

75 Piedmont Avenue NE
Suite 110
Atlanta, GA 30303



Georgia State University

University Housing

Community Living Guide

2016-2017

Welcome to Georgia State University Housing!

You made the right choice in choosing to live on campus while pursuing your academic goals! Research in higher education shows that students who live on campus generally perform better academically, establish stronger connections with others and the University community, become more involved on campus, and graduate at a higher rate.

Georgia State University's (GSU) residence halls are home to approximately 5,200 residents who come from many states throughout the U.S. as well as countries around the world. Students are of different backgrounds, ethnicities, races, religious affiliations, sexual orientations, national origins, abilities and other identities. This richness in diversity is what makes living on campus so great. Living and interacting with people who are different than you help you learn and grow as a person, increases your understanding of others, and better prepares you for living in our increasingly diverse and global world. We encourage you to take the initiative to meet and become friends with someone different than you. You are certain to create lasting friendships and many memories.

While living on campus has its benefits, it also has responsibilities. As a residential student and community member at GSU, we expect you to be accountable for yourself and the well-being of others. This guide contains policies, guidelines, important information, safety tips, and an overview of expectations for appropriate behavior and conduct. Below are some key points and suggestions that we would like to share with you:

- *Get to know your roommates, residents on the floor, and others that live in the community*
- *Pay attention to who is coming in behind you, and who walks in as you exit the residence hall*
- *Never double-up, triple-up, etc. (enter with multiple people at once) at the turnstiles and front doors of buildings*
- *Check-in your guests and escort them at all times – if you see unescorted people in the building that you don't recognize, tell your Resident Assistant (RA), Residence Hall Director (RHD), Assistant Hall Director (AHD), or the staff member working at the community desk*
- *Show your Panther ID each time you enter the residence hall – residents are given a residency sticker at the beginning of each semester that allows University Housing staff to differentiate GSU residential and non-residential students*
- *There is zero tolerance for drugs and weapons in University Housing – GSU is serious about student safety*

Again, we are so pleased to have you as a member of our extended family in University Housing!

Our enthusiastic and well-trained staff is always available and ready to assist you when you need us. Whether it is related to your personal well-being or academic success, just let us know what we can do to help make your experience living on campus more enjoyable.

Welcome home!

Community Living Guide - Reference Guide

If you have any questions please ask your residence hall staff or refer to the Community Living Guide

<http://myhousing.gsu.edu/documents-and-forms/>

GUEST/VISITATION POLICY

- All guests 17 and older must have a valid official United States issued photo ID, to be checked-in at the community desk upon arrival and wear a guest wristband during their visit
- Any non-residential guest under 17 who wishes to visit the residence hall must receive permission from the RHD/AHD 48 hours in advance of the visit. The resident/host will complete the Underage Guest Permission Form, found on the University Housing website, and submit the completed form to their RHD/AHD. The form is to be presented by the resident/host to the Student Assistant at the check-in location when the underage individual checks-in. The form will be used by the guest to check-in and check-out throughout the duration of the visit
- Escort your guests at all times. You are responsible for your guest's behavior and you will be held accountable for their actions
- We allow 24-hour visitation for guests, but do not permit cohabitation. You may have overnight guests stay in your room for up to three (3) consecutive nights, but guests may not sleep in common areas (living rooms or floor lounges)
- Residents and guests may have up to six (6) overnight visits per calendar month. Overnight hours are 2:00 a.m.-7:00 a.m.
- All rooms have a maximum occupancy based on size. The limit for your room assignment is on page 40

ALCOHOL/DRUGS/TOBACCO USE

- If you are under 21 years of age, you cannot consume or possess alcohol
- If you are 21 years of age or older, you may possess and consume alcoholic beverages, however alcohol cannot be present when someone under 21 years of age is present or sharing living space
- Empty alcohol containers may not be used as decoration or as a collectible
- You may not possess, use, distribute, sell or manufacture illegal drugs/narcotics
- If you choose to smoke tobacco, understand that Georgia State University is a smoke-free campus and you may smoke only in designated areas outside the residence halls, 25 feet from all entrances and exits

DISTURBANCE/DISRUPTION

- Georgia State University will not tolerate harassment, a hostile environment, or threats of violence, including aggressive advances.
- You and your guest(s) must comply with reasonable requests of University officials

FIRE SAFETY/SECURITY/EQUIPMENT

- Candles, incense and items with open flames, halogen lamps, extension cords and exposed heating elements are not permitted
- Nothing can be hung from the ceiling in the residence halls
- Weapons (real, decorative, and toy) are not allowed. This includes water, airsoft, pellet, and paintball guns
- Tampering with fire safety equipment is a criminal offense under State of Georgia and City of Atlanta laws
- You must vacate your room during an evacuation

Fire Safety Module

- All residents in University Housing must complete the Fire Safety Module on Brightspace and receive a minimum of 88% correct on the assessment given at the end of the module (<https://gsu.view.usg.edu/>)
- Failure to complete the module with a minimum score of 88% percent correct on the assessment may result in removal from University Housing

APARTMENT/ROOM RESPONSIBILITY

- Insurance: Fire, flooding, theft and vandalism are examples of events that can cause damage to or loss of personal possessions. Your personal property is not insured by the University. As such, GSU strongly encourages students to secure insurance coverage for personal belongings either through their parent/guardian's homeowner's insurance or with a separate renter's insurance policy.
- Room/apartment check process: Over the summer, all rooms are inventoried, inspected, and cleaned. In the event that you find damages or missing items in your room, you will have 48 hours after you move in to submit a maintenance request. *If you do not submit a maintenance request, you can be held responsible for any damages and missing items in your room when your room receives its next inspection (winter break or spring closing)*
- Room changes unauthorized by University Housing staff will result in a \$200 charge
- Each roommate shares responsibility for common and/or shared cleaning, painting, repairs or replacements of damaged residence hall property in your apartment/room unless a roommate accepts responsibility for the damage
- You are responsible for keeping your apartment/room clean and submitting maintenance requests for broken items
- Fish in a tank no larger than 10 gallons are the only approved pets in University Housing
- Access the QR code on the right or the link below to submit a maintenance request
<http://myhousing.gsu.edu/maintenance-requests/>



Maintenance Request

SOLICITATION/POSTING POLICY

- Soliciting and posting is prohibited inside and outside the residence halls, except as otherwise permitted by the posting policy which may be referenced on page 45

KEYS/ACCESS CARDS/ACCESSING HALLS

- You are expected to show your Panther ID with your residency sticker each time you enter the residence halls
- Under no circumstance may you allow anyone to borrow or use your Panther ID, key or access card
- Doubling-up, tripling-up, (i.e. entering with multiple people at once) in the turnstiles to avoid guest check-in is prohibited. *Please note that cameras continuously record turnstile use*
- You are expected to report any information regarding any lost or stolen key(s) and/or access card(s) to a University Housing staff member or residence hall community desk

Lost Key(s) and Access Card Fees

- Room Key: \$75 Key Fob (Piedmont North): \$35 Access Card: \$35 Mailbox Key: \$50
- The loaner key will be issued for a maximum of 24 hours. Residents may checkout a loaner key up to three (3) times in an academic year at no cost. All subsequent loaner keys will have a service charge of \$50
- You are not permitted to duplicate or modify any university-issued key or access card
- You are not permitted to change and/or add locks to apartments or rooms
- You must return any and all university-issued keys/access cards to the appropriate staff members upon moving out of the residence hall or when changing rooms

NOISE/QUIET & COURTESY HOURS

- Quiet hours are: Sunday-Thursday, 10:00 p.m. – 9:00 a.m. and Friday-Saturday, 1:00 a.m. - 10:00 a.m.
- During quiet hours, noise should not be heard between apartments, between bedrooms, or between common areas and the bedrooms
- Courtesy hours are in effect 24 hours a day, 7 days a week
- During final exams, quiet hours are in effect 24 hours a day

Table of Contents

University Housing Staff	9
Eligible Students	11
Checking In/Moving In	11
Checking Out/Moving Out	11
Residence Hall Information	12
University Commons	12
University Lofts (Edgewood and Ellis Community).....	13
Patton Hall (Edgewood and Ellis Community)	14
Greek Townhomes	14
Piedmont North A and B	14
Piedmont Central	14
University Housing Services	15
Mail	15
Mailing Address Format.....	15
Package Pick-up.....	15
Outgoing Mail.....	15
Mail Forwarding	15
Free Laundry Facilities	16
Elevators	16
Lost and Found	16
Trash Removal	16
Vending Services	16
Telephone/Cable/Internet Services	16
Transportation and Parking Services	17
MARTA	17
Panther Express	17
Parking – University Lofts Deck	17
Parking – University Commons and Piedmont North	17
Parking Policy.....	18
Parking Penalties and Parking Fines.....	18
Donation Drive Guidelines	19
Facility Services Guide	20
Our Staff.....	20
Identifying Our Staff.....	20
We Provide Your Maintenance and Housekeeping Services	20
Sometimes We Must Refer Problems.....	20
Reporting Maintenance Work Orders: We Want YOU to Submit the Maintenance Request	20
What to Expect When You Submit a Maintenance Request	20
How to Submit Maintenance Requests.....	20
Reporting Emergency Problems.....	21
Planning and Starting Work.....	21
When We Enter Your Apartment and/or Room	21
What We Expect From Our Staff.....	21
Some Services We Cannot Provide.....	21

<i>Delayed Services</i>	22
<i>Deferred Services</i>	22
<i>Our Response Time</i>	22
<i>Emergencies - Utilities</i>	22
<i>Routine Work</i>	22
<i>Responses to Typical Repairs</i>	22
<i>Emergency Repairs</i>	22
<i>Routine Repairs</i>	22
<i>Minor Repairs</i>	22
<i>Resident Satisfaction</i>	22
<i>General Inquiries</i>	22
<i>Complaints about the Work</i>	23
<i>Complaints about Our Workers</i>	23
<i>Damage Billing Schedule</i>	23
<i>Selected Facilities Topics and Services</i>	25
<i>Heating and Air Conditioning</i>	25
<i>Ensuring Proper Operation of Heating/Air Conditioning Units</i>	25
<i>Common Area Cleaning</i>	25
<i>Carpet Cleaning in Suites and Apartments</i>	25
<i>Elevators</i>	25
<i>Flood Clean-up</i>	26
<i>Vandalism, Graffiti, and Pranks</i>	26
<i>Upholstered Furniture</i>	26
<i>Beds and Other Furniture</i>	26
<i>Mattresses</i>	26
<i>Pests</i>	26
<i>Painting and Wall Damages</i>	27
<i>Equal Access</i>	27
<i>Insurance Claims</i>	27
<i>For Your Health</i>	27
<i>Cleaners and Disinfectants</i>	28
<i>Pesticides</i>	28
<i>Products We Use</i>	28
<i>"Rust" in Water</i>	28
<i>Energy Conservation</i>	28
<i>Sustainable Energy</i>	<i>Error! Bookmark not defined.</i>
<i>\$2 Million Spent Annually</i>	28
<i>You Can Conserve Too</i>	29
<i>Fluorescent Light Bulbs</i>	29
<i>Earth Watch</i>	29
<i>Recycling, Sustainability and the Environment</i>	29
<i>Safety and Security</i>	29
<i>Fire Safety Module</i>	29
<i>Fire Safety</i>	29
<i>Stove and Oven Safety</i>	30
<i>Resident Identification</i>	30
<i>Weapons</i>	30
<i>Insurance</i>	31
<i>Emergency Contact Information</i>	31
<i>Georgia State University Police Department</i>	31
<i>Escorts</i>	31

Evacuation Safety	31
Missing Student Notification Policy and Procedure	32
Camera Recordings.....	33
Your Room/Apartment/Townhome	33
What Not To Bring.....	33
What To Bring.....	34
Electrical Equipment.....	34
Cleaning and Health and Safety Inspections.....	34
Health and Fire Safety Inspections.....	34
Odors.....	34
Decorating and Furniture.....	34
Damages.....	35
Access Card/Keys/Lockouts	35
Access Card	35
Keys/Lockouts	35
Personal Property.....	35
Roommates.....	35
Resident Bill Of Rights	35
Room Entry	36
Room Change	36
Roommates	36
Roommate Agreement	36
Getting Involved.....	37
Living-Learning Communities	37
Leadership Opportunities	37
Residence Hall Association (RHA)	37
Community Councils	37
National Residence Hall Honorary (NRHH)	37
Resident Assistants (RAs).....	37
First Year Residential Experience (FYRE) Mentors.....	37
Programming Assistants (PAs).....	37
Panther L.E.A.P. (Leadership, Engagement, Achievement, Pride).....	37
PAC ³ (Panther Ambassadors for a Culturally Competent Campus).....	38
Student Employment	38
Conduct	38
Community Living Standards.....	38
I. Guest/Visitation Policy	38
University Lofts/University Commons.....	40
Patton Hall.....	40
Greek Housing**.....	40
Piedmont North A and B.....	40
II. Noise/Quiet and Courtesy Hours	40
III. Keys/Access Cards/Residence Hall Access	41
IV. Apartment/Room Responsibility	41
V. Fire Safety, Security and Equipment	43

VI.	<i>Alcohol / Drugs and Abuse / Inappropriate Use of Prescription Drugs</i>	44
VII.	<i>Smoking</i>	45
VIII.	<i>Solicitation and Posting Policy</i>	45
IX.	<i>Adjudication of Community Living Standards Violation</i>	47

University Housing Staff

The University Housing Office is part of the Division of Student Affairs and is responsible for the comprehensive management of the residence halls including: resident welfare, facilities, staffing, community builders, discipline, room assignments, budgeting, policy information, and advising the Residence Hall Association (RHA) and the National Residence Hall Honorary (NRHH).

Central Office Staff

Director	Randy Brown
Interim Associate Director, Residence Life	Shannon Corey
Associate Director, Facilities	Steve Boswell
Assistant Director, Business Services and Financial Operations	Sharon German Westfield
Assistant Director, IT Services	Roderick Padilla
IT Services Manager	Sam Russell
PC Systems Specialist Lead	Andy Amoabeng
Assistant Dean of Students, Student Conduct	Ronald Mazique
Senior Administrative Coordinator, Room Assignments	Pertrina Cross
Senior Administrative Coordinator, Room Assignments	Joshua Vance
Senior Administrative Coordinator, Conference Services	Donata Davis
Assistant to the Director	Natalie Bonner
Graduate Assistant	Christopher Walker

Facilities Staff

Interim Building Supervisor – Maintenance (Greek, Lofts, Piedmont North)	Chris Lopez
Building Supervisor – Custodial (Greek, Lofts, Piedmont North)	Latisha Favors
Senior Administrative Coordinator	Nikki Parham
Operations Manager (Commons, Patton, Piedmont Central)	Bruce Henry
Maintenance Supervisor (Commons, Patton, Piedmont Central)	Bill Kilkenny

Residence Education and Staff Development Staff

Coordinator, Residential Leadership and Civic Engagement	VACANT
Graduate Assistant, Residential Leadership	Junior Elechi

Residential Student Success and Retention

Assistant Director, Residential Student Success and Retention	Zduy Chu
Coordinator, Residential Learning Initiatives	Ashley Richardson
Graduate Assistant, First-Year Residential Experience	MaryBeth Lewis

Residence Hall Staff

Residence Hall Director, University Lofts	Ashley Brown
Assistant Hall Director, University Lofts	Kyle Smith
Residence Hall Director, Patton Hall/Greek	A. Mike Jones
Assistant Hall Director, Patton Hall/Greek	Sakeema Freeman
Residence Hall Director, Piedmont Central	Falon Thacker
Residence Hall Director, Piedmont Central	Carla Finklea Green
Assistant Hall Director, Piedmont Central	Andrew Kubas
Residence Hall Director, Piedmont North A	Judson Sammons
Residence Hall Director, Piedmont North B	Justin Hua
Assistant Hall Director, Piedmont North A/B	Madison Merrifield
Senior Administrative Coordinator, Edgewood and Piedmont North Communities	Jeffrey Clark
Assistant Director, University Commons	Marc Ebelhar
Residence Hall Director, Residence Hall A	Rachel Kendall
Residence Hall Director, Residence Hall B	Brett Ellis
Assistant Hall Director, Residence Halls A & B	Justin Taylor
Residence Hall Director, Residence Halls C & D	Devvon Horn
Assistant Hall Director, Residence Halls C & D	Marquitta Minniefield
Senior Administrative Coordinator, University Commons	Julie Phillips

Resident Assistants

Each floor has designated undergraduate student staff member(s) called the Resident Assistant (RA). The RAs are trained to assess and meet the needs of residents through daily interactions and by engaging residents in the planning and implementation of the residential curriculum. The RAs serve as a resource to residents, act as a liaison between residents and the university community and mediate conflicts.

