintenance request immediately if a door or window does not close properly.
    - Allow some space around HVAC vents and bedroom closet vents.
  - If mold or mildew is observed, smelled, or otherwise sensed, a maintenance request must be submitted immediately in [Manage My Housing](#).
- **Pest Control**
  - Housing and Residence Life contracts with a professional contractor for monthly pest control services. Residents can assist in the effort to control pests by keeping rooms/apartments clean, food in sealed containers, and doors/windows closed. When a continual or severe pest problem arises, residents should submit a maintenance request in [Manage My Housing](#) to report the problem. Extreme and seasonal changes in weather and construction near our facilities may trigger the appearance of insects and other pests in our facilities.
- **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>*
- **Security**
  - Residents can 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.
- **Trash Removal**
  - Residents must dispose of all trash in the dumpsters located around the residential facilities. Residents who fail to do so will be held accountable through the conduct process and may be charged financially.
- **Water Leaks**
  - Leaks in faucets, toilet tanks, and other plumbing equipment can waste water and ruin fixtures. Such leaks are considered an emergency and residents must report them to the RA on-call or the go to your complex office during normal business hours. Failure to report problems can lead to mold and mildew and possible charges to residents.
- **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.

## Community Living

Living as a member of a cooperative community teaches residents to respect the rights of others and advocate for their own rights. Housing and Residence Life recognizes the need for an atmosphere conducive to academic success and to protect the health, safety, and security of all residents and their belongings.

## Rights and Responsibilities

- The right to study, read, relax, and sleep without measurable interference, noise, or distractions,

and the responsibility to help others have these rights.

- The right to feel safe in the residence halls and the responsibility to help ensure the safety for others in the building.
- The right to have respect shown for one's privacy and the responsibility to respect the privacy of others.
- The right to have respect shown for one's personal property and the responsibility to respect other's personal property as well as community property.
- The right to have visitors within the housing unit in accordance with policy and the responsibility for the behavior of those guests.
- The right to live in an area free of intimidation and physical or emotional harm and the responsibility to ensure this right for others.
- The right to a clean living environment and the responsibility to help keep it clean.
- The right to maintain one's personal beliefs and values and the responsibility to respect the beliefs and values of others.

Please keep in mind that any individual's rights end when exercising those rights infringes on others. The housing facilities at the University of Tennessee at Chattanooga are places for fun but are also places for study. In keeping with the mission of the University of Tennessee at Chattanooga, housing facilities must have an atmosphere conducive to academic development. Residents whose behavior violates the rights of other members of the community may be subject to disciplinary action and removal from our communities.

### **Living with a Roommate**

Fundamentals to a successful roommate situation:

- Get to know each other. Take time to learn what your roommate needs and expects.
- Learn to communicate effectively with one another. Tell each other what is and is not OK. Be honest!
- Establish guidelines. At the beginning of the year, decide the ground rules each of you can live by (i.e., sleep and study schedules).
- Respect each other's privacy. Ask for and give each other space when needed.
- Resolve conflict as it arises. Inevitably as the year goes on, the room appears to get smaller, and frustrations and irritations may grow.
- Deal with problems maturely and in a timely fashion. Talk with your RA about positive ways to deal with roommate conflicts.
- Be willing to compromise. Sharing a room involves give and take on each side.
- Be considerate, reasonable, and flexible.
- Stand up for your rights. Do not let the roommate situation be a one-sided affair. If you are uncomfortable with something, let your roommate know.
- Share responsibilities with your roommate/suitemates and be accountable for your actions.

### **Roommate Relationships**

Housing and Residence Life stresses positive, assertive, and caring communication when working to resolve a roommate conflict no matter how large or small. Such communication will ensure that you are clearly stating your intentions and needs. It also ensures that the person you are communicating with feels they have the room to also assert their needs and intentions. Remember there can be a solution for all 7 situations or conflicts, and it is vital that all parties remain flexible and as objective as possible throughout the conflict.

One useful tool in conflict resolution is the use of “I” statements. “I” statements help create a message that is not offensive while specifically identifying your concerns, how they impact you, and what your roommate might do to resolve the problem. An example of the proper use of an “I” statement is:

- I feel angry when you turn on the overhead light when I am sleeping. Please use the lamp if you need light while I am sleeping.
- I feel annoyed when you leave your stuff on the side of the sink. Please put your personal items away after you have used them.

By adding a statement about what you will do to reflect your own expectations or make it easier for your roommate to live up to your expectation is also important. You might amend the above examples by saying:

- I know that I have a sleep schedule much different than yours, and I will try and sleep at more regular hours when I can.
- I haven’t always put my things away either, and I will make an effort to do this every time if you will.

