



Housing & Residence Life Student Handbook

Section 01. Mission and Vision

Our Vision:

To cultivate communities where residents develop a strong sense of belonging and are supported academically and socially, enabling them to lead and contribute successfully beyond their residential experience.

Our Mission:

UTC Housing and Residence Life operates with integrity, responsibility, and accountability in every room we assign, every space we maintain, and every experience we create, fostering academic engagement, belonging, and social connection that support resident success.

Section 02. Residence Life Staff

Housing and Residence Life employs a wide variety of students and professional staff members who work to ensure that our on-campus residents have the best experience.

Resident Assistant (RA)

Resident Assistants are student staff members who help students adjust to campus living. They share information about events, resources, and campus life, and they support students with common concerns. They are trained to listen and help students find the right support when needed.

Assistant Resident Director (ARD)

Assistant Resident Directors are graduate students who live in the residence halls who support the Resident Director in some residential communities. They help with daily operations in select housing areas. They also assist with the overall management of the living environment.

Graduate Assistant for Desk Operations

The Graduate Assistant for Desk Operations is a graduate student who supervises the housing desk operations in a few of our complexes. They manage the day-to-day functions of the desks and supervise the Desk Assistants.

Graduate Assistant for Academic Initiatives

The Graduate Assistant for Academic Initiatives is a live-in staff member within Housing & Residence Life who supports the implementation and assessment of residential academic programs. This position works collaboratively to advance student success initiatives within the residential experience, including Residential Tutoring, the Residential Faculty Fellows program, evening academic programming, and early alert systems such

as Dropout Detective. The GA serves as a key liaison between Housing & Residence Life and campus academic partners to foster student engagement, retention, and academic achievement.

Graduate Assistant for Student Conduct

The Graduate Assistant for Student Conduct assists Housing and Residence Life with the administrative functions of the conduct process. Additionally, they hear conduct cases with residential students for lower-level housing violations. They also serve as outreach staff member to assist with getting students connected with proper resources when they are in need of assistance.

Graduate Assistant for Assessment

The Graduate Assistant for Assessment work with Housing and Residence Life on assessment efforts.

Building Assistant (BA)

Building Assistants support the daily operations of each residential complex. They help with tasks such as handling mail and responding to maintenance needs. They also answer questions and guide students to the right resources.

Night Host

The Night Host serves in the overnight capacity at West Campus front desk from midnight to 8am Sunday night through Friday morning. They serve as a security checkpoint, resource referral and assistance for what may come up for residents in the overnight timeframe.

Resident Director (RD)

Resident Directors are full-time professionals who live in the residential community. They manage daily operations and support both students and staff. They also help students address concerns and connect with campus resources.

Assistant Directors for Residence Education

Assistant Directors for Residence Education supervise Resident Directors and support their work. They help guide learning programs and community development in housing. They also assist with special academic and residential initiatives.

Maintenance and Custodial Staff

Maintenance and Custodial Staff care for the safety and cleanliness of residential spaces. They clean common areas and complete repairs when needed. They also respond to maintenance requests and urgent issues in the buildings.

Administrative Services Staff

Administrative Services staff support housing operations and communication with students. They manage housing systems and respond to calls, emails, and online messages. They also assist with housing assignments and related services.

Section 03. Residence Life Community Activities

Residential Curriculum Model: Wellness, Identity, Scholarship, and Engagement (WISE)

Housing and Residence Life connects living and learning to support student growth and success. The residential curriculum provides structured learning experiences within the residence halls. The model focuses on Wellness,

Scholarship, and Engagement to guide student development.

Wellness

For many students, living on campus for the first time offers them the first opportunity to independently take personal responsibility for their actions and decision-making. We are committed to helping students develop the skills to live independently in a manner that is safe, healthy, and supportive of their ongoing growth and development.

First-Year Student Objectives

- Residents will be able to identify resources on campus that can assist with their personal well-being.
- Residents will develop skills to help them engage in conflict resolution.
- Residents will be able to understand the importance of responsible decision making and shall hold themselves accountable for the actions they make.

Returning Student Objectives

- Residents will be able to identify best practices for personal development (Independent Living) both currently and in the future
- Residents will be able to develop a basic understanding of financial literacy
- Residents will be able to connect with resources to support their holistic wellbeing

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, how they can engage with those who are different than them, and how they can contribute to a diverse and inclusive society.