Graduate Assistants

The Graduate Assistant (GA) is a full-time graduate student staff member who shares in the leadership of the residence halls. There are three GAs that work in the areas of residential leadership, first year residential experience, and residence education.

Residential Leadership GA – Coordinates civic engagement opportunities, leadership development programs, and departmental programming. In addition, the Residential Leadership GA will advise the University Housing Green Team to lead sustainability initiatives within the residence halls. The Residential Leadership GA reports to the Coordinator of Residential Leadership & Civic Engagement.

First-Year Residential Experience GA – Coordinates the first-year residential experience program and serves as a resource to the FYRE Mentors. The Academic Initiatives GA reports to the Assistant Director for Residential Student Success and Retention.

Residence Hall Director

The Residence Hall Director (RHD) is a live-in, full-time professional staff member with a master's degree in the area of college student development or a related field. The RHD has the primary responsibility for the residential curriculum, assisting residents, supervision of the RAs, and day-to-day oversight of their individual facilities. The RHD has an office in your residence hall and maintains regular office hours.

Assistant Hall Director

The Assistant Hall Director (AHD) assists the residents in the hall, advises your hall/area council and assists with the daily and nightly operations of the residence halls. Your AHD can be reached through the community desk.

Maintenance & Operations Staff

The facilities custodial staff is on-site Monday - Sunday, 7:00 a.m. – 12:00 a.m. The maintenance staff is on site Monday - Saturday, 8:00 a.m. - 4:45 p.m. and is available on an on-call basis 24/7. See page 19 of the Community Living Guide for steps on how to submit a maintenance request. The staff works cooperatively with the community desk, RHDs and AHDs to ensure that all facility issues are resolved in a timely manner. Call the RA on Duty should you need emergency assistance in your apartment. Please go to page 19 of this guide for more information on the facility services we offer.

Student Assistants

Residents are an integral part of our success. University Housing employs Student Assistants to work in various positions at the University Commons, Commons Parking Deck, Commons Learning Center, University Lofts, Lofts Learning Center, Patton Hall, Piedmont North, Piedmont North Learning Center and the Central Housing Office. We also hire residents to work in the mailrooms. If you are looking for employment, please check with your community desk or look on our website (myhousing.gsu.edu).

Eligible Students

Fall and Spring Eligibility Requirements:

Only students accepted to Georgia State University are eligible to live in University Housing and students must be officially admitted to the University before completing the Housing application process. Acceptance of the Housing Contract is not a commitment of admission to the University and any Housing assignment inadvertently made to one who has not been admitted to the University for the involved academic term shall be null and void. The University requires minor students to have a guarantor co-sign all Housing Contracts and shall not enter into any Contract with a minor student without a co-signor’s written guarantee of payment. Residency in University Housing requires full time student status at Georgia State as defined by the University Registrar's Office. Fewer hours are acceptable only in the semester of graduation or with the prior written permission of University Housing. Students will not be permitted to maintain occupancy in University Housing during academic sessions when not registered for classes except upon the prior written permission of University Housing.

Summer Eligibility Requirements:

- 1. Officially enrolled Georgia State University students and attending classes during summer semester.

or

- 2. Students currently enrolled in spring semester, registered for classes for (the upcoming) fall semester, and are not in summer semester classes.

Checking In/Moving In

When you check-in, you will sign for and receive the following items:

- 1. **Room Key**- provides access to your apartment or suite door and your bedroom door (if applicable).
- 2. **Access Card**- provides access to your main residence hall door, elevators and turnstiles.
- 3. **Mailbox Key or Combination**- provides access to your mailbox for University Housing.
- 4. **Parking Decal**- to be displayed in car, if you have registered and paid for parking at the University Commons or Piedmont North; your access card will open the parking entry/exit gates.

You will be responsible for these items for the duration of your time in the residence halls. Refer to page 35, if lost/stolen.

Your room has been inspected and cleaned prior to your arrival on campus. You should take a very close look and note anything out of the ordinary – specifically, damaged or missing items. If you notice any damaged or missing items upon moving in, you will need to enter a maintenance request for **each item within the first two weeks** of the semester (see page 20 for instructions on submitting a maintenance request). Examples include: stains on the carpet, paint damage to the walls, scratches in furniture or walls, etc. Be very specific with size, location and description. This is **very important** because at the end of the year after you have checked-out, staff will go through the rooms to determine what needs to be repaired and what needs to be replaced. If you do not submit maintenance requests for these items, we can only assume that the damage occurred during your stay, and your student account may be charged upon check-out.

Checking Out/Moving Out

Finals for the Fall 2016 Semester are Tuesday, December 6 through Tuesday, December 13
All University Housing residents must be checked-out by Wednesday, Dec. 14 at noon
Move-in for new spring 2016 residents will be Friday, January. 6

Finals for the Spring 2017 Semester are Tuesday, April 25 through Tuesday, May 2
All University Housing residents must be checked-out by Wednesday, May 3 at noon
Move-in for Maymester will be Sunday, May 7

Residents who are not continuing their residency for the following semester must check-out properly within 24 hours after their last final exam and no later than the day after finals end at noon. Failure to check-out properly may result in being charged a \$75 Improper Checkout fee and an additional \$60/day late stay fee if staying beyond the move-out date(s) as listed above.

Your room/suite/apartment will be inspected after you leave by our staff.

In the two weeks leading up to your departure, complete the “cleaning agreement” form with your roommates and provide a copy to the RA before exam week.

TIP: If possible, arrange to check-out with your roommates to avoid confusion over who is responsible for any damage. All common area damage is divided among all residents as appropriate. Any arrangements made for cleaning/damage responsibility should be in writing and attached to your Cleaning Agreement.

When you check-out, move-out, change rooms, or leave University Housing:

1. Remove everything from your bedroom & apartment. University Housing is not responsible for abandoned items.
2. Completely clean your bedroom, bathtub, sink, toilet, oven, stove, microwave, and refrigerator, mop all floors, etc., and return all furniture to its original location.
3. Return your key, access card, mailbox key at the time of check-out. If you have parking at the Lofts Deck, return parking hangtags to Auxiliary Services Parking Office.
4. Be sure to fill out a forwarding address form at your mailroom to forward your mail to your new residence.

Residence Hall Information

University Commons

Description

The University Commons is a 4.2-acre complex consisting of four residence halls – A, B, C & D – ranging from 8 to 15 stories, housing approximately 2,000 students. Students will have the option of choosing a private single room in either a two or four-bedroom apartment style unit.

All units come with fully-equipped kitchens and furnished bedrooms and living spaces. Each individual private bedroom is wired for high speed Ethernet internet connections and cable T.V. services. ADA-accessible apartments are also available. In addition, each floor design includes a study/community lounge space and each residence hall has a fully equipped laundry facility. Large state-of-the-art multi-purpose conference rooms capable of hosting seminars, meetings, programming and other academic initiatives are centrally located and accessible to all residents. Wireless connections will be provided throughout the complex in designated common areas.

Dimensions

The following dimensions are provided as a guide. Actual dimensions may vary as some rooms are laid out slightly different for structural and utility accommodations. Floor plans are available on our website at myhousing.gsu.edu.

2 Bedroom - 2 Bathroom	2 Bedroom – 1 Bathroom	4 Bedroom – 2 Bathrooms
<ul style="list-style-type: none"> • Living Room: 12' wide x 11'5" deep • Bedroom A: 8' wide x 16'8" deep • Bedroom B: 8'10" wide x 11'8" deep 	<ul style="list-style-type: none"> • Living Room: 10'5" wide x 12'6" deep • Bedroom A: 7'19" wide x 12' deep • Bedroom B: 7'10" wide x 11'10" deep 	<ul style="list-style-type: none"> • Living Room: 10'6" wide x 14'5" deep • Bedroom A: 7'9" wide x 11'9" deep • Bedroom B: 7'11" wide x 11'10" deep • Bedroom C: 7'10" wide x 11'10" deep • Bedroom D: 8' wide x 11'10" deep

Common Areas

- Community Lounges- One lounge on each floor featuring wireless internet and premium cable. May be reserved through your RA or RHD for small study groups or student groups of residents

- Courtyard- Available for students for fun and relaxation. Large scaled University Housing events are often held outside
- L103/104- Can be divided into two rooms with full presentation systems in both. May be reserved for student events (priority scheduling is given to University Housing events).
- Commons Learning Center- Located in Commons D 1 floor featuring state of the art technology. May be reserved for academic and study groups through the staff in the Learning Center during operating hours.

University Lofts (Edgewood and Ellis Community)

Description

The University Lofts houses approximately 550 residents on 14 floors. The Lofts has fully-furnished loft-style apartments that blend urban style with modern-day conveniences. There are studios, one, two, three, and four bedroom apartments. The apartments include living areas, private or shared bedrooms, as well as a full kitchen with a refrigerator, dishwasher, stove and oven.

Safe and convenient access is provided through a 24-hour card-key access system. ADA-accessible apartments are also available. The Lofts community spaces include a meeting room, lounge, learning center and laundry room. The Lofts tenant parking, managed by Auxiliary and Support Services is also available at an additional monthly cost and can be obtained at their office.

Dimensions

The following dimensions are provided as a guide. Actual dimensions may vary as some rooms are laid out slightly different for structural and utility accommodations. Floor plans are available on our website at myhousing.gsu.edu.

Studio	1 Bedroom (Small)	1 Bedroom (Large)	2 Bedroom	3 Bedroom Townhome	4 Bedroom
<ul style="list-style-type: none"> • 18'10" wide x 22'11" deep 	<ul style="list-style-type: none"> • Living Room: 18'9" wide x 14'9" deep • Bedroom: 12'1" wide x 14'5" deep 	<ul style="list-style-type: none"> • Living Room: 14'10" wide x 29'6" deep • Bedroom: 10'11" wide x 18'10" deep 	<ul style="list-style-type: none"> • Living Room: 10'5" wide x 14'9" deep • Bedroom A: 9'6" wide x 15' deep • Bedroom B: 9'3" wide x 15' deep 	<ul style="list-style-type: none"> • Living Room: 17'1" wide x 22'10" deep • Bedroom A: 12'4" wide x 13'5" deep • Bedroom B: 13'7" wide x 13'10" deep • Bedroom C: 13'8" wide x 13'6" deep 	<ul style="list-style-type: none"> • Living Room: 12'11" wide x 14'10" deep • Bedroom A: 9'5" wide x 12'5" deep • Bedroom B: 9'6" wide x 12'6" deep • Bedroom C: 9'5" wide x 12'5" deep • Bedroom D: 9'6" wide x 12'5" deep

Common Areas

- Courtyard- Available for students for fun and relaxation. University Housing events are often held here.
- Lofts Lounge- Comfortable space to relax and watch the big-screen TV and premium cable. May be reserved for student groups or events through the University Lofts Hall Director.
- Multipurpose Room- Gathering space for residents. May be reserved for student events through the community desk (but priority scheduling is given to Housing Staff-led events)
- Lofts Learning Center- Located on 1st floor featuring state of the art technology. Classroom set up separate from study area; tutor center; can be reserved for academic and study groups through the staff in the Learning Center during operating hours

Patton Hall (Edgewood and Ellis Community)

Description

Patton Hall provides suite-style living for approximately 325 residents on 5 floors. Two resident rooms are connected by a bathroom to be shared by three residents. The suite has a total occupancy of three residents. One bedroom per suite is a double occupancy room and one is a single occupancy.

The suites feature a lockable built-in closet for each resident, wall-to-wall carpeting, an extra-long (38" x 80") twin bed, three drawer dresser, desk and chair per resident. Each room includes one or two windows with shades, and both bedrooms are connected by a full bathroom.

Dimensions

Dimensions vary as some rooms are laid out slightly different for structural and utility accommodations. A virtual tour is available at myhousing.gsu.edu. It is best to wait until you check-in and take measurements before purchasing items to decorate your suite.

Common Areas

- Community Lounges- One lounge on each floor featuring wireless internet. May be reserved through your RA or Hall Director for small study groups or student groups of residents.
- Dining Hall- All-you-care-to-eat meal plans for all of your dining needs, five days per week.

Greek Townhomes

Description

There are nine town houses which make up the Greek Housing area. There are two nine bed, four 16 bed and three 19 bed town homes which is home to four sororities and five fraternities. There is one community meeting room all accessible through one turnstile. The mailroom for Greek Housing is in Patton Hall.

Common Area

- Community Center- meeting space for fraternities and sororities; wireless internet connected; can be reserved through your RA or AHD.

Piedmont North A and B

Description

The Piedmont North complex consists of two halls – A and B. The two halls together house 1100+ residents and offer single, double and triple occupancy rooms. Piedmont North is a traditional, suite-style, residential facility with a bathroom in each room.

Common Areas

- Courtyard- Available for students for fun and relaxation. Housing events are often held here.
- Dining Hall- All-you-care-to-eat meal plans for all of your dining needs, five days per week.
- Piedmont North Learning Center- Located in Piedmont North B lobby. floor featuring state of the art technology. May be reserved for academic and study groups through the staff in the Learning Center during operating hours.

Piedmont Central

Description

Piedmont Central provides suite-style living for approximately 1152 residents on 10 floors. Students will have the option of choosing a private single bedroom or a shared bedroom. Each suite is designed to have a common area when entering the suite which contains a vanity mirror and one or two sinks, depending on the number of residents in the suite. One side of the common area leads to a private toilet while the other side leads to a private shower.

The suites feature a lockable built-in closet for each resident, wall-to-wall carpeting, an extra-long (38" x 80") twin bed, three drawer dresser, desk and chair per resident. Each room includes a window with shades.

Common Areas

- Dining Hall- All-you-care-to-eat meal plans for all of your dining needs, seven days per week. During the fall and spring semesters, the Piedmont Central Dining Hall will be open 24 hours Monday-Friday.
- A variety of common spaces are provided throughout Piedmont Central, including a classroom, gather spaces, chat space, rooms specified for certain activities such as a fit room, flix room, tune room, play room and study room.

