

The Panther Resident's Guide to Community Living 2011 – 2012

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, connect more with others and University community, become more involved on campus, and graduate at a higher rate.

Georgia State University's (GSU) residence halls are home to approximately 3,900 residents who come from many states throughout the U.S. and countries all around the world. Students are of different backgrounds, ethnicities, races, religious affiliations, sexual orientations, national origins, abilities, and the list goes on. This richness in diversity is what makes living on campus so great. Living and interacting with people who are different than you helps 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. So, 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 its 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, and tips for your safety and to help you understand expectations for appropriate behavior and conduct. Below are some key points that we would like to share with you:

- *Get to know your roommates, residents on the floor, and others that live in the building community*
- *Pay attention to who is coming in behind you, and who walks in as you exit the residence hall*
- *Never double, triple, etc. 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 RA, Hall Director or the person at the front desk*
- *Show your Panther ID every time you enter the residence hall – we will give you a sticker to place on it so that we know you live in the community (be courteous to staff 😊)*
- *There is zero tolerance for drugs and weapons in University Housing- we are serious about student safety*

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

We have enthusiastic and well-trained staff that is always available and ready to assist you when you need us. So 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!

Below are University Housing policies which are *most frequently disregarded*. Be sure to read the full policy listing in this Guide. If you have any questions, speak with your RA or Hall Director. You may also email questions to housing@gsu.edu.

Guest/Visitation – Pages 29 and 36

- All guests must have a photo ID, be checked in at your Community Desk upon arrival and possess a current Guest Pass.
- Escort your guests at all times. You are responsible for your guest's behavior and 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 consecutive nights (no more than six nights total in a calendar month), but guests may not sleep in common areas.
- All rooms have a maximum occupancy based on size. Be sure to know the limit for your assignment.

Noise/Quiet and Courtesy Hours – Page 37

- Quiet hours are: Sunday-Thursday 10:00 PM – 9:00 AM and Friday and Saturday 1:00 AM – 10:00 AM.
- 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.
- Courtesy Hours are in effect 24 hours a day, seven days a week and you are expected to comply with the reasonable requests from your community.
- During final exams, quiet hours are in affect 24 hours a day.

Disturbance, Disruption or Damage – Page 37

- Georgia State University will not tolerate harassment, a hostile environment, words that are deemed threatening, and/or aggressive advances towards others. Physical violence and threat of physical violence is not tolerated in the Housing community.
- You and your guest(s) must comply with reasonable requests of a University official.

Keys/Access Cards/Access – Page 38

- You are expected to show your Panther ID with Residency Sticker and/or access cards every time you enter the residence halls.
- You cannot allow anyone to borrow or use your Panther ID, key or access card to enter the residence halls.
- Doubling, tripling, etc. in the turnstiles to avoid guest registration is prohibited. Cameras continuously record turnstile use.

Apartment / Room Responsibility – Page 38

- You are responsible for damages in your apartment/bedroom until the responsible roommate takes ownership for the damage.
- You are responsible for keeping your area of your apartment free of trash and in a general hygienic state.
- Empty alcohol containers may not be used as decoration or as collectibles.
- Fish in a 10 gallon tank or less is the only approved pet.

Fire Safety, Security and Equipment – Pages 30 and 40

- Tampering with any fire safety equipment is a criminal offense under the State of Georgia and City of Atlanta laws.
- Hiding or refusing to vacate your room during an Evacuation Drill will be documented.
- Candles, incense and items with open flames and exposed heating elements are not permitted.
- Nothing can be hung from the ceiling in the residence halls.
- Halogen lamps and extension cords are not allowed.
- Weapons (real, decorative and toy/fake) are not allowed. This includes water, airsoft, pellet, and paintball guns among others.

Alcohol and Drugs – Page 41

- 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 in your apartment, but if minors are also assigned to your apartment, you must store and consume your alcohol in your bedroom.
- You may not possess, use, distribute, sell or manufacture illegal drugs/narcotics.

Smoking – Page 42

- If you choose to smoke cigarettes, you may only smoke in designated areas outside the residence halls.

Solicitation – Page 42

- Soliciting door to door or otherwise and flyering is prohibited in and outside the Residence Halls.
- Solicitation approval comes from the Residence Hall Association.

Posting – Page 42

- To post flyers in the Residence Halls, you must be a recognized club or organization and have your flyers approved through the Central Housing Office (Suite 250, Student Center). Flyering is prohibited in and outside the Residence Halls.

Table of Contents

University Housing Staff	8
Checking In/Moving In	10
Checking Out/Moving Out	10
Residence Hall Information	11
<i>University Commons (Commons Community)</i>	11
<i>University Lofts (Edgewood Community)</i>	11
<i>Freshman Hall (Edgewood Community)</i>	12
<i>Greek Townhouses (Edgewood Community)</i>	13
University Housing Services	13
Mail	13
<i>Mailing Address Format</i>	13
<i>Package Pick-up</i>	13
<i>Outgoing Mail</i>	14
<i>Mail Forwarding</i>	14
Commons Market	14
Laundry Facilities	14
Elevators	14
Lost and Found	14
Trash Removal	14
Recycling	15
Vending Services	15
Telephone / Cable / Internet Services	15
Transportation and Parking Services	16
MARTA	16
Panther Express	16
Parking – Lofts Deck	16
Parking – University Commons	16
<i>Parking Policy</i>	16
<i>Parking Penalties and Parking Fines</i>	17
Facility Services Guide	18
<i>Our Staff</i>	18
<i>Identifying Our Staff</i>	18
<i>We Provide Your Maintenance and Housekeeping Services</i>	18
<i>Sometimes We Must Refer Problems</i>	18
<i>Here Are Some Exceptions</i>	18
<i>Reporting Problems: We Want YOU to Place the Work Order</i>	19
<i>What to Expect When You Place a Work-order Request</i>	19
<i>Reporting Maintenance Requests</i>	19
<i>Reporting Emergency Problems</i>	19
<i>Planning and Starting Work</i>	19
<i>When We Enter Your Apartment and/or Room</i>	20
<i>What We Expect From Our Staff</i>	20
<i>Some Services We Cannot Provide</i>	20
<i>Delayed Services</i>	20