First-Year Student Objectives

- Residents will be able to recognize and describe aspects of their personal values and experiences and reflect on how these shape their perspectives within the campus community.
- Residents will develop skills to engage thoughtfully and respectfully with peers whose backgrounds, values, or viewpoints differ from their own.
- Residents will explore how individual and community experiences connect to broader social and current issues at the local, national, and global levels through reflection and critical thinking.

Returning Student Objectives

- Residents will deepen their self-awareness and demonstrate the ability to engage constructively with others whose perspectives or experiences differ from their own.
- Residents will strengthen leadership and communication skills that promote collaboration, decision-making, and mutual respect within the campus and Chattanooga communities.
- Residents will actively participate in civic and community engagement opportunities that promote ethical leadership, social responsibility, and a commitment to the common good.

Scholarship

In conjunction with the Academic Mission of the University of Tennessee at Chattanooga, we believe 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.

First-Year Student Objectives

- Residents will be able to identify resources on campus skills that can help them succeed academically.
- Residents will be able to make a personal connection with faculty and staff members during their time living on campus.

- Residents will develop skills and engage with resources on campus that will help them in major exploration and in the post-graduation career

Returning Student Objectives

- Residents will be able to participate in deeper exploration into their own academic programs.
- Residents will be able to begin to explore opportunities to prepare oneself for their post-undergraduate career (ex: Jobs, internships, etc.).
- Residents will be able to connect with resources to help support their academic persistence.

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.

First-Year Student Objectives

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

Returning Student Objectives

- Residents will be able to connect with their Resident Assistant, who serve as a resource, mentor, and source of support for them.
- Residents will be able to develop confidence and skills to increase their involvement on campus.
- Residents will be able to participate in opportunities to give back to the Greater Chattanooga community through service-learning.

Departmental Initiatives

- Departmental initiatives are large programs that support student connection and learning in the residential community. These events help students engage with campus resources and build relationships with others. They are offered throughout the year to support student involvement and development.
- Examples of departmental initiatives include welcome events that help students connect at the start of each term. Other programs provide access to campus resources, offer time for rest during busy periods, and create opportunities to explore the local community. Additional events connect students with campus leadership, support job opportunities, and promote personal well-being.

Academic Initiatives

- Academic initiatives are programs and services that support student learning and academic success. Housing and Residence Life works with campus partners to connect students with academic support and resources. These efforts help create a living environment where academic success is valued.
- Examples of Academic Initiatives offered:
 - Academic support – Housing and Residence Life 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. In addition, full time and graduate staff work to connect with residents who have been identified by Academic Affairs as being at risk of failing a course through Drop Out Detective.

- “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.
- Journey Tables – Residential students are invited to participate in a dinner where faculty will share their stories about how they got to where they are at this time in their career. The residents will have the opportunity to engage with faculty and Faculty in Residences during the dinner.
- Tutoring in Residence Halls – Housing and Residence Life has partnered with the Center for Academic Support and Advisement to offer tutoring in the residence halls.
- Dropout Detective- Housing and Residence Life has partnered with Academic Affairs to utilize Dropout Detective to support at-risk students to strengthen their academic success.

Residential Colleges and Residential Learning Communities (RLC)

- Residential Colleges connect students with others who share similar academic interests. Students in these communities live together and build connections within their field of study. These communities support both academic and personal growth.
- RLCs provide shared living experiences focused on a common topic or academic area. Some communities focus on general interests, while others are linked to academic programs and courses. These programs include support from faculty and campus partners to enhance the student learning experience.

Section 04. Housing Assignments Information

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:
 - Submit a housing application.
 - Submit a housing cancellation request
 - Submit roommate requests and communicate with roommates.
 - Select a room during the room assignment process (returners only).
 - View room assignments and roommate information.
 - Select a meal plan.
 - Change a meal plan within the first two weeks of the semester.
 - Request a room change (when available).
 - Review Room Condition Reports.
 - Submit a maintenance request.
 - Choose a move-in or move-out appointment.

Housing Applications and Fees

- Applications for on-campus housing and residency exceptions are available on the Manage My Housing portal.
 - On-campus housing applications are listed by term; for example, an application for the Fall 2026-Spring 2027 academic year will be listed as “Academic Term 2026/2027”
- A one-time \$25 non-refundable application fee is required to submit an application.
- Each student is required to complete an application before they are eligible to receive an assignment for the given term.
- Once a room assignment has been given, a \$400 prepayment is required within four (4) calendar days to confirm and retain the 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 for Fall semesters and early December for spring semesters. Once processed, the balance will appear on the student's Mocs Express statement.
- The pre-payment may be refundable in full if cancellation is requested prior to May 1. If cancellation is requested between May 1 and June 1, student will be refunded 50% of the prepayment. After June 1, there are no refunds for the prepayment. Failure to pay university fees (including housing) or confirm attendance at the University will result in classes being dropped and may incur assessment of a late fee.