University Housing Services

Mail

Mailboxes are located next to the mailroom on the first floor of each residence hall. All mailboxes are accessible 24 hours a day for checking your mail. Mail is distributed by 5:00 PM Monday-Saturday. Each resident is assigned a mailbox (some residents may share a mailbox) and must check their mailbox each day. Your campus mailbox and your student e-mail address are the methods that University Housing staff use to communicate with all residents. Many important notices, disciplinary letters, parking information, and monthly newsletters are distributed through the mailboxes. In the table below, the "XXXX" is the box number assigned at check-in.

Mailing Address Format

University Commons	University Lofts	Patton Hall/Greek Housing	Piedmont North A and B	Piedmont Central
(first and last name) 141 Piedmont Avenue NE Mailbox # XXXX Atlanta, GA 30303	(first and last name) 160 Edgewood Avenue SE Lofts Mailbox # XXXX Atlanta, GA 30303	(first and last name) 160 Edgewood Avenue SE PH Mailbox # XXXX Atlanta, GA 30303	(first and last name) 175 Piedmont Avenue NE Mailbox # XXXX Atlanta, GA 30303	(first and last name) 92 Piedmont Avenue NE Mailbox # XXXX Atlanta, GA 30303

****Omit using "Georgia State University" on mail or packages to avoid delivery delays.*

Package Pick-up

The mailrooms at the University Commons, Patton Hall and Piedmont North provide a package pick-up service during posted hours of operation. Package pick-up hours are posted on the mailroom door. If you receive a package, you will receive an automated email to your GSU student email account. You must bring a picture ID to pick up your package and will be required to sign for your package. Residents can only accept packages addressed to their name (no nicknames, no parents' names). Packages not claimed within one week or not addressed to a current resident will be returned to sender.

Outgoing Mail

Your community mailroom will accept your stamped envelopes for outgoing mail service. A full service post office is available on the Georgia State University campus in the basement of Kell Hall. Full service post offices are also located near the intersections of Piedmont Ave. & North Ave. and on the corner of Forsyth & Marietta Streets.

Mail Forwarding

Prior to move-out, complete the mail forwarding form and turn into your community mailroom. Your mail will be forwarded for 30 days to the address you submit or until the mailing labels run out. Once mailing labels run out, all mail will be returned to sender. It is the residents' responsibility to notify others of mailing address changes.

Mail Tampering

Tampering with mailbox locks or removing mail addressed to another person is prohibited. Mail addressed to anyone other than the current occupant(s) should be returned to the mailroom. It is a federal offense to tamper with mail not addressed to the designated person.

All Georgia State University-related items are mailed to the address listed in GoSOLAR. If you wish to receive Georgia State University-related mail, you must change your official address with the University in GoSOLAR. This must be done online.

Corporate vendors and other persons often solicit information about Georgia State University students from the Registrar. The Registrar is legally allowed to share directory information with the public. The address and phone number you have on

GoSOLAR is a public record. If you would prefer this information not be shared, submit a request in writing or complete a suppress form in the Registrar's Office, 227 Sparks Hall or 292, Kell Hall.

Free Laundry Facilities

Washers and dryers are located in the laundry rooms in each residence hall. If there are any problems with the machines, please submit a work request (see page 19 for instructions to submit a work request).

Elevators

Tampering with, misuse of, or vandalizing elevators is prohibited. This includes, but is not limited to, forcing doors open, unnecessary use of alarms/emergency phones, accessing elevator controls or control room, and entering elevator shaft or exterior of an elevator. All residents of the residence hall may be charged for any damage if the responsible party is not found. Elevator service may be temporarily discontinued if elevators are repetitively abused.

Lost and Found

The community desk accepts lost and misplaced access cards, room keys, and mailbox keys only. All other lost and misplaced items are to be given to Georgia State University Police. If you believe an item was stolen, report it to the Georgia State University police immediately. Georgia State University assumes no responsibility for abandoned, lost, or stolen items.

Trash Removal

Residents are responsible for removing all trash from their bedroom and apartment. All reasonably sized trash items may be placed in the trash chutes that are located in the trash rooms on each floor and taken to the dumpster at Piedmont North. Bags larger than kitchen size will not fit down trash chutes. Items that may start a fire should never be disposed of in the trash chute (i.e., flammable liquids, etc.). If the chute is clogged or inoperable, do not put additional trash in the chute; report problems to the community desk.

Dispose of larger trash items (cardboard boxes, large pizza boxes, etc.) in the dumpsters located at P3 in the Commons parking deck, at the loading dock at the Lofts, and at the outdoor dumpsters located in the rear areas of Patton Hall and Greek Housing. At Piedmont North, all trash should be carried to the compactor outside of the building.

During move-in and move-out, the trash chute doors may be locked. This gives us a chance to ensure the chutes do not become clogged by the volume of items being sent to the trash bins. Facilities staff invites you to place your trash inside the trash room closet and they will come around to carry trash out of the residence hall.

Vending Services

Vending machines containing snacks and beverages are located throughout the University Commons, primarily in the lobby. Vending machines are located in the Lofts on the first floor near the multipurpose room, on the first floor of Patton Hall and the first floor of Piedmont North A and second floor of Piedmont North B. Residents should use these machines with care and report problems by calling the posted numbers or online at the Auxiliary Services website. The Panther Card system can be used in some vending machines. Tampering with or causing damage to a vending machine is prohibited. Refunds must be obtained through the service provider as noted on the machines.

Telephone/Cable/Internet Services

Apogee is our provider of choice for telephone, cable and internet service. The basic services are included in your residence hall fees. You will not need to pre-register for Apogee's basic television service. However, you will need to register (up to 5 devices) if you wish to use high speed internet service. Apogee offers, at additional cost, HD premium television channels and a personal phone line within your bedroom. You will also need to provide your own instrument (telephone, television, computer, Ethernet cable, etc.). For more information, please contact Apogee at (855) 813-7007 or at <https://www.myresnet.com/>.

The above number will forward your call to an Apogee agent who services Georgia State University Housing students. Problems with resident telephones, cable TV, or internet should be reported directly to Apogee support line (855) 813-7007.

- Have your full name, contact phone number, the name of your residence hall or building and room or unit number available.
- If you're a parent calling on a resident behalf, both *parent and resident* need to be on the call.

Apogee provides local phone service on phones located in public areas throughout the residential communities. There are up to two phones in the hallways of the University Commons.

Long Distance Service

- Residents may use a calling card to make long distance calls from the community area phone.

Phone-line Activation

- A telephone jack is provided in every bedroom and in the common area of the apartments. If you would like telephone service activated, contact Apogee. Residents are responsible for all installation charges, monthly bills, and long distance charges related to their phone line. Residents are also responsible for paying the fee to transfer their private line to a new assignment in the event of a room change.

Apogee provides in-room high-speed Internet access and Wi-Fi service in our residential facilities. Internet/email service is included in your residence hall fees. You may contact Apogee at (855) 813-7007 or <https://www.myresnet.com/>. If your student email account is not working, contact campus IIT at (404) 413-4357.

University Lofts, Piedmont North & Greek Housing

Connect your computer to the Ethernet wall jack with an Ethernet cable. If you need an Ethernet cable you can request to have your student account billed \$8 and receive a new cord at your community desk.

University Commons, Piedmont Central & Patton Hall

Wi-Fi service is provided throughout these facilities – common areas and student rooms. As a result, personal routers are not permitted in these facilities as they interfere with functionality of the Wi-Fi service.

Apogee is the cable service provider. Simply plug your television into the analog cable port located in your bedroom. Your basic service is live and ready to use; the cost of this cable service is included in the price of housing fees. If you would like premium TV channels you must call (855) 813-7007. If any questions, feel free to visit the Apogee Help Desk located in the main lobby of the University Commons or the first floor lounge of the Lofts. A digital set top box is required for premium services; to obtain the best promotional rates please call Apogee directly. It should be noted that these boxes are not transferable to other DirecTV compatible satellite setups and will have to be returned when the resident moves out. Residents may not tamper with data hardware, splice/split cable or mount satellite equipment anywhere on the facilities.

Transportation and Parking Services

MARTA

MARTA is a great way to get around Atlanta. MARTA goes to many area shopping malls/plazas and movie theaters including Lenox, Phipps, Perimeter, the Woodruff Arts Center and High Museum, just to name a few. The closest stations to Georgia State are the Georgia State station on Piedmont Ave., the Peachtree Center station located on Peachtree Street and the Five Points station.

MARTA trains run approximately every ten minutes on weekdays, and are slightly less frequent at off-peak times (evenings) and on weekends. Schedules and MARTA information are available at any MARTA train station, the 1st floor of Kell Hall, the 2nd floor of the Student Center West across from Auxiliary Services, or on line at <http://www.itsmarta.com>.

Panther Express

The Panther Express offers the convenience of a ride from the University Commons and Piedmont North to Aderhold or Student Center East. For more information about the Panther Express shuttle service, visit <http://transit.gsu.edu/panther-express/>

Parking – University Lofts Deck

University Lofts, Patton Hall and Greek Housing residents must contact Parking and Transportation in the Auxiliary Services office in Student Center West to inquire about Lofts Parking Deck access. You can email questions to parkingandtransportation@gsu.edu, call (404) 651-2150 or at <http://parking.gsu.edu/>.

Parking – University Commons and Piedmont North

Student resident parking is \$400 per semester and the charge will be billed to the student's account. There is a capacity of

770 parking spaces in the University Commons deck, and 386 parking spaces at Piedmont North. Parking at the Commons and Piedmont North are open to all students who live on campus. Student that desire parking at Piedmont North and Commons must complete the online parking application by logging onto (<http://myhousing.gsu.edu/>), enter your campus ID and password, and select **MyHousing**. Go to the **Personal Preferences** page and complete the questions related to your vehicle. Parking decals can be picked up from the Commons and Piedmont North during move-in on Thursday-Friday from 9:00 a.m.-7:00 p.m., and Saturday and Sunday, 10:00 a.m.-5:00 p.m. On the first day of class, decals can be picked up from the Housing Office. The parking cancellation fee is \$80.00.

Student residents and staff that are temporarily driving another vehicle should display a white hang tag. Failure to return the white hang tag by the date specified will result in an assessment of \$25.00 and the owner's vehicle will be towed at the owner expense.

Temporary parking is \$3.50 per day and the vehicle should display a white hang tag. Temporary parking will be allowed up to 30 calendar days. Temporary parking will only be granted to student residents and staff with access to University Housing facilities. Staff and resident visitors should complete the application process that is outlined above. Student residents should complete the parking application process as outlined above. Failure to return this tag to the University Housing office will result in an assessment of \$25.00 for all student and staff. For temporary parking, please go to the Central Housing Office at 75 Piedmont in the Citizens Trust Building.

Parking Policy

- Parking in the decks is a privilege for University Housing residents.
- You must own a vehicle or legally possess a vehicle to be issued a parking space.
- Valid and current license plate are required for vehicles.
- Selling of your parking access to another individual is not allowed.
- Parking decals and access cards are not transferable. Parking access is only granted to the parking applicant that received approved access to the deck.
- Vehicle information on the application must be complete and accurate.
- The parking decal must be displayed on your vehicles rear windshield on the driver's side. Cars without parking decal will be towed at the owner's expense.
- Access card is needed to gain access the parking deck. If you misplace or lose your access card, you must come immediately to the community desk and replace it. If the community desk is closed, the police may let you into the deck. A replacement fee for lost, damaged or stolen parking decal is \$35.
- There is no visitor parking in the Georgia State University Commons or Piedmont North parking decks. All visitors should park in the public lots available or in a legal space on the street.
- Any vehicle not displaying a parking decal will be towed at the owner's expense and assessed a parking penalty of \$25.00.
- If you are assigned parking and wish to cancel, you may do so at the Housing Office by completing a parking cancellation form and turning in your parking decal. You're parking decal and access card should be returned at the time of check out.

Parking Penalties and Parking Fines

Parking fines will be billed to resident's student account. Parking fines should be paid at the Student Accounts office, Sparks Hall. Persons with un-paid citations will result in registration holds placed on student records. Failure to pay fine within 30 days will result in a late fee of 10.00.

Fine	Parking Violation
\$10	Motorcycle parked in an unauthorized area
\$15	Improper display of parking decal
\$50	Parking in an unauthorized area
\$15	Parking in a Loading Zone
\$15	Obstructing traffic
\$25	Parking without a displayed parking permit
\$25	Altering a parking permit

\$90	Parking in a fire lane
\$25	Parking beyond parking spaces (parking in two spaces)
\$50	Parking in a no parking zone
\$90	Parking in a handicap space without proper State issued permit/tag/tag
\$25	Replacement of parking decal
\$80	Parking cancellation fee
\$10	Late fee -Failure to pay fine within 30 days will result in a late fee

Georgia State University assumes no responsibility for vehicles or the protection of any vehicle or its contents at any time. Illegally or improperly parked vehicles will be ticketed and towed at the owner's expense. Contact the Georgia State University Police Substation for information regarding your towed vehicle. If you notice a vehicle improperly parked, report it to the police.

Donation Drive Guidelines

Below are guidelines that will be needed prior to gaining approval of your organization's request for a donation drive in the residence halls.

- Are you a Georgia State University registered student organization? If so, please state your organization name, your contact information, and the contact information for your faculty/staff advisor.
- What organization be receiving the donations from the drive? Please provide information about the organization and their contact information.
- What specific items are you desiring to collect?
- How are you promoting the drive? *Note, you must adhere to the posting guidelines which can be found on page 44 in the Community Living Guide.*
- What is the start and end date?
- Your organization is responsible for providing and managing a receptacle(s). The receptacle must contain instructions as well as identification of your organization and the organization who will be receiving the donated items.
- Please provide the type, size, number of, and location(s) of the receptacle(s) that you will be using.
- Please provide a detailed schedule (e.g. date and time) for when the items will be picked up as well as the name and phone number of the individual who will be picking up the items.

Facility Services Guide

Welcome to University Housing! This facilities services guide will provide you with a good understanding of what you can expect from our staff while living in the residence halls at Georgia State University. There are handy tips for you to follow to maximize services and to minimize energy waste while maintaining a healthy, clean and comfortable lifestyle as you journey through your college experience. Please let us know how we are doing when you see our staff working to maintain the residence halls – we like both praise and constructive feedback as we look forward to serving you.

Our Staff

Our housekeeping staff can be seen on every floor **several** times throughout the day. They work in the public or common areas only. Maintenance staff will be on floors only when responding to service requests and emergencies, conducting walk through/checks, or participating in tours.

Identifying Our Staff

Staff members who are not provided with a uniform are required to display an ID tag at all times. For other campus service staff, and most outside contractors, a combination of standard uniforms and/or ID cards is expected.

We Provide Your Maintenance and Housekeeping Services

University Housing provides routine and emergency maintenance and housekeeping services to Georgia State University residence hall students. Because many factors can affect who, how, and when services are provided, this guide has been prepared to help you understand what you can expect in many typical situations that may arise while making your home in our residence halls. Please note that problems with resident telephones, cable TV, or internet should be reported directly to Apogee. See page 16 for more information.

Sometimes We Must Refer Problems

Our own staff repairs the vast majority of work requests we receive. Sometimes it may include redirecting work to off-campus service companies (e.g., vending machine companies, elevator maintenance contractors, Apogee), or renovation contractors (e.g., for residence halls that reopen after large or small renovations). Requests referred to others are also coordinated and tracked through residence hall facilities staff. If you have any question about work we referred, ask your Residence Hall Director to follow up on your inquiry. It is our responsibility to contact all contractors. By maintaining our ongoing relationships with these service providers, we are typically able to follow up and secure repairs within a reasonable time. We hold some work until it can be combined into a larger, more efficient project or contract. Examples include room painting, carpet replacement, and others.