Such additions show that you are willing to help resolve the conflict and acknowledge that the fault is not entirely with the other person.

Critical to conflict resolution is the art of listening. Listening, like any other skill or talent, must be honed with practice and commitment. Your RA can work with you to practice this skill. Since we know that much of listening (and more importantly letting the other person know they are being heard) is nonverbal, remember the SOLER acronym and you may be a more successful listener:

- S – Square up to the speaker.
- O – Open body posture.
- L – Lean in.
- E – Eye contact.
- R – Relax.

If you use these tips, remain flexible with yourself and your roommates, and set realistic expectations, you are certain to be more successful than those who try to put their heads down ignore a problem. Remember that your RA is always available if you take the time to ask for help.

### **Roommate Agreements**

Within the first month, you and your roommates/suitemates will develop a roommate agreement facilitated by your RA. The RA’s role is neutral and will engage you in dialogue. The resulting roommate agreement document is not intended to be an exhaustive contract for how you will act around your roommates, but as a guideline for conduct in shared and private space accessible to those with whom you share a home. The roommate agreement is electronic and should be agreed upon by all parties and kept on file in your RD’s office. Amendment or revision of your roommate agreement may take place in a follow up meeting involving all of your roommates, your RA, and likely your RD. Violations of the roommate agreement may carry the same weight as violations of any other housing policy or section of the Student Code of Conduct and may result in action through the student conduct process.

### **Personal Property**

Transitioning to living within an on-campus residential community will impact the personal property that residents are permitted to use and possess. Some everyday items that are used off campus may present a safety concern, or disruption of, on-campus facilities. If you have any questions about a personal item you would like to bring into a residential community, please first inquire with your community coordinator. The

lists below are not intended to be exhaustive.

What to Bring:

- Coordinate with Roommates
  - Small kitchen appliances: Toaster, coffee maker, toaster oven, etc.
  - Pots, pans, dishes, and ice trays.
  - Microwaves (UL approved/grounded) where not provided
  - Living room and bedroom TV's.
  - Cable cords.
  - Game consoles.
  - Shower curtain and curtain rings.
  - Decorations.
  - Cleaning Supplies: vacuum, mop, broom, disinfectants
- Other Items
  - Bedding.
  - Mattress topper.
  - Bed Risers (lofting is not permitted).
  - Towels.
  - Laundry basket and detergent.
  - Toiletries.
  - Computers/laptops.
  - Desk lamps.
  - Extension cords (UL approved/grounded).
- Optional Items
  - Bike and bike lock.
  - Safe/lock box.
  - Curtains and spring/tension rod.
  - Finishing Nails/Thumb Tacks to hand decorations.
  - Organizational bins and drawers

What Not to Bring:

- Command Hooks and Self-Adhesive hooks are not permitted as of July 2019.
- LED Light Strips
- Mini-fridges are not permitted in residence halls.
- Weapons.
- Drugs (possession of illegal drugs may result in removal of housing and loss of any fees that have been paid).
- Alcohol (UTC is a dry campus).
- Large knives (kitchen knives only).
- Candles or candle warmers and Incense.
- Hookahs.
- Fireworks.
- Gas or charcoal grills.
- Halogen lights/lamps.
- Animals.

## 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 of 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. Arson and Fire Safety

- i. Any act of arson; falsely reporting a fire, the presence of an explosive or incendiary device, or other emergency; setting off a false fire alarm; or tampering with, removing, or damaging fire alarms, fire extinguishers or any other safety or emergency equipment from its proper location except when removed in a situation in which there is a reasonable belief of the need for such equipment.
- ii. Due to fire regulations, hot plates, microwaves, toaster ovens, coffee makers, and other cooking appliances may not be used in bedrooms. Residents should instead use the kitchen area provided.
- iii. As stated in the housing contract, UTC does not insure residents' personal possessions against fire or other losses. Residents are encouraged to obtain renters insurance to protect their personal possessions.
- iv. Any person who willfully causes a false fire alarm and is convicted will be fined no less than \$10 and no more than \$500 and is subject to imprisonment for a period of no more than six months, or both.

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. Cleanliness

- i. Residents are expected to maintain their assigned space in a clean and sanitary manner. Failure to maintain a properly clean space is prohibited. Lack of regular cleaning may result in damage to university property and residents being held financially responsible. The continued cleanliness of the bathrooms is the responsibility of the residents. For instance, regularly vacuuming the carpet extends the life of the carpet and regularly cleaning the bathroom avoids a buildup of mold or mildew in showers and toilets preventing permanent stains. Residents identified as being responsible for offensive odors will be asked to eliminate the cause of the odor. An offensive odor is any odor or aroma of such intensity that it becomes apparent and is offensive to others. Some examples are perfume, cologne, air freshening spray, garbage, spoiled food, or large amount of

dirty laundry. Housing and Residence Life staff will address offensive odors when complaints are received.