Housing Contract

- The Housing Contract is signed after a room assignment is made, when the student pays the \$400 prepayment and selects a meal plan.
- The Housing Contract covers occupancy for an entire academic year, except where specifically stated otherwise.
- Students may not check in before the beginning of the contract period and must check out by the contract end date. Failure to do so will result in additional fees.
- A student may be required to vacate campus housing within 48 hours of withdrawing from or otherwise ceasing to be enrolled at the University. Contract cancellation fees will apply, as detailed in the contract terms.
- 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.
- A request to end the housing contract early must be submitted through the Manage My Housing portal using the "Housing Cancellation" form.
- Residents who are approved for release from their housing contract will be subject to a cancellation fee; fee amounts can be reviewed on the UTC Housing website
- Residents must also complete an official room check-out with a member of the Housing & Residence Life staff before leaving. Failure to properly check out will result in additional fees.

Consolidation

- Housing and Residence Life reserves the right to make any changes to the housing assignments deemed proper or necessary.
- Apartments are to be occupied by the 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 as directed.
- When available, a resident may request a double room to be occupied privately at a higher rate.

Checking In

- Before checking in to a room assignment, students must submit a Move in Agreement on the Manage My Housing portal and select a move-in appointment from the days and times available.
- Residents are assigned one or more keys when they are checked in to their assigned room and are expected to follow all key expectations as detailed in the Housing Contract and the Student Handbook.
- Residents will have access to review Room Condition Report for their assigned room online through the Manage My Housing portal. Residents must review and update this report with 24 hours of moving in.

Residents are responsible for the condition of any item in their room, including common areas of apartments and suites, and may be assessed damage fees for any differences in the condition of any item at the time the resident checks out.

Checking Out

- Residents are required to check out of their room within 24 hours of their last exam, or by the last date of the Housing Contract, whichever comes first, unless approved in advance.
 - Graduating seniors are required to check out by noon on the day after graduation.
 - Students moving into on-campus summer housing assignments may be consolidated until their summer assignment is available.
- Residents must complete an official checkout with a member of the housing staff before leaving the premises.
- Before checking out of the room, the room must be clean, and all personal belongings removed.
- During check-out, the condition of the room is evaluated by a staff member and noted on the Room Condition Report. Any differences between the condition of items in a room at check-in and check-out may incur fees to repair or replace damaged items.
- Fees will also be assessed for failure to return keys, failure to check out properly with a staff member, and/or failure to remove personal items from the room.
- After all residents have checked out, a final walkthrough of the room is completed by the Resident Director to assess all fees. These fees are then communicated to residents and applied to students' accounts.
 - Note: No staff member, including an RA, can make verbal guarantees of an absence of charges.

Room Assignments and Room Changes

- The University expects students to remain in the room to which they are assigned. However, it recognizes that changes may sometimes be mutually beneficial.
- Once on campus, residents may submit a Room Change request. Requests require a meeting with the Resident Director to determine the need for a change. If approved, a room change fee may be assessed.
- Room changes depend on availability. Vacancies may be filled at any time, and residents may be notified when new occupants are assigned to their space.

Section 05. General Housing Information

Keys and ID Cards

- 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.
- 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.
- 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.

- Students are allowed to check out a loaner key three (3) times per academic year without penalty. On the fourth and successive times thereafter, a service charge per lockout/loaner key will be assessed to the student's account.

Lost and Found

- Housing and Residence Life is not responsible for items found after a resident has completed the check-out process.
- Residents may not store items in their rooms after check-out, even if returning to the same assignment later.
- Any items left in a room will be removed and discarded.
- Students who lose items should contact UTC Police at 423-425-4357 to check lost and found.

Mail Services

- UTC residents are assigned a mailbox within their building, which is shared with roommates. Mailbox keys or combinations are issued at check-in. Mail is delivered Monday through Friday.
- Packages for residents in West Campus, Johnson Obear, Boling, Lockmiller, Palmetto, and Stagmaier are delivered to the building. Students will receive an email notification with instructions for pickup.
- Packages for residents in UC Foundation, Walker, Stophel, Decosimo, and Guerry are delivered to the Administration Building on Palmetto Street, where they can be picked up during business hours.
- Outgoing mailboxes are located throughout campus. Stamps may be purchased at Mail Services in the Administration Building.
- Upon moving out, students should complete a forwarding address form if applicable to ensure mail is redirected appropriately.