Reporting Maintenance Work Orders: We Want YOU to Submit the Maintenance Request

By placing your own work request, we can contact you, the person who is most affected or has the best information, to describe what's wrong. Fires and medical emergencies should always be reported directly to GSU Police at (404) 413-3333 (DO NOT use 911 – on-campus emergencies are coordinated through GSUPD). Thefts and non-emergency police situations should be referred to GSUPD at (404) 413-2100.

Don't assume that someone else reported problems in public areas. Take the time to submit a work order for problems you see in areas such as floor lounges, hallways, stairwells, lobbies, and exterior doors. Common areas are all part of your home away from home. When requesting work for public areas, you can help us by providing the room number that's on the plastic room number sign.

What to Expect When You Submit a Maintenance Request

We ask for enough details to help our staff decide who will receive your request and to help our service staff understand as much as possible about the problem before they arrive. Before you check-into your room, our staff may have placed a maintenance request to ensure that your room is in its best condition. Because these maintenance requests may have been submitted prior to your arrival, maintenance employees may arrive at your room to repair something that you did not submit. They will provide you with the reason for their visit prior to entering your room. If you are not home at the time, they will leave notification that they were in your apartment or suite.

How to Submit Maintenance Requests

University Housing provides a web link in which to report maintenance concerns. If the maintenance request is submitted during the business day (Monday-Friday, 8:00 a.m. - 4:00 p.m.), we will assess the issue within 4 hours. Evening maintenance requests will be assessed within 12 hours and weekend/holiday maintenance requests will be assessed the next business day. To submit a maintenance request, go to <http://myhousing.gsu.edu/maintenance-requests/>.

Things to Consider:

1. Please inform your roommate(s) and/or suite-mate(s), of your maintenance request. This will eliminate duplicate calls for the same problem.
2. Only one maintenance request submission is necessary to report a problem. Repeated reports for the same problem will only overload and slow down the system for responding to problems.
3. If you report a problem in a common area (i.e., kitchen, lounge or bathroom), please leave your own name, room number, phone number and email address. You will be contacted only in the event the maintenance worker has a question that needs to be addressed.

Reporting Emergency Problems

Problems which require immediate attention that arise during evening and weekend hours are to be directed to the RA on Duty or the community desk. Signs with the duty phone numbers are located near the phones in the hallways.

Planning and Starting Work

Depending on the urgency of each maintenance issue, we will create a service request and contact our maintenance staff. Once your maintenance request has been submitted, you will receive an automatic email confirmation with your service request number. Once a manager approves your request and assigns it to maintenance or housekeeping staff, you will receive another email with your service request number. Please keep this number handy when contacting our office about the status of your request.

For most work, we currently do not schedule repairs the way that some agencies do, i.e. "Someone will be there between the hours of 9 and noon on Tuesday." Our pest control contractor will always schedule in advance due to the nature of their work. Most repair staff will arrive without prior notice.

When We Enter Your Apartment and/or Room

By making a request, you are giving implicit permission to enter your apartment and/or room. We have a responsibility to maintain our residence halls year-round and we will enter resident spaces to fulfill these duties -sometimes without prior notice.

Every effort will be made to minimize this inconvenience. We train our staff to understand that private living spaces may only be entered for cause, almost always enter with a maintenance request or in response to emergencies. When we know that inspections or preventative maintenance must be conducted while the halls are occupied or over semester breaks, we will post notices advising residents of our intent to enter residential space.

There may be times when we have to enter your room, but still need to return to finish the job. Staff will use their "I was here" door hanger to leave behind on your room door to let you know why we were there.

What We Expect from Our Staff

- Knock and announce themselves as "Maintenance" or "Housekeeping"
- Identify themselves personally if asked
- Leave the space in the condition it was found, cleaning any mess we create
- Answer any questions you may have
- Provide an "I was here" door hanger if residents are not present when work is complete
- Lock the door – even if the door was not locked.

Some Services We Cannot Provide

Certain services are not provided. Please see the examples list below:

Examples of Services Not Provided:

- Orthopedic backboards
- Loan out our tools
- Mattress pads
- Installing locks on closet doors (University Commons)
- Storage of personal property
- Removal & storage of University Housing resident room furniture

- Repairs to personal property
- Running new electrical service into existing rooms
- Installing additional telephone jacks

Delayed Services

Due to the nature of service requests, we may not have the necessary part or supply in stock. We make every effort to keep ample supplies in stock to avoid such problems. Additionally, work may need to be coordinated between work crews or scheduled sometime in the near future to avoid disruptions to residents. When we know about a circumstance that will delay our work in common areas of the residence halls, our staff will alert residents in the affected areas to the nature of the problem and any delay.

Deferred Services

Some repairs are deferred and so it may appear they are never corrected. This could be our choice (example: replace carpeting in the summer when the residence hall is less occupied) or your choice (space really needs painting, but you would prefer we wait until you move out). If you have questions about repairs that have not been fulfilled, please contact your RHD.

Our Response Time

Emergencies - Utilities

Almost every utility outage to an entire residence hall can be restored within a few hours. However, some interruptions or combinations of problems may affect the continual supply of a utility. Please ask your Residence Hall Director for updates, and they'll let you know what we know.

Routine Work

Routine requests received today are given to our staff as quickly as possible, but no later than the start of the next workday. Our supervisors prioritize work daily so that residents receive the best, timeliest services as resources permit. At the start of each semester, repairs may take longer because this is when most residents report problems. Most routine problems receive a response the same day.

Responses to Typical Repairs

Response times for maintenance problems vary according to the nature and timing of the problem. After the initial rush of reported problems that occur during fall opening, the following generalizations may be made.

Emergency Repairs

Emergency requests will be addressed using the first available staff. Emergency problems include: no power, no water, person stuck in elevator, flood, and no lights at all.

Routine Repairs

Routine problems submitted during the week will normally be addressed within 48 hours. Weekends and holidays are the exception; the work will be addressed the next work day. Routine problems include: pipe drip, clogged sink/toilet, clogged shower/tub, insects in rooms, windows stuck/jammed garbage disposal, and/or lock core changes.

Minor Repairs

We try to resolve our minor problems with planned work as quickly as possible. However, due to the high volume of request and the urgency of other requests, response time may take longer.

Resident Satisfaction

We strive to provide service that meets your standards, and your feedback is very important to us. After we complete a service request in a resident's room, we will leave behind a door hanger which includes a customer survey to be filled out by the resident who originally requested the work. The door hanger should then be left at the community desk.

General Inquiries

We'll respect your space, your privacy, and your belongings, and we hope you'll respect us for the work we do. Curious about what products we use, how repairs are made, health or safety issues you hear about in the media? Interested in any aspect of facilities management? Start by calling the Housing Office at (404) 413-1800 and we'll find an answer or refer you to the best person.

Complaints about the Work

Upon completion of the work request, you will receive an email with the option to ACCEPT or REJECT the resolution to the original work request. Each option provides an opportunity for feedback. We encourage to share your feedback about your experience with our facilities staff, both positive and negative. You may also call (404) 413-1916 to report a problem after the work has been completed. To help us assist you better, please have your work order number available.

Complaints about Our Workers

If you feel that any of our staff treated you in an unprofessional or discourteous manner, feel free to provide details to the Housing Office. Other behaviors are covered by campus discrimination or harassment policies. Information is available on how to process informal or formal complaints through the Housing Office and the Office of the Dean of Students. Remember, respect is a two-way street. We wish to protect the rights of our employees as well, and we will refer abusive behavior by residents to the Assistant Directors of Residence Life and RHD/AHD or other appropriate campus offices for review.

Damage Billing Schedule

According to your Housing Contract, you are responsible for the condition of your room and any shared spaces. We work hard to attribute cleaning, repair and/or replacement costs to the responsible resident for damages. Below is a list of items and the associated costs to repair or replace them.

Damage Pricing Schedule FY2017 (fees are subject to change)					
ACCESS CARD / KEY FOB	\$	35.00	FRONT DOOR LOCKSET	\$	200.00
APARTMENT/ ROOM KEY	\$	75.00	HOLES IN WALLS/CEILINGS	\$75 up to 1 sq. ft., plus \$6 per sq. ft. larger than 1 sq. ft.	
BATHTUB	\$	1,500.00	ICEMAKER	\$	75.00
BED FRAME	\$	205.00	LIGHT FIXTURE, BATHROOM	\$	50.00
BEDROOM DEADBOLT	\$	80.00	LIGHT SWITCH	\$	25.00
BEDROOM/BATHROOM LOCKSET	\$	50.00	MAILBOX KEY	\$	50.00
BLINDS	Commons \$50, Lofts \$120, PH \$50		MATTRESS	\$	115.00
BOOKSHELF	\$	75.00	MICROWAVE/ HOOD	\$	300.00
CABINETS	\$	175.00	MIRROR	\$	200.00
CARPET CLEANING	If your foot will not cover the stain, \$50 each stain. Max \$150 unless replacement is warranted		OUTLETS	\$	25.00
CARPET - HALL REPLACEMENT	\$	100.00	OVEN/RACKS	\$	25.00
CARPET - LIVINGROOM REPLACEMENT	\$	500.00	PAINTING WALLS/CEILING	\$35 minimum, plus \$1 per sq. ft. over 35 sq. ft.	
CARPET - BEDROOM REPLACEMENT	\$	375.00	PHONE/CABLE JACK	\$	50.00
CLOSET SHELF	\$	25.00	REFRIGERATOR	\$	750.00
COFFEE TABLE	\$	129.00	SHOWER ROD	\$	30.00
COUNTERS	\$	75.00 - 350.00	SINK, BATHROOM	\$	150.00
DESK	\$	290.00	SINK/FAUCET	\$	125.00
DESK CHAIR, ea.	\$	110.00	BUILDING SYSTEM DETECTOR/AUDIBLE	\$	120.00
DESK DRAWERS, ea.	\$	45.00	SMOKE DETECTOR (Local)	\$	30.00
DINING TABLE	\$	175.00	SOFA	\$	550.00
DISHWASHER	\$	250.00	SOFA CHAIR	\$	420.00
DOOR JAM REPAIR	\$	150.00	SOFA CUSHION (damaged - replacement)	\$	84.00
DOOR REPAIR (small hole)	\$	200.00	STOVE	\$	350.00
DOOR REPLACEMENT (entry)	\$	500.00	THERMOSTAT	\$	75.00
DOOR REPLACEMENT (bedroom, closet, bathroom)	\$	250.00	TOILET	\$	250.00
DRAWERS, (Kitchen/Dresser) ea.	\$	25.00	TOILET PAPER HOLDER	\$	25.00
DRESSER	\$	290.00	TOILET SEAT	\$	25.00
END TABLE, ea.	\$	124.00	TOWEL RACK	\$	25.00
EXTRA CLEANING (each room-kitchen, bath, living, bedroom)	\$	50.00	TRASH REMOVAL	\$20 EACH 32 GAL CONTAINER \$100 EA. BIN	
EXTRA CLEANING (STOVE)	\$	50.00	VANITY	\$	250.00
FLOOR	\$25 per 12" X 12" tile		WINDOW (apartment)	\$	275.00
FLOOR, CERAMIC TILE	\$50 min fee \$10 additional fee for ea. sq. ft. over 1 sq. ft.		WINDOW (other)	TBD	
FURNITURE CLEANING	\$	50.00			

Selected Facilities Topics and Services

Below are selected topics that we know you care about. In this section we provide you very useful tips on how to maintain a comfortable home in our residence halls while staying with us. Some of the tips below can save you and the department valuable resources so please look them over carefully. Contact your RHD/AHD should you have any questions about the information provided.

Heating and Air Conditioning

The heating and air conditioning systems in University Housing are complex, but saves energy when used properly. They are balanced for maximum comfort. You only need to adjust the thermostat to get the room temperature to what is comfortable. The type of heating and air conditioning that is in your apartment depends on where you live:

- University Lofts - split system heat-pumps
- Patton Hall - two pipe with electrical strip heating
- University Commons - four pipe system
- Piedmont North - room p-tack with thermostat on the unit
- Piedmont Central – two pipe with electrical strip heating
- Each suite in Patton Hall and each apartment in the Lofts and Commons has its own thermostat

TIP: At Patton Hall and the University Lofts, do not open your windows because the heating and air conditioning systems have been balanced. Opening windows cause the systems to unbalance there by over cooling or heating the bedrooms and bringing in moisture.

It is important that roommates discuss the room temperature to agree on a thermostat setting. Just remember that you are entitled to comfort, but energy consumption leaves less for our future, so please keep this in mind.

Ensuring Proper Operation of Heating/Air Conditioning Units

Periodic filter changes are scheduled for all residence halls on campus to ensure the proper functioning of the unit. Please assist this operation in allowing access to the unit during the residence hall's scheduled time period.

Be advised that your heating and air conditioning units will not be as effective if your windows are opened. This is particularly true in warm weather during conditions of high humidity. Opening your windows in the "cool of the morning" will flood you room with moisture saturated air which is difficult for your HVAC system to remove. As a result, it will take several hours from the time you close your window (after it starts getting warm) for your air conditioning unit to return your room to a normal comfort level.

Common Area Cleaning

During each normal workday, housekeeping staff enter common areas to empty trash and straighten up.

Carpet Cleaning in Suites and Apartments

Dirt and stains happen, but some residents make little effort to remove them from the carpet before the stain is set into the fibers. By the time we get apartments back in the summer, many stains have become permanent. We continue to improve our resident spaces by replacing the most damaged and severely stained carpeting. This work is expensive, and the cost for having to replace carpet early due to improper care will be passed along to the suite or apartment occupants. We expect that residents will make every effort to blot and clean up spills immediately. Some carpet cleaning products and stain removers you can buy at local stores are effective if used immediately. Sometimes, spills and stains may be of a sufficient magnitude to require professional treatment. Please submit a maintenance request immediately if you are unable to remove a carpet stain on your own.

We will continue to use outside contractors to replace badly stained or soiled carpeting or if carpeting is damaged by bleach or burns. The cost to do this work will be passed along to the responsible resident(s).

Elevators

Our elevators are mechanically sound and meet or exceed applicable codes. For the present, we are fortunate to have a responsive elevator maintenance contractor.

Damages and abuse by residents are other reasons for elevators to become inoperable. When phones are damaged or taken, the elevator cannot be operated (as a safety policy) and causes inconveniences for everyone. We are required by

State Law to shut down elevators if certain problems occur. Many of these problems are due to vandalism. Do not hesitate to report information you may have concerning those responsible for vandalism. By allowing the misdeeds of a few to go unreported, you and your fellow responsible residents will continue to be inconvenienced by elevator outages as well as sharing the collective liability damage fees.

TIP: If an elevator stops between floors, people inside the car can use the phone in the elevator panel to directly connect to campus police at (404) 413-3333 so staff will be dispatched.

Flood Clean-up

Unfortunately, floods happen primarily due to carelessness or vandalism by others. After a flood, we will remove water from floors in common and resident spaces to prevent mildew and damage to floor tile or personal property. We need to enter resident spaces to determine the extent of flooding and extract the water. We will use necessary equipment and outside vendors to assist in clean up. Regardless of the flood's cause, we assume no responsibility for damage, or odors from rugs. Renter's Insurance is strongly recommended.