- f. Drug Policy
  - i. Using, manufacturing, possessing, distributing, selling, or dispensing drugs or drug paraphernalia, or being under the influence of drugs, if prohibited by federal, state, or local law; using or possessing a prescription drug if the prescription is not issued to the student using or in possession of the prescription drug; or distributing or selling a prescription drug to a person to whom the prescription was not originally issued.
- g. Fire Drills
  - i. Each community will have at least two fire drills each semester. Anytime a smokedetector/fire alarm is sounded in a university building, every occupant must evacuate immediately. No one will be allowed to reenter the building until a campus police officer evaluates the situation and deems it safe to re-enter. Tampering with fire safety equipment is a violation of the state and local fire safety code. Anyone who is responsible for a false alarm may be subject to disciplinary action.
- a. Gambling
  - i. Any activity that consists of accepting, recording, or registering bets, or carrying on a policy game or any other lottery, or playing any game of chance, for money or other thing of value is not permitted on campus.
- b. Garbage Removal and Littering
  - 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.
- c. 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.
- d. 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.
- e. 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.
- f. Keys and ID Cards
  - i. Possessing, using, or duplicating University keys, University access cards or University identification cards without authorization from the University or unauthorized entry into or use of university facilities is prohibited.
  - ii. Keys are to remain in the possession of the person to whom they are issued. If you lose your key, you must immediately inform a staff member so that the security of your room can be established as quickly as possible.
  - iii. Lost keys will result in a lock change and associated costs. If a student mistakenly locks himself out of his room, a loaner key may be obtained at the residence hall complex office. For safety and security reasons, students are required to show a photo ID to receive a loaner key. The loaner key must be returned within 48 hours. If the key is not returned in the 48-hour period, the lock will be changed, and the associated charges will be assessed to the student’s account.
  - iv. Students are allowed to check out a loaner key three (3) times per academic year without a fee. On the fourth and successive times thereafter, a service charge of \$5 per lockout/loaner key will be assessed to the student’s account.
- g. 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.
- h. 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
- i. Prohibited Items
  - i. Possession of items that are determined to be fire hazards are not permitted in the residence hall apartment, rooms and/or public areas, include, but are not limited to, hookahs, halogen lamps, fog machines, candles (with or without wicks), outside antennae, flammable fluids, candle warmers, oil burners, or incense.
  - ii. Due to fire regulations, hot plates, microwaves, toaster ovens, coffee makers, mini fridges and other cooking appliances may not be used in bedrooms. Residents should instead use the kitchen area provided.
- j. 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 of if it is outside of the 10:00pm-7:00am time frame.
- k. 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
- l. 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.
- m. Solicitation Policy
  - i. Commercial publicity or solicitations are not allowed on campus. No person or groups are permitted to solicit in residence halls. This includes, but is not limited to, distribution of fliers and door-to-door canvassing without permission from Housing and Residence Life. Residents, organizations or departments may not distribute materials directly within the residence halls as it is handled exclusively by HRL.

- ii. If someone comes to your door, ask for identification and notify a Housing staff member immediately.
- n. Student Code of Conduct
  - i. <https://www.utc.edu/enrollment-management-and-student-affairs/student-conduct/codes>
- o. 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 all doors are locked and secured.
- p. 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.
- q. 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.
- r. Visitation and Overnight Guests
  - i. When reserving a room in housing, resident must agree to a visitation policy, regarding when members of the opposite sex may or may not visit. Guests are not permitted unless the host is present. Guests are subject to the rules of the University and visits are limited to no more than three days. Hosts are responsible for the actions of their guest(s). Visitation options are listed below:
    - 1. First Year Students – Visitation privileges are allowed in the common space area (living/dining area) only from 12:00 noon until 12:00 midnight.
    - 2. Upper Class and Transfer Student– Visitation privileges are extended for any time. Guests are still not permitted to spend the night unless approved by the Resident Director.
  - ii. Residents may have overnight guests, of same sex only, if they obtain the permission from the roommates and Resident Director at least one business day in advance of the visit. Guests are subject to all University guidelines and policies and are not permitted to stay more than 3 days per visit. Hosts are responsible for guest behavior, and guests must always be escorted by their host. Overnight visiting by members of the opposite sex is not permitted.
- s. 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 if they stay in the kitchen area of the apartment.
  2. Pocket knives are permitted if 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, water guns, nerf guns, or slingshots are not permitted on campus.