Section 06. Care for the Room

Bed Bugs

- Residents who suspect bed bugs are present in a room must immediately contact Housing and Residence Life to ensure a work order is submitted and Bed Bug Protocol procedures are initiated.

Damages

- Residents are responsible for the condition and care of their assigned space and must reimburse the University for any damage to or loss of University fixtures, furnishings, or property, according to the terms of the Housing Contract.
- Charges for damage and cleaning will be assessed for the student and must be paid promptly.
- Refer to the sections describing Checking in and Checking Out for additional information related to damage assessments.

Decorations

- Residents are encouraged to decorate their living space and work with roommates to create a mutually satisfying environment.
- All decorations must comply with State Fire Code Regulations, including covering no more than 20% of walls or doors.
- Rugs placed outside of interior building entrances are prohibited.
- When hanging decorations on walls, doors, or other surfaces:

- Residents of Boling Apartments must use only reusable, non-adhesive putty.
- Residents of other communities may use only reusable, non-adhesive putty or small pins, tacks, or 18-gauge brad nails.
- Glue, large nails, screws, duct tape, carpet tape, double-sided tape, and 3M Command Strips or similar are prohibited and will result in damage fees.
- Note that even if using approved hanging devices, residents may be assessed a damage fee for any permanent damage incurred to a wall, door, or other surface.
- Stickers, wallpaper, and adhesive-backed shelf paper may not be applied to University property.
- Items may not be hung on or near sprinkler heads, pipes or windows.
- Residents are encouraged to use tension rods for curtains.
- LED light strips are prohibited in residence halls to be on any university property, as they may damage paint or furniture during installation or removal. Any resulting damage will be charged to the resident.
- Residents are responsible for any damage caused by hanging methods, even if using approved hanging devices as described above.
- Door Decorations may not cover the room number, door knocker, peephole, or locking mechanism.
- Exterior doors are considered public spaces. Decorations that do not align with Housing and Residence Life expectations may be removed at the discretion of the University.

Dishwashers

- To maximize efficiency, dishes must be pre-rinsed before being placed in the dishwasher.
- Failure to remove food residue may result in clogged drains or improperly cleaned items.
- Only dishwasher-designated detergent may be used. Use of standard dish soap may cause damage or flooding.

Garbage Disposals

- Garbage disposal is designed to grind food waste and allow it to pass safely through plumbing systems.
- To use garbage disposal safely:
 - Place food into the disposal while it is OFF.
 - Turn on cold water.
 - Turn on the disposal.
 - Allow the disposal to run until food is cleared.
 - Turn OFF the disposal and allow water to run for 15 seconds to flush the line.
 - Turn off the water.
- Improper use of garbage disposal may be dangerous. Residents must:
 - Keep hands away from moving parts.
 - Run cold water before and during operation.
 - Limit disposal of starchy foods (e.g., rice, pasta), which may cause clogs.
 - Avoid placing bones, corn husks, or other fibrous materials into the disposal.
 - Prevent utensils or foreign items from entering the disposal.

General Information

- Custodial services are provided for public areas.
- Residents are responsible for maintaining their own rooms, including organizing belongings, making beds, and keeping spaces clean.
- Furniture may not be removed from apartments or suites.
- Window screens may not be removed.

- Misuse or removal of furnishings will result in charges for recovery or replacement.

Maintenance Requests

- If an item in a resident's room, apartment, or community is not functioning properly, the resident must submit a work order online through the Manage My Housing portal.
- Maintenance requests provide details of the issue and the date submitted. Repairs are completed as promptly as possible.
- Residents must follow all online submission steps and confirm submission. A confirmation number indicates a successful request.
- Maintenance requests are processed daily (Monday–Friday).
- Emergency repairs are prioritized regardless of submission date.
- Routine repairs are addressed based on submission order and material availability.
- Authorized maintenance personnel may enter spaces to complete repairs. If the resident is not present, entry is limited to the stated purpose and resident privacy will be respected.
- Maintenance requests may result in charges if damage is determined to be the responsibility of the resident.
- Failure to report maintenance issues that lead to additional damage may result in financial responsibility for repairs.