Vandalism, Graffiti, and Pranks

Every resident has a responsibility to treat property with respect and to abide by the community living expectations that unwarranted damages and destruction of property shall not be allowed nor tolerated. Not only do the cost of repairs and replacements caused by pranks, vandalism, and graffiti affect everyone's bill, it reflects negatively upon everyone who allows it to continue. Residents have a responsibility and obligation as good neighbors to report negligent behavior by others so that appropriate disciplinary action and financial remuneration can be made. Please note that repairs to damages in common areas will be split amongst all residents in the community if no one accepts responsibility.

Upholstered Furniture

As with carpeting, residents need to act immediately to blot up spills and remove food on upholstery before permanent staining sets in. We invite residents to place a maintenance request after trying and failing to remove stains. We offer to respond if resources are available to see if we can prevent permanent staining. Residents remain responsible for replacement costs if permanent staining or other damage has occurred.

Beds and Other Furniture

Significant resources have been invested in new lounge and study room furniture during the last few years. Additional improvements continue to be scheduled as funds permit. In order to better manage the furniture, University Housing staff are cooperatively monitoring community lounges and apartments rooms to assure none of the furniture is damaged or disappears. Residents are asked to respect the spaces by not removing the furniture and by limiting the use of food or drinks to avoid spills and stains. Common area furniture is not to be moved outside its assigned areas, especially into individual rooms. Residents found moving furniture will be considered and treated as stealing university property and will be charged in the student conduct process.

If your bed is currently raised (or lowered) and you would like it adjusted, please submit a maintenance request for this change. We have installed a new style of "one track" bed ends that allow residents to adjust their bed heights to a variety of levels.

Ensure that the ends are properly placed and secured at the same level in the appropriate position and the rear stabilizer bar is properly installed. All assigned room furniture must remain in your room. University Housing does not have the capability to store your desk, desk chair, book carrel, etc. that you do not wish to use. You may not remove your room furniture for off campus storage.

Mattresses

Our mattresses are made using one of the highest flame-retardant standards in the country. We buy one standard mattress and do not offer soft, firm, or extra firm mattresses. The size of the mattresses is generally 36" X 80" – XL twin.

Pests

Just like your own home, residence halls have plenty of places for small insects and mice to hide. Complaints we receive are given to our local contracted service. Often, however, the lifestyles of others may cause a problem in other's space. For small infestation issues, you may consider purchasing consumer product traps or sprays.

TIP: To lower your chances of sharing an infestation, you should regularly clean up after cooking in rooms, remove trash, recycle cardboard boxes, do not leaving scraps on the floors, and keep up with general house cleaning.

Almost each year, we have confirmed cases of fleas and flea bites because other residents keep unauthorized pets. Pets are not allowed. Too often, we are unable to trace problems to individual residents and rooms. Mice seek shelter and come into our halls just as readily as they would want to move into your basement at home. Common sense is a lethal weapon against pests. You can help manage and control infestations by avoiding situations like those mentioned above.

Bedbugs were believed to be altogether eradicated 50 years ago in the United States and elsewhere with the widespread use of DDT. Today, they thrive in places with high occupancy. Check your luggage before coming home or back to the residence halls, you will significantly reduce the chances of bedbug infestation. Although not strictly nocturnal, bedbugs are mainly active at night. If you get bitten, look very carefully around the mattress and bed to try to determine if it is bed bugs. Report the situation to your RHD/AHD or submit a maintenance request.

TIPS: Bedbugs can be killed by heat over 98 degrees Fahrenheit. If you discover bed bugs in your clothing or linen, wash them in hot water and dry them in a dryer.

Painting and Wall Damages

We paint resident spaces as needed. Residents are not permitted to paint their own spaces. Whether on drywall or cinder block, the use of commercially available adhesive wall putties (such as Hold-It) virtually guarantees not to mar paint finishes or drywall surfaces and to avoid possible charges for wall damages. Residents may not drill into walls. Surprisingly, most double-sided foam adhesive tapes are difficult to remove, can damage paint, and must be avoided. If you are not sure, ask your Assistant Directors or RHD/AHD what is appropriate. Bottom line: your room and living areas must be returned in the same condition you received them or you will be billed for other than normal wear and tear.

Equal Access

We work with the disability office to offer assistive devices based on an individual's needs. Several spaces in residence halls have been equipped for mobility impaired residents. We have ADA rooms which include fixtures that enable all residents to use our facilities equally. Changes can usually be made to fire alarm systems and our campus telephones. Strobe lights, bed shakers and even doorbells are possible for many locations. University Housing staff can also be made available to assist mobility-impaired residents in gaining access to our residence hall areas.

Insurance Claims

Residents are encouraged to obtain private insurance covering themselves and their property. The State of Georgia is one of many states nationally that protects itself and its workers from civil suits to recover costs and damages.

For Your Health

Community living will be an adjustment for you; not only in the psychological sense, but also in the physical sense. Before coming to campus, you perhaps lived in a single family dwelling in some version of an apartment, condo or house. Moving into a new environment takes time for your body to adjust. There are steps you can take to keep your body healthy throughout the academic year. Below are tips taken from the Center for Disease Control and Prevention website.

Take these everyday steps to protect your health:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners are also effective.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Stay home if you are sick for 7 days after your symptoms begin or until you have been symptom-free for 24 hours, whichever is longer. This is to keep from infecting others and spreading the virus further.

Other important actions that you can take are:

- Follow public health advice regarding closures, avoiding crowds and other social distancing measures.

- Be prepared in case you get sick and need to stay home for a week or so; a supply of over-the-counter medicines, alcohol-based hand rubs, tissues and other related items could be useful and help avoid the need to make trips out in public while you are sick and contagious.

If you get sick, please notify your RA or RHD/AHD. Your RHD/AHD will help you locate the resources you will need to get healthy again. Asking for help is the best way you can get back to your healthy self again. And we are here to help.

Cleaners and Disinfectants

Our housekeeping staff is responsible for routinely disinfecting common area sinks, urinals and toilets. The products and chemicals used are selected for their effectiveness as well as their ability to be used safely by our staff. Nevertheless, many products often require personal protective equipment to be worn by our housekeepers (e.g., gloves, goggles or rubber-soled boots).

Pesticides

When pest problems require a chemical answer, a certified contracted staff of entomologists and applicators selects materials for their effectiveness as well as low toxicity. We use only pesticides that have been registered with the federal Environmental Protection Agency and the Georgia Agriculture Department. Many products often require personal protection to be worn by our applicator (e.g., goggles, respirators, or gloves). You have the right to know any information we have on the specific chemicals we use prior to or after any treatment we provide. You may e-mail us at housing@gsu.edu for more details.

Products We Use

Pesticides, cleaning agents and disinfectants are but a few products which staff uses during each day. All of our other operations comply with regulations, and work methods approved by the different regulatory agencies, whether at the federal, state or campus level. Products used by our employees are required to be reviewed for safety reasons, and the Materials Safety Data Sheets required by law are available for supervisors and employees to use. As we receive information on regulatory changes in work methods and the use of chemicals that can affect personal or resident safety, our managers will initiate the appropriate changes to be in compliance and to assure the safety of residents and workers alike.

"Rust" in Water

When water lines break underground, the resulting repairs may cause sections of pipe or damaged valves to be removed and replaced. Soil may be introduced into the lines and may cause water to run cloudy or rusty once water service is restored. Sometimes the water in a residence hall will look rusty or cloudy after long periods of not being used, such as semester breaks or over the summer. Running water in sinks or showers will help run the dirt through the lines. When the fire department opens hydrants as part of their annual checks, sediment can be brought along in water lines. This, too, may cause water to appear cloudy or rusty. Although these are almost always the reasons water may not look perfectly clear, feel free to report suspect water in a work request so someone can look into each problem.

Energy Conservation

Conservation succeeds through the cooperation of two groups: the campus building managers and the residents. Building managers strive to keep their residence hall's systems operating efficiently and when funds are available, pursue energy conservation renovations to reap pay-offs in future years. Building managers often know the size of their utility bills; residents do not. Most often, no one pays attention to how the energy is being consumed and whether any of it can be saved – so, you see, everyone pays by doing nothing.

\$2 Million Spent Annually

The choices residents make daily do add up. Over 2 million dollars spent annually for steam, water and electricity are used by housing facilities alone. Our costs each day are even higher when we sometimes don't even need to use energy. For example, we are charged a higher kilowatt-hour rate by the local power company for electric consumption during peak-demand periods, namely weekdays during business hours. Rates are determined by highest usage rate between the months of May through September. This example is over-simplified; however, if one kilowatt cost \$12/month and everyone can save one kilowatt per day during peak times, it would save over \$20,000/year of energy. The energy saved is the coal and fossil fuel that makes up the carbon foot-print in our community.

Energy conservation not only saves our environmental resources, but it saves your money too. In residence halls, we are increasingly committed to finding and using better means to conserve or avoid energy waste. We need your help to be more successful.

You Can Conserve Too

Thermostats in study rooms can be reset to a higher or lower temperature to use less energy at night or when not in use. Most lights can be turned off in lounges and bathrooms when the last person leaves since many of these spaces have one light fixture on at all times for safety. Keep the temperature setting on the highest comfortable setting when someone is in the room to conserve energy. Cooling an empty room is a waste of energy.

Turn off room lights when you're not home. When studying, use your desk lamp, preferably with a fluorescent bulb, instead of the light in your room. Radios, televisions, computers and other electric devices do not need to be on when you're not in your room. Some residents add additional lighting in their rooms or apartments. Halogen torchière lights are cheap, but do not use them. Fluorescent Torchière lamps are now commonly available and produce equivalent light at 20% of electrical consumption. Use of fluorescent lamps will also decrease your fire hazard and keep your room more pleasant during the cooling season.

Conserve water by taking shorter showers. Keep sink faucets and shower fixtures from dripping and report those that do. Open your blinds only when necessary and see that they are closed when the sun is shining on the glass. Encourage others to conserve. Every person makes a difference. Be energy conscious – a green world is our joint responsibility – conserve natural resources. Our future generations may depend on the choices we make today. Be an Energy Watcher in your residence hall and on campus no matter where you are and what you're doing. Do not use halogen torchière lamps due to high fire risk.

Fluorescent Light Bulbs

The new compact type bulbs are generally an improvement over standard incandescent bulbs. They last longer and require less energy. They do, however, contain a small amount of mercury, a recognized health and environmental hazard. The hazards from a single bulb are extremely minimal. However, we encourage responsible handling of any products or materials that create potential health and environmental hazards. If you change a fluorescent bulb, please turn the old one in to your Resident Assistant, building maintenance or custodial staff.

Earth Watch

While chlorofluorocarbons (CFCs) continue to be reasonably safe for contact with humans, CFCs become a problem when vented into the atmosphere. For Residential Facilities, CFCs are found in residence halls in refrigeration units of water coolers and refrigerators.

Recycling, Sustainability and the Environment

Housing supports an aggressive recycling program by providing bins for residents and ensuring that scrap metals, cardboard and various other containers are recycled. We currently recycle paper, cardboard, plastics, and aluminum cans. Recycling bins are located on P3 at the University Commons, the loading dock at the University Lofts, in the trash room at the Patton Hall, in the outdoor trash area at Greek Housing, and in the parking deck of Piedmont North. Our recycling efforts produce funds which are returned to the campus as a whole or offsets contracting cost. GSU recycling can be reached at (404) 413-0600. Many of the products we now use are considered "green" and or meet energy star compliance requirements.

Safety and Security

Fire Safety Module

- All students residing in University Housing must complete the Fire Safety Module on iCollege (<https://gastate.view.usg.edu/>)
- Residents must receive at least an 88% on the assessment
- Failure to complete the module, or receive the minimum grade, will result in disciplinary action or possible removal from University Housing

Fire Safety

University Housing follows the fire protection codes of the National Fire Protection Association, the National Fire Codes and the Fire Prevention Codes. The fire safety system is designed to detect any potential threat to the facilities and residents. Any excessive smoke can activate the system. The system is also designed to extinguish fires as quickly as possible. When the system detects a fire, the sprinkler head will activate and release 35 gallons of water per minute until the system is manually reset. This volume of water can cause extreme facility damage that is very costly. Do not tamper with or touch a sprinkler head.

Residents will be responsible for any restitution to residents and the University as a result of the activation of a sprinkler head.

The following items are prohibited from the residence halls: any type of candle, incense, potpourri burners, flammable liquids (i.e., gasoline, propane, and kerosene), space heaters, and any other open-flame items. Open-flame grilling is allowed only outside on the grills in the courtyards. Coals must be cooled and disposed of properly.

Tampering with and/or the misuse of fire and safety equipment (including, but not limited to, fire alarms, door alarms, fire extinguishers, exit signs, emergency phones, fire doors, smoke or heat sensors, sprinkler system, etc.) is prohibited by law.

Stove and Oven Safety

- Never leave cooking food unattended. If you must leave the kitchen while cooking, turn off the stove.
- Grease fires must never be extinguished by water. Serious injuries will occur. Take the burning grease off the stove with an oven mitt and place the pan in the sink.
- Never use flour or water to extinguish a cooking fire. Flour is combustible and water can spread the fire.
- Should a pan fire occur, use a fire extinguisher, baking soda, or a tight-fitting metal lid to extinguish the fire. If the fire has spread already beyond the pan, get out immediately and call the **University Police at (404) 413-3333**.
- Your fire extinguisher is located under your kitchen sink. Submit a maintenance request for replacement if your extinguisher is missing or has been used.
- Never attempt to carry a burning pan out of the kitchen area; severe burns could result and the fire could spread.
- Keep pan handles turned inwards so they are not accidentally bumped.
- Do not wear clothing with loose sleeves while cooking.
- Make sure there are not any combustible objects such as dishtowels, potholders, decorations or boxes on or near the stove.
- Keep the stove clean. Do not allow grease to accumulate on cooking surfaces.
- Be sure to remove any food or grease that spills inside the oven.
- If there is a fire in the oven, turn off the oven and allow the fire to go out completely before opening the oven door.
- If a fire breaks out in a microwave oven, keep the door closed and unplug the unit. Don't try to remove burning containers from a microwave.
- If a fire breaks out in your apartment, no matter what size, **call the University Police at (404) 413-3333**.

Resident Identification

University Housing requires that you have a photo ID in your possession or quick access to your photo ID while in the residence hall. When a housing staff member or any official of the University, who identifies their self as such, asks to see your ID, you must provide it to the requestor. Typically, you will be required to show your Panther ID. Residents must have a residency sticker on the front of the ID card. You receive this sticker at move-in.

The purpose of the Residency Sticker Program (RSP) is to identify University Housing residents with a ID validation sticker adhered to the Panther ID card. The stickers will be varied in color by academic year.

The philosophy for the RSP is to have a program that quickly identifies members of the University Housing community. The sticker will assist all University Housing staff, security and GSU police in determining who is a resident and who is a guest upon requesting to view the Panther ID card.

Weapons

The University has deemed the following actions to be prohibited by state law and/or university policy. Violation of this policy will result in appropriate action, including but not limited to termination, dismissal and/or criminal prosecution, if an investigation finds that a student or visitor engages in any of the following: Using, possessing, manufacturing, distributing, maintaining, transporting or receiving, in a residence hall, or at any sponsored event, any of the following:

- a) Firearm or weapon whether operable or inoperable as defined in Georgia Code Section 16-11-127.1 or any object of like character, including but not limited to paintball guns, BB guns, potato guns, airsoft guns or any device which propels a projectile of any kind;
- b) Any dangerous weapon, machine gun, sawed-off shotgun or rifle, shotgun or silencer as defined in Georgia Code Section 16-11-121;
- c) Any bacteriological weapon, biological weapon, destructive device, detonator, explosive, incendiary, over-pressure device or poison gas as defined in Georgia Code Section 16-7-80;
- d) Any explosive materials as defined in Georgia Code Section 16-7-81;
- e) Any hoax device, replica of a destructive device or configuration of explosive materials with the appearance of a destructive device, including but not limited to, fake bombs, packages containing substances with the appearance of chemical explosives or toxic materials; or
- f) Any decorative, switch blade, gravity or machete knives, chukka sticks, billy clubs/night sticks, blackjacks, metal knuckles, slingshots or axes. A pocket knife with a blade over 2 (two) inches long is considered a weapon.

The possession of a valid firearms permit, or license to carry a concealed weapon, does not exempt students from the provisions of this policy or provisions detailed in Georgia Code Section 16-11-127.1. Under these provisions, students are prohibited from possessing, manufacturing, etc. weapons as defined above anywhere on University property. For further information, see Georgia Code Section 16-11-127.1, or contact the University Police.

Insurance

Fire, flooding, theft and vandalism are the types of events that can cause damage to or loss of personal possessions. Your personal property is not insured by the University. As such, GSU strongly encourages students to secure insurance coverage for personal belongings either through their parent/guardian's homeowner's insurance or with a separate renter's insurance policy.

Emergency Contact Information

University Housing requires all residents to keep emergency contact information up-to-date per the Housing Contract. At check-in, residents will be asked to verify emergency contact information. Residents need only identify persons they wish for University Housing or the Dean of Students to contact in an emergency.

Georgia State University Police Department

The Georgia State University Police Department (GSUPD) have a satellite office at the University Commons and are present on-campus 24 hours a day, 7 days a week. GSUPD patrol the residence hall zone which includes the parking decks and the hallways. GSUPD are fully trained and commissioned police officers with full arresting authority. GSUPD will assist residents with vehicle trouble (locked out of car, dead battery, etc.), safety escorts, noise or disturbances in the public areas outside of the residence halls as well as investigations of criminal and suspicious activities. GSUPD also respond to all fire alarms. The police generally do not address noise within the residence halls or assist with lockouts from rooms. For these services, contact the RA on duty or the community desk.

Escorts

The University Housing corridor is monitored by security and patrolled by police, however please walk with fellow students, especially at night. GSUPD will provide safety escorts who will walk with you to various points on campus. If you feel unsafe and are in need of an escort, please contact GSUPD at (404) 413-2100. Additionally, GSU has a partnership with Contemporary Services Corporation (CSC) Event Staff (404) 413-8774, who serve as University Panther Ambassadors that provide escorts during the evening.

Evacuation Safety

In the event of an emergency or drill which requires you to evacuate the residence halls, an audible alarm will sound with flashing lights and a voice advising residents to exit the residence hall. Every alarm *requires* prompt evacuation; you must leave your residence hall immediately. When evacuating, proceed to the nearest exit and go to the designated evacuation area noted below, and stand clear of all entrance and exit doors. A university official will notify you when it is safe to re-enter the residence hall. Failure to evacuate the residence hall during an alarm is a violation of the Code and will result in disciplinary action.

Persons with Disabilities may need assistance in the event of a fire or emergency requiring evacuation. When it makes sense to do so, persons with disabilities should wait in the stairwell for rescue workers to assist. If University officials are

not available to assist, volunteers may be necessary. The person with the disability knows how to best be assisted so persons volunteering assistance should ask for instructions on how to help.

<u>Residence Hall:</u>	<u>Designated Evacuation Area</u>
University Commons A	Lanier parking lot (across the street – 195 John Wesley Dobbs Ave. NE)
University Commons B	Lanier parking lot (across the street – 195 John Wesley Dobbs Ave. NE)
University Commons C	Piedmont North A parking lot
University Commons D	Piedmont North A parking lot
University Lofts	If using North stairwell – go to Baptist Student Ministries parking lot If using South stairwell – go to parking deck south side and across from Childcare Center
Patton Hall	Exit into the parking lot directly across from the University Lofts
Greek Housing	Exit into the parking lot directly across from the University Lofts
Piedmont Central	If using West stairwell or front entrance/exit – go to First Congregational Church sidewalk on John Wesley Dobbs If using East stairwell – go to Citizens Trust Bank parking lot on Piedmont Avenue
Piedmont North	Exit to the west side of Piedmont Avenue and up Ellis Ave. and Andrew Young Blvd.

Missing Student Notification Policy and Procedure

Policy:

Each student who lives in University Housing must designate a person to be contacted (“Housing Emergency Contact”) in the event the student is ever determined by the University to be missing from his/her on-campus residence. For students age 17 and under, the designated Housing Emergency Contact must be a custodial parent or guardian, except when the student shows proof of emancipation. Upon reaching the age of 18, students may change their designated Housing Emergency Contact upon request to a person who is not a custodial parent or guardian.

If a student who resides on campus is reported missing from his/her campus residence, University Housing will immediately notify the University Police Department. If the University Police Department determines that the student has been missing from his/her campus residence for 24 hours or more and has not returned to campus, then the University Police Department will notify the student’s Housing Emergency Contact as soon as possible, but in no event later than 24 hours after making this determination.

Procedures:

1. **Designating a Housing Emergency Contact:**
On-campus student residents are required to designate a Housing Emergency Contact when checking in to University Housing. The Housing Emergency Contact information will be collected and maintained by University Housing on the student’s *Key and Emergency Contact Card*. Prior to issuing housing keys to the student, a Housing employee will check to confirm that student has completed the primary Housing Emergency Contact section on his/her *Key and Emergency Contact Card*.
2. **Missing Student Reports:**
Reports to the University of students missing from University Housing should be brought to the attention of the Director of Housing, or his/her designee, as soon as possible. The Director of Housing, or his/her designee, is responsible for immediately notifying the University Police Department of the report, together with the involved student’s Housing Emergency Contact information. Following notice to the University Police Department, the Director of Housing, or his/her designee, is responsible for immediately notifying the Dean of Students, or his/her designee, of the report.
3. **Determination by Law Enforcement:**
If the University Police Department determines that a student has been missing from University Housing for 24

hours or more and has not returned to campus, then the University Police Department will contact the student's Housing Emergency Contact as soon as possible, and in no event later than 24 hours following this determination.

Security

University Commons residents receive a key to their main apartment door and assigned bedroom, and an access card that opens the main entry points of the Commons (turnstiles on Piedmont Ave. NE, main lobby entrance, and elevator lobbies), and the other residence halls (and parking if applicable). Use your apartment door peephole to see who is there before opening the door.

University Lofts residents receive a key to their main apartment door and assigned bedroom, and an access card that opens the main entry points of the Lofts (main lobby entrance on Edgewood Ave. NE, and rear entrance within the parking deck), and the other residence halls. Use your apartment door peephole to see who is there before opening the door. Keep your bedroom and apartment doors locked at all times and do not hold the entrance/exit gates or doors open for others.

Patton Hall residents receive a key to their assigned suite door and closet door, and an access card that opens the main entry points of Patton Hall (front lobby entrance on Edgewood Ave. NE, elevator access to your floor, and laundry room door), and the other residence halls.

Greek Housing residents receive a key to their assigned bedroom door, and an access card that opens the main entry points of Greek Housing (turnstiles, townhome door, and Community Center), and the other residence halls.

Piedmont North A and B residents receive an electronic key to their assigned suite, and an access card that opens the main entry points of Piedmont North (front lobby entrances of Piedmont North A and Piedmont North B, turnstiles at Piedmont North A, elevator access to your floor), and the other residence halls (and parking if applicable).

Piedmont Central residents receive a key to their assigned bedroom door and an access card that opens the suite door and the main entry points of the building (front entrances, turnstiles and elevator access) and other residence halls (and parking if applicable).

A resident using an exit door MAY NOT prop the door. Propped doors allow unauthorized people to enter the residence hall or complex and breach the safety of each resident and their property. Report all suspicious persons or activities to the Georgia State University Police at (404) 413-3333

TIP: Placing any object in an exit door frame or using any object to jam the locking mechanism puts your whole community at risk for unauthorized entry and possible harm to others. Do not leave an exit door ajar.

Camera Recordings

University Housing has over 1,000 cameras in public areas inside the residence halls, along the perimeter of the residence halls and in the parking garage. In addition, the cameras send digital motion recordings to DVRs which store data for 30 days. The cameras allow for identifying safety and security issues throughout University Housing property. The cameras are monitored by GSU police at the University Commons.

Your Room/Apartment/Townhome

What Not To Bring

- Alcohol – if under the age of 21
- Prescription medicine not prescribed to you
- Illegal drugs and drug paraphernalia
- Pets (except fish)
- Halogen lamps, candles, incense, *open element cooking appliances*
- Any weapons
- Weights over 25 lbs. Weight lifting equipment is permitted in apartments or rooms only if the total weight of any freestanding item does not exceed 25 lbs.
- Extension cords, multi-plug outlets
- Space heaters
- Hoverboards (including self-balancing scooters, battery operated scooters and hands-free segways)

What To Bring

- Under the bed storage boxes
- Laundry bag
- Linens (XL twin)
- Clothes hangers
- Desk lamp/floor lamp (No halogen bulbs)
- Power outlet strip (14 or 12 gauge wire)
- Flashlight
- CAT5 Ethernet cable (for Lofts, Greek, & PN)
- Lamps (Lofts)
- Small first-aid kit with basic medicines
- Posters, pictures, and *removable poster mounting adhesive*

Electrical Equipment

- All lights/cords must be in good condition and be UL certified.
- Halogen lamps and extension cords are not allowed on Housing premises. Use energy saving light bulbs and power strips.
- The residence halls have limits on electrical systems. Overloading the circuits can result in tripped circuit breakers and can present a fire hazard. Any damage caused by personal electrical equipment or misuse of the system is the financial responsibility of the resident, including damage to the facility and/or other residents' personal belongings.
- Items with exposed heating elements are prohibited. This includes but is not limited to sun lamps, immersion heaters, and hot plates.
- Use Power Strips instead of extension cords.
- Surge suppressor equipped UL approved power cords are highly recommended for computer systems and other valuable electrical equipment. Do not rely on the integrity of the electrical system of the residence hall to protect your computer equipment.
- Washers and dryers are not permitted in resident apartments.
- Irons must only be used with ironing boards and irons should never be left unattended.
- Space heaters are not permitted.
- Cooking outside of the kitchen is not permitted.
- Multiple outlet plugs that insert into an outlet are not permitted.
- Stereo equipment and speakers are expected to be appropriate for an educational environment.

Cleaning and Health and Safety Inspections

The entire apartment and bedroom care and cleanliness are the responsibility of the residents per the Housing Contract, section I. G. The facilities staff provides cleaning services of Housing common areas (hallways, lobbies, grounds, etc.). A reasonable amount of cleaning is expected to maintain safe and healthy living. "Reasonable amount of cleaning" must be defined by the residents in the Roommate Agreement. Create a cleaning schedule when completing the roommate agreement for your apartment common areas (kitchen, bathroom, etc.).

Health and Fire Safety Inspections

Health and Safety inspections will be conducted by your RA periodically each semester. If you are not present at the scheduled/posted time, the RA will enter and perform the inspection. A notice will be left as a result of the inspection. You will have 24 hours to correct problems and comply with standards. Failure to do so will be considered a violation of the Housing Contract.

Odors

The effects of cooking smoke and other fumes/odors must be confined to individual rooms and/or apartments. Residents should turn on the hood fan over the stove every time the stove is in use. Strong odor producing products, such as consumer cleaning products, are defined as 'strong odor' by the most smell-sensitive individual in an apartment. The choice of scented air fresheners or cleaning products should be discussed among the roommates to ensure nobody is allergic or offended by the scent. Everyone should agree to the use and choice of the odor producing product.

Decorating and Furniture

We encourage residents to personalize their bedrooms and apartments. We want you to feel at home, however there are limitations to personalizing your spaces. For complete details on these limitations, please refer to the Community Living Standards section beginning on page 38 of the Community Living Guide.

Damages

Housing staff work hard to attribute damage and vandalism charges to the individuals responsible, but when we cannot, members of an apartment, room, or residence hall may be charged equally and collectively for any damages. Residents will be required to share (collective liability) the cost of repair or replacement of property in common areas when such repairs are determined to be vandalism or above and beyond normal wear and tear.

University Housing will determine damage and cleaning charges. Repair or replacement will be accomplished at the sole discretion of University Housing. It is our hope that affected residents will provide information to Housing staff in order to assign these charges to the individual(s) responsible. There are no appeals of a Collective Liability charge. Failure to pay damage charges will result in a “hold” being placed on the student’s account (preventing registration, graduation, grade reports, and transcript receipt).

Access Card/Keys/Lockouts

Access Card

Your access card is for your personal use only and should never be loaned to anyone. The card will grant access to your assigned residence hall only and to your assigned parking deck, if applicable. You must carry your access card at all times. If your card is not granting access to your authorized entry points, report the problem to the community desk. Misplaced or lost access cards must immediately be reported to the community desk. The card will be deactivated and replaced for the security of all residents. Failure to report a lost card that is used to illegally enter a residence hall will result in judicial action. The fee for a replacement access card \$35.

Keys/Lockouts

Residents are issued a key that will open the apartment front door and their assigned bedroom door. All residents are expected to have their picture identification, keys and access cards with them at all times. Keys are only issued to the resident of that specific room. No one will be granted access to another resident’s room for any reason. Residents should not lend or give their keys to anyone. The replacement fee for a lost key and lock re-core is \$75. A mailbox key will be issued with your apartment key. Upon check-out, you must turn in your mailbox key. The replacement for a lost mailbox key and lock re-core is \$50.

In the event of a misplaced or lost key, residents should go to the community desk to check-out a loaner key. To check-out a key, the resident must have a picture identification card. A loaner key will be issued for a maximum of 24 hours and when issued, must be returned by 9:00 a.m. the following day. Residents may checkout a loaner key three times an academic year at no cost. All subsequent loaner keys will have a service charge of \$50. A loaner key is considered lost if it is not returned in 24 hours, at which time a re-core work request will be issued and the resident’s student account will be charged \$75 and issued a new key.

TIP: If you drop your keys down an elevator shaft after hours, we will retrieve your keys for you the next business day. Let the community desk know your situation and submit an online maintenance request.

TIP: If your keys are stolen, you must report this to the community desk immediately. You will be encouraged to file a police report.

Personal Property

The University is not liable, directly or indirectly, for the personal property of residents and guests due to loss by theft, damage by fire or water, or any other cause. Residents are encouraged to purchase personal insurance (renter’s insurance) to cover such incidents. To secure personal property, residents are urged to keep bedroom and apartment doors locked.

Roommates

Resident Bill Of Rights

Thoughtful consideration and common courtesy among roommates and neighbors are essential to your enjoyment of life in University Housing. As a resident of University Housing, you are entitled to the following basic rights:

1. The right to live in a clean and functional residence hall and room.
2. The right to study and sleep in your room without undue interference or unreasonable noise.
3. The right to free access to your room without pressure from a roommate.

4. The right to expect that roommates and their guests will treat your personal belongings respectfully.
5. The right to privacy in your room, except as limited by your Housing Contract, University policy or applicable law.
6. The right to be free from fear, intimidation and physical or emotional harm.
7. The right to be treated respectfully by University Housing staff.
8. The right to seek redress of grievances.