Interruption of Services

- Services such as water, electricity, internet, cable, or HVAC may be temporarily interrupted due to maintenance, repair, or emergency situations.
- When possible, advance notice will be provided through flyers, email, text messages, or voicemail.
- In situations such as severe weather or emergency conditions, advance notice may not be possible.
- Every effort will be made to restore services promptly.

Laundry

- All residents have access to free laundry facilities.
- Laundry facilities are in Boling, Decosimo, Johnson Obear, Lockmiller, Stagmaier, and West Campus residence halls.
- Guerry, Stophel, UC Foundation, and Walker apartments include in-unit washer and dryer units.
- High-efficiency machines require detergent labeled "HE" (high efficiency).
- Laundry facilities in Boling, Decosimo, Johnson Obear, Lockmiller, Stagmaier, and West Campus are equipped with the SPEED QUEEN app. This app allows residents to view machine availability and receive notifications when laundry is complete. Residents can download the app, add the UTHAT location, and select their building.
- Machines must not be overloaded.
- A minimum of three inches must remain between clothing and the top of the machine.
- Only clothing and fabric items may be washed.
- Improper use may result in damage and associated charges.
- Failure to clean lint traps or overloading machines may create fire hazards.
- Abandoned laundry may be collected periodically or upon report.
- Residents who cannot locate items should contact their Resident Director.
- Unclaimed items will be donated or discarded after 30 days.

Mold and Mildew

- Housing and Residence Life is committed to providing a healthy indoor environment for all residents.

- When used properly, HVAC systems are designed to manage humidity levels common to southeast Tennessee.
- The following practices help prevent and manage mold and mildew:
 - Clean regularly. Mold can grow in areas with limited air movement, such as piles of clothing or cluttered spaces.
 - Clean and thoroughly dry all areas after liquid spills, including areas beneath furniture.
 - Leave bathroom exhaust fans running after showering to reduce moisture.
 - Keep bathroom doors open after showers to allow air circulation and reduce humidity.
 - Hang damp towels, laundry, and clothing so they can dry completely.
 - Clean visible mildew in showers using appropriate household cleaning products.
 - Maintain a minimum of one foot of space between furniture and windows to allow airflow.
 - Keep the thermostat set between 68–72 degrees (heat or cool) with the fan set to low or medium and on AUTO.
 - Do not leave windows or exterior doors open for extended periods.
 - Submit a maintenance request immediately if a door or window does not close properly.
 - Ensure that HVAC vents and closet vents are not blocked and have adequate airflow.
- If mold or mildew is suspected, residents should submit a maintenance request through Manage My Housing.

Pest Control

- Housing and Residence Life contracts with a professional vendor to provide routine pest control services.
- Residents are expected to support pest prevention efforts by maintaining clean living spaces, storing food in sealed containers, and keeping doors and windows closed.
- Residents experiencing persistent or severe pest issues must submit a maintenance request through Manage My Housing.
- Seasonal changes in weather or construction near residential facilities may increase pest activity.

Property Insurance and University Liability

- The University is not responsible for loss of or damage to personal property due to fire, water, theft, or other incidents.
- Residents are strongly encouraged to obtain personal property insurance.
- Students should review their family homeowner's policy to determine if coverage applies.
- Additional information is available at: <https://www.utc.edu/finance-and-administration/emergency-services/police/forms>.

Safety

- Residents may leave personal belongings in their rooms during holiday breaks; however, the University assumes no responsibility for these items.
- Campus security services continue to operate during break periods.
- Residents should take the following precautions before leaving:
 - Close and lock all windows
 - Lower blinds
 - Lock and deadbolt all doors

Trash Removal

- Residents are responsible for disposing of trash in designated dumpsters located around residential facilities.

- During move-in and move-out periods, trash chutes/rooms (where applicable) may be locked, requiring residents to use outdoor dumpsters.
- Failure to properly dispose of trash may result in conduct action and/or financial charges.

Water Leaks

- Leaks from faucets, toilets, or other plumbing systems may cause damage and must be reported promptly.
- Residents must report leaks immediately to the RA on-call or the complex office during business hours.
- Failure to report leaks may result in additional damage, including mold or mildew, and may result in charges to the residents.

Windows

- Residents may not hang or place items in or on windows that are visible from outside the building, except for approved blinds or curtains installed using a tension rod.
- Window screens must not be removed. If a screen is missing or damaged, residents must report it immediately to the Resident Director.
- Residents will be charged for the replacement of missing or damaged window screens.
- Throwing objects from windows is prohibited and may result in conduct action.

Section 07. Community Living

Living as part of a cooperative community teaches residents to respect the rights of others while advocating for their own. Housing and Residence Life is committed to maintaining an atmosphere that supports academic success and protects the health, safety, and security of all residents and their belongings.

Rights and Responsibilities

Housing and Residence Life recognizes and

- The right to study, read, relax, and sleep without significant interference, noise, or distraction, and the responsibility to support others by maintaining these conditions.
- The right to feel safe in the residence halls and the responsibility to help ensure the safety of others in the building.
- The right to privacy and the responsibility to respect the privacy of others.
- The right to respect shown for personal property and the responsibility to respect the property of others and shared community spaces.
- The right to have guests in accordance with University policy and the responsibility for the behavior of those guests.
- The right to live in an environment free from intimidation and physical or emotional harm and the responsibility to ensure that environment for others.
- The right to a clean living environment and the responsibility to help maintain it.
- The right to maintain one's personal beliefs and values and the responsibility to respect the beliefs and values of others.

Residents should understand that individual rights end when they infringe upon the rights of others. University housing facilities are designed to support both social engagement and academic success and must maintain an environment conducive to learning. Residents whose behavior violates the rights of others may be subject to disciplinary action, including removal from housing.

Incident Reports

- Incident reports are written by staff members to document the facts of an incident and communicate them to the appropriate University office for follow-up. Reports may include policy violations, theft, damage, or emergencies.
- Students involved in an incident may be contacted by Housing and Residence Life, the Office of Student Conduct, or another department for additional information, support, or resolution.
- Students found responsible for violations may be assigned sanctions.
- Refer to the UTC Student Code of Conduct for more information about the University's student conduct process.

Living with a Roommate

- Having a successful roommate experience can be difficult. Here are some tips that will make the experience better for everyone:
 - 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 promotes positive, assertive, and respectful communication when addressing roommate conflicts, regardless of size or complexity. Effective communication ensures that individuals clearly express needs and expectations while allowing others to do the same. Conflicts can typically be resolved when all parties remain flexible and objective.

One effective tool for conflict resolution is the use of "I" statements. These statements help communicate concerns without placing blame. Examples of "I" statements include:

- I feel angry when you turn on the overhead light while I am sleeping. Please use the lamp instead.
- I feel frustrated when personal items are left on the sink. Please put them away after use.
- Adding a statement that reflects personal accountability can support resolution. Examples include:
- I understand that my schedule may differ from yours, and I will try to maintain more consistent sleep hours when possible.
- I have not always put my items away either, and I will work to improve this if you will as well.
- These additions demonstrate shared responsibility and a willingness to resolve conflict collaboratively.
- Active listening is essential to conflict resolution. Listening skills should be practiced intentionally.
- The SOLER model provides guidance for effective listening:
 - S – Squarely face the speaker

- O – Maintain an open posture
- L – Lean slightly toward the speaker
- E – Maintain appropriate eye contact
- R – Relax

Applying these skills and remaining flexible will improve roommate relationships. Residents are encouraged to seek support from their Resident Assistant when needed.

Roommate Agreements

- Within the first two weeks of the semester, residents and their roommates/suitemates will complete a roommate agreement facilitated by their Resident Assistant, who serves as a neutral facilitator and guides discussion among roommates.
- The roommate agreement is not intended to be an exhaustive contract for how residents will act around their roommates, but as a guideline for conduct in shared and private spaces.
- Agreements should reflect expectations for both shared and private areas.
- All roommates must agree to the terms of the agreement, which will be maintained on file in Manage My Housing.
- Agreements may be reviewed, revised, or updated through a follow-up meeting involving roommates, the Resident Assistant, and, when necessary, the Resident Director.
- Violations of the roommate agreement may be addressed similarly to other housing policy violations 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 risk or disruption in residential facilities. The lists below are not intended to be exhaustive. Any questions about a personal items not listed should be directed to the Resident Director before bringing the item to campus.

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
 - 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
- UL approved/grounded surge protectors
- Optional Items
 - Approved adhesives and hanging materials
 - Bike and bike lock
 - Safe/lock box
 - Curtains and spring/tension rod
 - Organizational bins and drawers

What Not to Bring

- Command Hooks, Command Strips, nails, and other prohibited hanging materials
- Adhesive LED Light Strips
- Mini fridges are not permitted in residence halls (we provide fridges/mini-fridges in all our spaces)
- 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

Section 08. Housing Policies

A. Alcohol

- 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, is prohibited.
- This includes empty alcohol containers, regardless of whether they are used for decoration. An alcohol container is defined as any container that was manufactured with alcohol inside.