Room Entry

The University Housing staff reserves the right to enter apartments and bedrooms in accordance with the Housing Contract. Residents' apartments and bedrooms may be subject to search by law enforcement officials under certain circumstances, in accordance with applicable law.

Room Change

Residents may submit a request for a room change prior to occupying the apartment. After occupancy, the RHD/AHD will assist residents with the administrative task of completing the room change. If the request is approved, the resident must move to the new assignment during the time frame specified in the notice (typically 48 hours). University Housing makes every attempt to accommodate resident needs, but does not give the resident the right to occupy a specific room. Residents who change rooms without receiving written notice, will be assessed a \$200 improper room change administrative fee.

TIP: As innocent as inside apartment changes may seem, swapping keys with your roommate is a policy violation. You must speak with your RA or RHD/AHD to assist you with facilitating key and database updates.

Roommates

Residents can choose to live with each other, providing that everyone has mutually requested each other. If specific roommates are not chosen, residents will be assigned a random roommate. Roommate requests are not guaranteed.

Every resident is assigned to a specific room and must occupy only the assigned room. New residents may be assigned at various times during the year; therefore, vacant bedrooms may become occupied without prior notice.

Roommate Agreement

Residents are expected to communicate openly and honestly with one another and make a genuine effort to resolve their own issues before going to the RA, RHD/AHD, or Assistant Director. The Roommate Agreement is made available to assist everyone in an apartment, suite or townhome and think through how everyone will live together for the academic year. There are a series of questions that should be answered right away while emotions are not so charged and conflict seems unimaginable.

To assist in the communication process, the creation of a roommate agreement for each apartment is required. Your RA will bring a Roommate Agreement Form to you during the first week of class. Turn in the completed form to your RA. Revisions by mutual agreement are encouraged as the year progresses and if new issues arise. The best way to avoid conflict is to be upfront with your roommate about little annoyances before they become too many to manage.

University Housing staff is available to assist residents with issues that may arise between roommates, but their assistance does not mean they will resolve the issues. The RHD/AHD may assist in the mediation of roommates who have been unable to resolve their conflict. They will meet with you and your roommate(s) during the day or evening at everyone's convenience. They will assist everyone involved by mediating the conversation and making sure everyone is participating. They will assist with writing a new roommate agreement, but they do not police the agreement.

Violations of the roommate agreement should be brought to the attention of the RHD/AHD within 24 hours of the violation. The notification should be in writing. E-mailing your statement to your RHD/AHD is recommended. Violations of the roommate agreement may result in a room reassignment or judicial action. Roommate conflict does not terminate a housing agreement, however, if the housing agreement is cancelled, the resident will find the fees associated with cancelling the agreement on the student account.

Getting Involved

Living-Learning Communities

Living-Learning Communities offer a dedicated and distinctive living-option for you. They maintain a genuine sense of community and they are supported by programs, conversations and faculty interaction centered on the member's interest.

All the Living-Learning Communities are carefully planned and supported by University Housing staff, the Office of Undergraduate Studies and members of the campus community. Since all the members share interest in their Learning community's theme, you can expect to build genuine relationships and life-long friends. More information on Living-Learning Communities can be found at <http://myhousing.gsu.edu/living-learning-communities/>.

Leadership Opportunities

There are multiple ways to get involved with Georgia State University Housing. We offer student leadership opportunities such as RHA, Area/Hall Council, NRHH, RAs, PAs, FYRE Mentors, Panther L.E.A.P., and PAC³.

Residence Hall Association (RHA)

RHA is a traditional and popular organization present on many college and university campuses. RHA serves as the student government over Georgia State University Housing and exists to represent all GSU students living on campus. RHA is comprised of the RHA Executive Board which serves as the leadership for the Hall Councils.

Community Councils

Hall Councils are governing sub-bodies representing the University Lofts, Patton Hall, Greek Housing, the University Commons, and Piedmont North. Each Area/Hall Council has its own executive board. Elections for Area/Hall Council occur in the early part of the fall semester. Officers are elected for each residence hall on campus. Area/Hall Councils are linked closely with RHA, which is the overall student legislative body for University Housing. Both RHA and the Area/Hall Councils plan events for residents as well address needs and concerns for those living on campus.

National Residence Hall Honorary (NRHH)

A chapter of the National Residence Hall Honorary was established in March 1999 to recognize those students living in University Housing who have shown outstanding service and leadership in the residential community. A current NRHH member, SGA member, RHA member, University Housing staff member, and NRHH alumni can nominate residents for membership. NRHH also sponsors programs at the residence halls.

Resident Assistants (RAs)

RAs are trained student staff members who serve as leaders in the residence halls and on campus. They have learned the critical path to being successful and willing to share what they know. Some RAs claim they use the position to "give back" to the campus. They serve as positive role models in the residential community and make themselves available for assistance.

First Year Residential Experience (FYRE) Mentors

In addition to RAs, first year students living in the residence halls will also have a FYRE Mentor. FYRE Mentors are teams of student leaders in each hall who will:

- Facilitate Camp FYRE
- Plan in-hall welcome activities
- Accompany residents to Housing-wide and University-wide Welcome Week activities
- Assist with academics
- Hold weekly study sessions and plan academic workshops/activities

Programming Assistants (PAs)

PAs are trained student staff members who focus on program development for our Living-Learning Communities (LLCs). They work closely with the LLC RAs to provide an enhanced and engaging experience for our LLC residents.

Panther L.E.A.P. (Leadership, Engagement, Achievement, Pride)

The Panther L.E.A.P. leadership program fosters the leadership development journey of residential students through the incorporation of the Social Change Model. Through the program, residential students will learn the fundamental values of the Social Change Model, build personal leadership skills, gain an understanding of being a change agent, and

become more committed to civic engagement opportunities within the GSU and greater Atlanta community. The program provides participants with the opportunity to build mentoring relationships with GSU professional staff and peer mentors. Are you ready to L.E.A.P. into leadership?

PAC³ (Panther Ambassadors for a Culturally Competent Campus)

The PAC³ program is an intentionally crafted learning experience for selected Georgia State University (GSU) students. The purpose of the program is to develop and assess intercultural sensitivity within the GSU student population. The students that participate in the PAC³ seminar will be recognized as cultural Ambassadors on the GSU campus, and will assist in developing intercultural sensitivity skills among their peers through specialized programs and trainings.

PAC³ members will be introduced to the following seminar objectives:

- **Foster cultural self-efficacy**- cultural self-efficacy is defined as the members' belief in their ability to successfully engage in intercultural interactions
- **Enhance cultural awareness**- cultural awareness is defined as understanding and intentional reflection on cultural patterns of commonality and difference. Culture is generally defined as: *The norms, beliefs, values, traditions, customs, art, and ways of life of a particular society, group, place, or time (with emphasis on racial, ethnic, social, and religious groups)*
- **Develop contextual communication**- contextual communication is defined as how culture influences the transmission and receipt of "information, signals, or messages" both verbally and non-verbally and learning how to respond accordingly
- **Strengthen self-regulation**- self-regulation is defined as a person's ability to manage their own emotions, actions, and behaviors in response to cultural interactions

Student Employment

We employ over 150 students in University Housing to fully operate our residential facilities. We have Student Assistant (SA) positions in our Central Housing office, Mailrooms, Community Desks, and Commons/Piedmont North Parking Decks. Recruitment and selection for these positions typically occurs in the spring semester. Applications will be available on our website at myhousing.gsu.edu.

Conduct

The Student Code of Conduct and Administrative Policies (the "Code"), together with the University Housing Living Standards, governs student conduct in University Housing. Student residents are expected to familiarize themselves with the Code (available at studenthandbook.gsu.edu) and the Community Living Standards set forth below, as compliance is required and violations may lead to conduct charges and disciplinary action, up to and including termination of your Housing contract. Violations of the Code and/or Community Living Standards will be referred to the Office of the Dean of Students for processing via the procedures described in the Code.

Community Living Standards

I. Guest/Visitation Policy

Any person that is not a current resident, a University Housing staff member, representative of GSU on official business or a contractor doing official business on Housing premises is considered a guest/visitor. The Roommate Agreement is an excellent place to write down the agreed upon parameters regarding guests as long as they also fit in the policy outlined by University Housing. Guests who are in violation of our policies may be subject to being escorted off the property to receiving a Criminal Trespass Warning (CTW) or being arrested by GSUPD. Below lists our official policies and procedures related to guests of University Housing.

Additional restrictions may apply during certain times of year when heightened security is necessary to protect the Georgia State University residents and residence halls. Examples of such events include citywide events or events that greatly affect University Housing and surrounding area and events which create crowd control concerns. All residents are expected to comply with temporary policy additions during these times.

Residential Students

1. All residential students have access to all residential areas
2. Residential students must present their Panther Identification Card with their University Housing Residency Sticker on it when entering a residential area
3. If a Panther Identification Card is not presented the individual will:
 - a. Be asked if he/she is a resident of that residence hall and verified via the hall roster
 - b. If he/she is not a resident of the hall, and does not have a Panther ID to verify residency, the individual must be checked-in as a guest by a resident of the hall he/she is entering.

Residential Non-Students

1. Residents who are non-students must obtain a Panther ID and University Housing Residency Sticker and present them when entering a residential area. A Panther ID may be purchased at the Panther Card Office. Please call the Panther Card Office at 404-413-9525 for more information.
2. If a Panther Identification Card is not presented the individual will:
 - a. Be asked if he/she is a resident of that residence hall and verified via the hall roster
 - b. If he/she is not a resident of the hall, and does not have a Panther ID to verify residency, the individual must be checked-in as a guest by a resident of the hall he/she is entering.

Non-Residential Guests

(Nonresidential Georgia State University student, Non-Georgia State University student, general public)

Guest Check-In

1. Residents must check-in all individuals who do not reside in University Housing
2. Both the resident and the guest must present a valid official United States issued ID containing a picture upon check-in
3. The IDs will be kept at the check-in location until the guest is checked-out
4. **Examples of Acceptable Forms of official United States Issued Identification:**
 - a. Government Issued Driver's License
 - b. State Issued Identification Card
 - c. Passport
 - d. Military Identification
5. Upon being checked-in, a registered guest will receive a wristband to wear during his/her stay in University Housing.

Residents must accompany their guest(s) while checked-into the residential area. If a resident is not accompanying his/her guest while checked-into the residential area and a guest is found without his/her host, the resident/host will be found in violation of the University Housing Community Living Standards and referred to the Dean of Students Office. The guest will be asked to leave the residential area and will be issued a Criminal Trespass Warning (CTW), banning him/her from entering the residential area for a set period of time.

Guest Check-Out

1. A guest must check-out each time he/she leaves the residential area
2. The resident must escort his/her guest to the designated check-out location
3. When the guest is being checked-out (with his/her host), the guest will turn in the wristband and receive back his/her government issued ID
4. If the resident/host has multiple guests checked-in, the resident/host will not receive his/her government issued identification until the last guest has been checked-out

Overnight Guest Policy

1. Residents can host a maximum of six (6) overnight stays total within a calendar month and no more than three (3) nights consecutively (this includes residential students and all non-residential guests).
2. A guest is permitted to stay six (6) nights total in University Housing in a calendar month no matter the host or location.
3. Any non-residential guest checked-in between 2:00 a.m.-7:00a.m. is considered an overnight guest. At the time of check-in the guest will be noted as an overnight guest.

4. When a resident exceeds their six (6) overnights in a calendar month, a resident can no longer check any guests in, regardless of time of day.

Guests who are unable to produce Government Issued Identification

1. Any non-residential guest age 17 and under who wishes to stay overnight in the residence hall must receive permission from the RHD/AHD 48 hours in advance of the overnight stay by completing an Underage Guest Permission form. The link to this form can be found on the University Housing website
2. At this time, the RHD/AHD will approve and confirm with the parent/guardian for the underage guest to check into the facility.. This form is to be presented by the resident/host to the Student Assistant at the check-in location when the underage individual checks-in.

Occupancy

Apartments have the following maximum guest occupancy capacities (these occupancy numbers include residents of the apartment). Coordinating guest visitation with roommates remains the responsibility of each resident in the apartment/suite.

University Lofts/University Commons

- Studio apartments – 4 people
- 1 bedroom apartments – 6 people
- 2 bedroom apartments – 8 people
- 3 bedroom apartments – 12 people
- 4 bedroom apartments – 16 people

Patton Hall

- Double Room – 5 people
- Single Room – 3 people

Greek Housing**

- 9-bed townhome = 18 people total
- 16-bed townhome = 32 people total
- 19-bed townhome = 38 people total

Piedmont North A and B

- Double/Triple Room – 5 people
- Single Room – 3 people

Piedmont Central

- Suite with single bedrooms – 6 people
- Suite with double (shared) bedrooms – 10 people

**Maximum occupancy inside the Greek Housing Community Center is 45 people (seated) and 90 people (standing). Maximum occupancy inside individual townhomes is determined by the size of the unit. Each resident of the townhome is allowed to check-in no more than two guests at a time. Non-residents may not bring guests to Greek Housing.

II. Noise/Quiet and Courtesy Hours

1. As a part of Georgia State University, University Housing is an extension of the academic environment that exists on campus. During quiet hours, noise should not be heard between apartments, between bedrooms, or between the common areas and the bedrooms to the extent that is humanly possible given the community design of the facilities. Quiet hours apply to the entire complex including the grounds. Noise, conversations, or music from the grounds should not be heard by or disturb residents in their bedrooms or apartment. To support this living and learning environment, the following quiet hours are enforced:
 - Sunday-Thursday 10:00 p.m. - 9:00 a.m.
 - Friday and Saturday 1:00 a.m. - 10:00 a.m.
 - Final Exam Period 24 hours a day

2. Courtesy Hours are in effect 24 hours a day, seven days a week. Residents are expected to comply with the reasonable requests of fellow residents or Housing staff members and go about their activities in a quieter manner.
3. Audible amplification (electrical or otherwise) of any musical instrument is not permitted within the residence halls. Headphones are recommended when using equipment that may be disruptive to others. With the exception of University Housing sponsored or approved events; noise, music or activities on University Housing premises should not be so loud as to disrupt other residents. Music should not be played at a level where it disturbs other residents. Residents are expected to communicate with their neighbors and discuss unacceptable noise behavior prior to contacting a University Housing staff member to address the violation.

III. Keys/Access Cards/Residence Hall Access

1. All residents are expected to show their Panther ID residency sticker and/or access cards when entering each residential community and upon request by university representatives.
2. Loaning keys and/or access cards to another person is strictly prohibited.
3. Doubling, tripling, etc. through any of the turnstiles in order to access the residence halls is prohibited.
4. All residents are expected to report to University Housing regarding any lost or stolen key/access card.
5. Residents are not permitted to duplicate or modify any university-issued key.
6. Residents are not permitted to change and/or add locks to apartments or rooms.
7. All residents must return any and all university-issued keys/access cards to the appropriate staff members upon moving out of the residence hall or when changing rooms.