B. Animals

- Other than Service Animals and registered, approved Emotional Support Animals, the only pets permitted in residence halls or apartments are fish kept in an aquarium of ten gallons or less.

C. Arson and Fire Safety

- Any act of arson; falsely reporting a fire, the presence of an explosive or incendiary device, or other emergency; activating 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, is prohibited.
- 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/kitchenette (in West) area provided. There is only a common kitchen in Stagmaier.
- As stated in the housing contract, the University does not insure personal belongings against fire or

other losses. Residents are encouraged to obtain renters insurance.

- Any person who willfully causes a false fire alarm and is convicted may be fined between \$10 and \$500 and/or face imprisonment for up to six months.

D. Bicycles, Bicycle Storage, and Personal Transportation Devices (PTDs)

- Personal Transportation Devices (PTDs) include motorized and non-motorized devices such as scooters, segways, hoverboards, and bicycles.
- Motorized and electronic PTDs are prohibited from use and charging within residential facilities, including breezeways and building perimeters.
 - Gas-powered motorized bicycles are not permitted inside residence halls.
- Motorized vehicles must be parked in designated parking spaces.
- Bicycles and other PTDs may not be secured to stairwells, balconies, trees, or other property not designated for bicycle storage and may be removed if improperly stored.
- Wheeled devices such as skateboards, scooters, and rollerblades may not be ridden, used, or worn within residence halls, hallways, or breezeways.
- Bicycle Storage
 - Residents are encouraged to use bicycle racks located near each residence hall.
 - Bicycles stored in racks must be secured with a lock.
 - Bicycles may be stored within apartments but may not be attached to ceilings, walls, or fixtures.
 - Bicycles may not be stored in hallways, stairwells, or balconies and must not obstruct exits or pathways.
 - Residents are encouraged to register bicycles with the Department of Public Safety:
<https://www.utc.edu/finance-and-administration/emergency-services/police/registration-and-request-forms/bicycle-registration>
 - Bicycles left after residence hall closure may be removed and stored by the UTC Police Department for up to 90 days before donation.

E. Cleanliness

- Residents must maintain their assigned space in a clean and sanitary condition.
- Failure to maintain cleanliness is prohibited and may result in property damage and financial responsibility.
- Regular cleaning helps maintain carpet condition and prevents mold or mildew buildup in bathrooms.
- Residents responsible for offensive odors must address and eliminate the source.
- An offensive odor is defined as any odor that is noticeable and disruptive to others, including but not limited to perfumes, cologne, air fresheners, garbage, spoiled food, animal waste, or excessive dirty laundry.
- Housing staff will address odors when complaints are received.

F. Drug Policy

- Using, manufacturing, possessing, distributing, selling, or dispensing illegal drugs or drug paraphernalia, or being under the influence of illegal drugs, is prohibited.
- Possession or use of prescription drugs not prescribed to the individual is prohibited.
- Distribution or sale of prescription drugs to others is prohibited.

G. Fire Drills

- Each residential community will conduct at least two fire drills per semester.
- When a fire alarm sounds, all occupants must evacuate immediately.

- Reentry is not permitted until a campus police officer determines it is safe.
- Tampering with fire safety equipment is prohibited and subject to disciplinary action.
- Failure to follow evacuation procedures or directives from staff or emergency personnel is prohibited and will result in disciplinary action.

H. Gambling

- 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 prohibited on campus.

I. Garbage Removal and Littering

- Residents must dispose of garbage in designated trash chutes or dumpsters.
- Trash may not be left in hallways, stairwells, balconies, or outside living spaces.
- Improper disposal of trash may result in fines or conduct action.

J. Hall Sports

- Participation in any type of sporting activity in the hallways, balconies and/or any indoor area of the residence halls is prohibited. Any damage incurred as a result of hall sports will be assessed to the residents responsible.

K. Health and Safety Regulations

- Health and Safety Inspections are conducted to maintain a safe living environment.
- Residents will receive at least 24 hours' notice prior to inspections when possible.
- The following standards must be maintained:
 - Fire extinguishers must remain accessible and unobstructed. Exits and hallways must remain clear.
 - Smoke detectors must not be tampered with, including removal of batteries or covering the unit.
 - Trash must be disposed of properly and in a timely manner.
 - Extension cords must be UL-approved and must not be placed under rugs, clothing, or near heat sources.
 - Hanging or wrapping items on sprinkler primes is prohibited. This includes, but is not limited to: lights, décor, hangers, etc.
 - Storage of gasoline, fuel, or fuel-containing vehicles is prohibited.
 - Residents must follow all safety regulations established by Housing and Residence Life and the Department of Public Safety.
 - Residents should ensure that all doors are locked and that common doors are not propped open.

L. Inspection and Search Policy

- Entry by University authorities into occupied rooms of residence halls is divided into three inspection categories: safety/maintenance, search, and emergency.
 - Safety/Maintenance Inspection.
 - University officials may enter the Rented Premises to conduct a safety/maintenance inspection of the health and safety conditions in the Rented Premises, to perform maintenance and repairs, and/or to perform cleaning and janitorial operations.
 - University officials will provide advance notice to the Resident prior to performing a safety/maintenance inspection of the Rented Premises.
 - Search Inspection.
 - University officials may enter the Rented Premises, without advance notice to the Resident, to conduct a search inspection for the purpose of inspecting whether violations of university

- Fog machines
- Space heaters
- Candles (with or without wicks)
- Outside antennae
- Flammable liquids
- Candle warmers
- Oil burners
- Incense
- Due to fire safety regulations, hot plates, microwaves, toaster ovens, coffee makers, mini fridges, and similar appliances may not be used in bedrooms.
- Residents must use designated kitchen areas for all cooking appliances.

P. Quiet Hours

- Quiet hours are enforced in each community from 10:00 PM to 7:00 AM, seven days per week.
- During quiet hours, noise must not be detectable outside of the resident's room or apartment.
- Courtesy hours are in effect 24 hours per day.
- Residents must reduce noise levels when requested by others, regardless of the time.

Q. Sexual Misconduct, Relationship Violence, Stalking and/or Retaliation

- Engaging in conduct that violates the University's Policy on Sexual Misconduct, Relationship Violence, Stalking, and Retaliation are prohibited.

R. Smoking Policy

- Smoking is prohibited on all campus properties, including residence halls, surrounding areas, and parking structures.
- This includes electronic cigarettes, vaping devices, and any other lighted tobacco products.

S. Solicitation Policy

- Commercial solicitation and publicity are prohibited 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.
- Residents should request identification from any individual soliciting them within the residence hall and notify Housing staff immediately.

T. Student Code of Conduct

- <https://www.utc.edu/enrollment-management-and-student-affairs/student-conduct/codes>

U. Theft

- Theft, misappropriation, unauthorized possession, or unauthorized sale of private or public property, including University-controlled property, is prohibited.
- Residents who believe items have been stolen must contact UTC Police at 423-425-4357.
- Housing and Residence Life should also be notified; however, all theft investigations are managed by UTC Police.
- Residents are encouraged to record serial numbers of valuables and keep doors secured at all times.

V. Unauthorized Surveillance

- 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, is prohibited.
- 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.

W. Vandalism

- Damaging, destroying, or misusing private or public property, including University property, is prohibited.
- Residents witnessing vandalism must report it immediately to Housing staff.

X. Visitation and Overnight Guests

- Freshmen residents may have guest of the opposite sex in the apartment from 12pm to 12am. Upperclassmen Residents visitation privileges are not time restrictive, but roommates may request guests leave if they are causing issues or making someone uncomfortable.
- Residents acting as a host may have an individual overnight guest of the same gender provided permission is secured at least one (1) day in advance from the Resident Director and roommates. Guests are not permitted unless the host is present. Guests are subject to the rules and policies of the University, and visits are limited to no more than three (3) days. Hosts are responsible for the actions of their guest(s). Overnight visiting by members of the opposite sex is not allowed.
- Cohabitation is strictly prohibited and occurs when a person not assigned to a specific space uses that room as if they are assigned to that space. Accessing an assigned space while the assigned residents are not home, keeping clothing or personal items in another's assigned space, and regularly sleeping in or using the restroom facilities in a space to which one is not assigned are examples of cohabitation. Residents who allow an unapproved resident or guest to occupy their room may be held responsible under the Code of Student Conduct.

Y. Weapons and Explosives

- 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.
- Kitchen knives are permitted only in the kitchen area of the apartment.
- Pocket knives are permitted only blade is no longer than 4 inches and folds into the handle.
- BB guns, air/CO2 guns, pellet guns, potato guns, paintball guns, water guns, nerf guns, or slingshots are prohibited on campus.