IV. Apartment/Room Responsibility

Residents are encouraged to personalize their bedrooms and apartments. To ensure the safety of all residents and to protect property, residents will adhere to these standards:

1. Residents are responsible for any activities or damages that occur in their apartment/bedroom when it can be reasonably shown that the residents knew or should have known that the inappropriate activity or damage occurred. This includes activities or damages caused by guests of residents.
2. Residents are responsible for keeping their apartment and bedroom clean, free of trash and in a general hygienic state. Bathrooms are to be cleaned and maintained by the residents of the apartment/suite. If at any time a Residence Life staff member feels that an apartment/room is not meeting basic cleanliness standards, the occupants of the apartment/room will be given 48 hours to rectify the situation.
3. Residents are responsible for correctly checking-out of their apartment/room at the end of the year or at any point in time when they are no longer considered a resident in that particular apartment.
4. Residents are responsible for ensuring their apartment/room is in compliance with all procedures used during academic breaks or when vacating. Further information regarding break procedures will be communicated in advance of the break.
5. Residents are permitted to decorate their room and apartment doors; however, they are responsible for any damage caused by affixing items to the doors and/or walls. University Housing staff reserves the right to limit what items may be posted. Items should be appropriate and in good taste. To hang something on a painted surface use a product that is approved to prevent damage. Wallpaper, nails, non-approved adhesives, tape, and stickers are not to be affixed to university property. Do not make holes in walls.
6. Removal of or blocking of door peepholes is prohibited.

7. Residents must complete the proper steps (i.e. submitting the online request, receiving official permission, etc.) to move from their assigned apartment/room to another apartment/room.
8. Violations of Roommate Agreements are prohibited.
9. Occupying apartment/room space outside of the housing contract period is prohibited. This includes failure to vacate the apartment community when they are closed.
10. University furniture must remain in the apartment at all times. University Housing cannot store apartment/room furniture to make space for personal items or furniture.
11. Any personal items or furniture brought in to the apartment/room must be removed upon checkout.
12. Furniture in common areas (lounge etc.) may not be removed and/or used in any other location including resident apartments.
13. Painting and spray painting is not permitted.
14. The construction of lofts is not permitted. Any form of bed/furniture elevation that involves non-University Housing furniture, or attachments to University Housing furniture is considered a loft. Elevated beds must be returned to their intended position (the non-elevated height).
15. Mini-blinds are provided for privacy and uniformity. Window displays that can be viewed from the exterior of the residence hall are not permitted. Even in high-rise residence halls, people on the ground can see into windows, and residents within Housing can easily view activities occurring in other rooms within the residence halls or complex. Be mindful to keep mini-blinds closed when you desire privacy. It is expected that residents will display appropriate discretion with public displays while living in the residence halls.
16. Nothing in a student room may break the plane of an open window. No body part or no objects may project or extend past the plane of an open window.
17. Door decorating/posting on common area apartment/room doors must be considered acceptable for public display.
18. Weightlifting equipment exceeding 25 lbs. is not permitted.
19. Empty alcohol containers may not be used as decoration or as collectibles in University Housing facilities despite a resident's age.
20. Stereo equipment and speakers are expected to be appropriate for an educational environment and University Housing staff reserves the right to request the removal of these items.
21. Pets/animals of any type are not permitted in any apartment, bedroom, residence hall, or any area inside or on Housing premises. The only exception is fish in proper aquarium facilities (10 gallon tank maximum) and service animals. The owner/animal control will immediately remove animals found on the property.
22. Waterbeds, water guns, water balloons (or any item that holds more than 10 gallons of water) are prohibited.
23. Objects thrown from windows of residence halls can cause severe damage; therefore, nothing may ever be thrown or hung/suspended from a window, or set on a window ledge.
24. Screens are not to be opened or removed. Residents will be charged if screens are removed or missing. Window delimiters in the University Lofts are not to be removed at any time.
25. Residents are prohibited from climbing in or out of a window.

26. Windows in the University Commons do not open because the residence hall is equipped with a state-of-the-art ventilation and HVAC system. The fan that runs continuously in at least one bathroom of all University Commons apartments ensures proper ventilation of the Commons apartments. DO NOT tamper with this fan.

V. Fire Safety, Security and Equipment

1. All residents are expected to comply with evacuation procedures. Failing to evacuate the residence hall during an emergency or when directed by housing staff or fire department personnel is prohibited and a violation under the State of Georgia and City of Atlanta laws.
2. Tampering with any fire safety equipment, including, but not limited to: pull stations, alarms, fire extinguishers, exit lights, smoke detectors and sprinkler systems is strictly prohibited and is a criminal offense under the State of Georgia and City of Atlanta laws.
3. Tampering with or damaging mobility and hearing impaired equipment (i.e. door knockers, bells, lights, door arms, etc.) is prohibited.
4. Candles, incense and items with open flames and exposed heating elements are not permitted.
5. Artificial and live trees are permitted in apartments but not in bedrooms and must be approved by your RHD/AHD if over 4' tall. Live trees must be watered on a regular basis. Decorative lights may be turned on only when a resident is in the apartment. *Live trees are not permitted in the Patton Hall or Piedmont North.*
6. All trees and holiday decorations must be removed within seven days of the holiday.
7. Synthetic and natural materials will burn rapidly. These materials may only be used as a decoration against a wall if they have been treated with a fire-retardant material (flame proofing) and are so labeled. No material may ever be hung from a ceiling.
8. Halogen lamps and extension cords are not allowed on Housing premises. Use energy saving light bulbs and power strips/surge protectors. All lights/cords must be in good condition and be UL certified.
9. The residence halls have limits on electrical systems. Overloading the circuits can result in tripped circuit breakers and can present a fire hazard. Any damage caused by personal electrical equipment or misuse of the system is the financial responsibility of the resident, including damage to the facility and/or other residents' personal belongings.
10. Refrigerators for bedrooms are permitted provided they do not exceed 5.5 total cubic feet and 1.5 amps.
11. Residents in the University Lofts, Patton Hall and Piedmont North are permitted to bring microwaves, as they are not provided by University Housing.
12. Privately owned air conditioners are not permitted. Window fans are discouraged and should only be used when the resident is present.
13. Washers and dryers are not permitted in resident apartments.
14. Irons must only be used with ironing boards and irons should never be left unattended.
15. Space heaters are not permitted.
16. No weapons, decorative or otherwise, are permitted in University housing facilities.
17. All cooking is limited to the kitchen.
18. Multiple outlet plugs that insert into an outlet are not permitted.
19. All residents must abide by any and all parking regulations:
 - a. Residents are not permitted to sell a university-issued parking permit to another individual.

- b. Falsifying information on a parking application is prohibited.
 - c. Residents should always have their parking permits visibly displayed in their vehicles.
 - d. At no time should residents block exits, double-park or park illegally with their vehicles.
20. No person may take property belonging to the University, University Housing, any resident, student or visitor. Residents are expected to return found items to the University police or the community desk. Residents found in possession of items reported as lost or stolen are subject to charges of theft regardless of manner of acquisition.
 21. The accidental, willful or intentional destruction, misuse or abuse of Housing property or the personal property of other residents is prohibited.
 22. Holding entrance/exit gates or doors open for non-residents is not permitted. Exterior doors providing access to University Housing facilities are not to be propped.
 23. Residents are expected to remove their own trash from the residence hall using the provided trash chutes. If a trash chute is clogged, residents should find an alternate chute and report the issue to facilities. Large trash items should be carried to the dumpsters.
 24. Bicycles are to be stored in designated locations and are not to be secured in public areas or in evacuation/ egress areas. Residents are not permitted to ride their bicycles in pedestrian common spaces.
 25. "Flying" is strictly prohibited.
 26. Hoverboards, which include, self-balancing scooters, battery operated scooters, and hands-free segways are prohibited.
 27. Personal routers are prohibited in the University Commons, Piedmont Central and Patton Hall.

VI. Alcohol / Drugs and Abuse / Inappropriate Use of Prescription Drugs

1. Residents who are under 21 (minors) may not consume or possess alcoholic beverages in accordance with state and local laws and the policies of the University.
2. Residents who are 21 years of age or older may possess, store and consume alcoholic beverages in their apartment, suite and room. However, alcohol may not be possessed, stored or consumed in the presence of minors.

Examples of the presence of a minor include but are not limited to the following:

- Minor assigned to bedroom with resident 21 years of age or older;
 - Minor assigned to apartment/suite and alcohol where possessed, stored or consumed in common areas;
 - Minor is present, or visiting, an apartment where alcohol is possessed, stored or consumed in commons areas.
3. The consumption of alcohol is prohibited in any public space such as hallway, lounge, study room, parking decks or on the University Housing grounds.
 4. University Police or Residence Life staff will require underage residents to empty open or sealed alcohol containers, whether full or otherwise, found in public areas, private bedrooms or apartment common areas.
 5. Alcohol bottles/containers are not permitted to be used as decoration regardless of the age of the resident.
 6. The possession, use, distribution, sale or manufacture of illegal drugs/narcotics is prohibited by State law and University policy. The Housing Contract of a resident found responsible for violating the University drug policy will be canceled and the resident is subject to criminal prosecution as well as University disciplinary proceedings.
 7. Possession of drug paraphernalia is not permitted on University Housing premises.

VII. Smoking

University Housing adheres to the smoking/tobacco free campus policy as outlined in the Student Code of Conduct. Smoking of any kind is prohibited in all residence halls and within 25 feet of all entrances and exits. Only legal smoking products are permitted in designated areas outside the residence halls.

Designated smoking areas include the following locations:

1. Patton Hall/Greek Housing/University Lofts – Greek Housing Entrance
2. University Commons – Lower Courtyard
3. Piedmont North – Left of Back Parking Lot

VIII. Solicitation and Posting Policy

Definitions

Unauthorized Solicitation: Promoting, recruiting, fundraising, or selling of a product, service, or program, without the written permission of University Housing.

University Housing Staff: Full-time university staff working in the residence halls (e.g. RHD, AHD, or Assistant Director (AD) for that area) or the University Housing Office

SOLICITATION

1. The Residence Hall Association (RHA), the National Residence Hall Honorary (NRHH), Student Staff (RAs, PAs, FYRE Mentors), and University Housing Staff may solicit with their supervisor's or advisor's permission.
2. Solicitation is limited to specific areas in and around residence halls. Approved places to solicit will vary from hall to hall, but must be approved fourteen (14) days in advance by the RHD, AHD, or Assistant Directors (AD) for that area. Space reservations can be made after receiving approval, not beforehand. Please contact the residence hall staff for the designated areas in each hall.
3. To be approved to solicit in and around residence halls, a written request must be submitted for approval to the University Housing Staff member connected to the event, or to the RHD, AHD, or Assistant Director (AD) in charge of the location where the solicitation is to occur.
4. Door-to-Door solicitation is limited to University Staff only.
5. Here are specific rules and conditions regarding solicitation in and around the residence halls:
 - a. No more than two (2) people are allowed to solicit at one time, under an approved request
 - b. No solicitation may occur before 9:00 a.m. nor after 8:00 p.m., unless otherwise approved
 - c. Solicitation is limited to four (4) hours per day under an approved request, unless otherwise approved
 - d. Solicitation may not occur directly in front of building entrances or room/office doors
 - e. Solicitation must not interfere with students' safety, security, or personal living space
 - f. If a student or staff member objects to being personally solicited, then the solicitor must comply with the request
 - g. Failure to comply with a University Staff member request will result in removal from the residence hall (or possible future requests being denied)
 - h. All advertising must comply with the University Housing posting policy (see Posting Policy)
 - i. Length of time and explanation must be provided with the written request
6. University Housing encourages individuals and organizations wishing to sell, solicit, or advertise products and services to the Georgia State University community to visit the Student Center East information desk. As Georgia State University students, all residents may take advantage of such opportunities while on campus.
7. Residents are not permitted to operate a private business in any area of University Housing property or use the University Housing mailing address, Ethernet connection, or telephone for that purpose.

POSTING

In an effort to assist chartered student groups and University departments in making residents aware of events and services on campus, University Housing staff will post approved posters and flyers about such events/services. All flyers/posters must be pre-approved by University Housing. To obtain approval, please submit advertisements to the University Housing office, located in 75 Piedmont NE, Suite 110.

1. In order to post flyers/posters in the residence halls you must be a chartered student group, a university department, or University Housing Staff at Georgia State University.
2. Here are specific rules and conditions regarding posting in and around the residence halls:
 - a. Flyers/Posters should clearly state the name of the group or department sponsoring the event or services advertised.
 - b. No commercial activities may be advertised except for University events (e.g., GSU Night at the Aquarium).
 - c. Flyers that encourage the violation of law or University policy, the consumption of alcohol or other drugs are prohibited.
 - d. We may choose not to approve flyers/posters with no end date or that are meant to be posted on an ongoing basis.
 - e. Flyers/posters may only be placed on designated posting locations. Posting on walls in hallways or stairwells is prohibited.
 - f. We reserve the right not to approve non-standard items (e.g. that fall outside the parameters of typical flyers/posters, such as three-dimensional objects, posters that are larger than the standard size, posters that are made of non-paper products, etc.).
 - g. Posting is subject to space availability at the time of submission and is not guaranteed.
3. Flyers/posters meeting the above guidelines should be delivered to the University Housing at 75 Piedmont NE, Suite 110, for review as follows:
 - a. Flyers/Posters should be delivered, no later than 14 working days prior to the event being advertised. (Submit them sooner if extended advertising time is desired.)
 - b. University Housing does not provide copy or printing services. You must provide all Flyers/Posters and they must be arranged in packets before delivery to University Housing.
 - c. If you want flyers/posters displayed only in general areas of the residence halls, please submit no more than 10 flyers.
 - d. If you want a flyer/posters posted on every floor, you will need 88 total posters. Please note that space is limited; therefore, posting on every floor is subject to availability.

Please assemble flyers into separate, labeled packets (specific numbers for each residence hall as follows):

- University Commons Hall A – 15
 - University Commons Hall B – 12
 - University Commons Halls C & D – 16
 - University Lofts – 14
 - Patton Hall – 10
 - Greek Housing – 1
 - Piedmont North A – 14
 - Piedmont North B – 14
 - Piedmont Central - 10
4. Large poster boards (for easels) may be posted in hall lobbies. University Housing has 5 halls/complexes with lobbies.
 - a. Any organization wishing to advertise using large poster boards on easels must provide a poster board for each hall (total of 5) in order to advertise equally to all of our residents.
 - b. Organizations will not be able to choose specific halls in which to post the large poster boards.
 - c. Boards must be submitted to 75 Piedmont NE, Suite 110 for approval at least 14 working days prior to the event.
 - d. To ensure that your poster boards are posted, organizations need to supply their own easels that are labeled with organization name and a contact number.
 5. Chartered student groups and University departments may request to advertise on our TVs located in the lobbies of each hall.

- a. Advertisements must be submitted electronically to Shannon Corey at scorey@gsu.edu.
 - b. The ad must be in pdf format and the orientation must be landscape (not portrait).
 - c. Advertisements for the TVs must be received at least 5 business days in advance of the advertised event.
6. University Housing has two marquee signs (University Commons and Piedmont North). If University organizations or departments are interested in advertising on this medium, inquiries should be directed to housingsupport@gsu.edu. There will be a charge associated with the use of marquee signs.

IX. Adjudication of Community Living Standards Violation

For alleged violations of a Community Living Standards, the following student conduct process will occur:

1. A resident will be notified of the alleged community living standard violation via campus email.
2. The resident will receive a warning for their first two (2) allegations. The warning(s) will include educational information related to the specific Community Living Standards violation(s).
3. The third documented incident will result in the resident being charged with allegedly violating the University's Student Code of Conduct.
4. The resident will receive a charge letter via campus email and be required to schedule an Administrative Conference with the Office of the Dean of Students.
5. Please note that some incidents may not be appropriately resolved with a first and/or second warning. Those instances will require immediate resolution via the Student Code of Conduct.