<i>Deferred Services</i>	20
<i>Our Response Time</i>	20
<i>Emergencies - Utilities</i>	20
<i>Routine Work</i>	21
<i>Responses to Typical Repairs</i>	21
<i>Emergency</i>	21
<i>Routine</i>	21
<i>Minor</i>	21
<i>Resident Satisfaction</i>	21
<i>General Inquiries</i>	21
<i>Complaints about the Work</i>	21
<i>Complaints about Our Workers</i>	21
<i>Damage Billing Schedule</i>	21
Selected Facilities Topics and Services	23
<i>Heating and Air Conditioning</i>	23
<i>Ensuring Proper Operation of Heating/Air Conditioning Units</i>	23
<i>Common Area Cleaning</i>	23
<i>Carpet Cleaning in Suites and Apartments</i>	23
<i>Elevators</i>	23
<i>Flood Clean-up</i>	24
<i>Vandalism, Graffiti, and Pranks</i>	24
<i>Upholstered Furniture</i>	24
<i>Beds and Other Furniture</i>	24
<i>Wood Furniture</i>	24
<i>Mattresses</i>	24
<i>Pests</i>	24
<i>Painting and Wall Damages</i>	25
<i>Equal Access</i>	25
<i>Insurance Claims</i>	25
<i>For Your Health</i>	25
<i>Cleaners and Disinfectants</i>	26
<i>Pesticides</i>	26
<i>Products We Use</i>	26
<i>"Rust" in Water</i>	26
Energy Conservation	26
<i>Sustainable Energy</i>	26
<i>\$2 Million Spent Annually</i>	27
<i>You Can Conserve Too</i>	27
<i>Fluorescent Light Bulbs</i>	28
<i>Earth Watch</i>	28
<i>Recycling, Sustainability and the Environment</i>	28
Safety and Security	28
<i>Fire Safety</i>	28
<i>Stove and Oven Safety</i>	28
Resident Identification	29
Weapons	29
Insurance	30
Emergency Contact Information	30
Georgia State University Police	30
Escorts	30
Evacuation Safety	30

Emergency Guidelines for People with Disabilities	30
Security	31
Camera Recordings.....	31
Your Room/Apartment/Townhouse	31
What Not To Bring	31
What To Bring.....	31
Electrical Equipment.....	32
Cleaning and Health and Safety Inspections.....	32
Health and Fire Safety Inspections	32
Odors	32
Decorating and Furniture	32
Damages.....	32
Access Card/ Keys/Lockouts	33
Access Card	33
Keys/Lockouts	33
Personal Property.....	33
Roommates.....	33
Resident Bill Of Rights	33
Room Search	34
Room Change	34
Roommates	34
Roommate Agreement	34
Getting Involved.....	34
Living Learning Communities	34
Leadership Opportunities	35
The Residence Hall Association (RHA)	35
Hall Councils.....	35
National Residence Hall Honorary (NRHH).....	35
Resident Assistants (RAs).....	35
Student Employment	35
Community Living Standards.....	35
I. Guest/Visitation Policy	36
Lofts / Commons.....	36
Freshman Hall.....	36
Greek Housing.....	36
II. Noise/Quiet and Courtesy Hours	37
III. Activities Resulting in Disturbance, Distress or Damage	37
IV. Keys/Access Cards/Residence Hall Access	38
V. Apartment / Room Responsibility	38
VI. Fire Safety, Security and Equipment	40
VII. Alcohol / Drugs and Abuse / Inappropriate Use of Prescription Drugs	41
VIII. Smoking	42
IX. Solicitation/Posting	42

Student Judicial Process	44
Community Living Standards	44
Student Code of Conduct and Administrative Policies Procedures	44
Cancellation of Housing Contract	44
Sanctions	44
<i>Reprimand</i>	<i>44</i>
<i>Warning</i>	<i>44</i>
<i>Probation</i>	<i>44</i>
<i>Denial of Re-contracting</i>	<i>44</i>
<i>Rehabilitation/Counseling</i>	<i>45</i>
<i>Educational or Community Service</i>	<i>45</i>
<i>Restitution</i>	<i>45</i>
<i>Administrative Reassignment</i>	<i>45</i>
<i>Interim Residential Suspension</i>	<i>45</i>
<i>Residential Suspension</i>	<i>45</i>

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.....	Marilyn De LaRoche
Associate Director of Residence Life.....	Mylon Kirksy
Assistant Director for Community and Staff Development	Shannon Corey
Assistant Director Business Services and Financial Operations.....	Sharon German
Conference Services Coordinator	Tynesia Hill
Assistant Director of IT Services	Roderick Padilla
PC Support Specialist Lead.....	Sam Russell
Sr. Judicial Coordinator.....	Jaray Gillespie
Judicial Coordinator.....	Marlon Gibson
Assignments Coordinator	Pertrina Cross
Administrative Specialist	Natalie Bonner
Administrative Assistant.....	Denise Ocasio
Accountant.....	Jennifer Harris
Business Services Coordinator.....	Gerrell Johnson
Graduate Assistant, Judicial.....	Marisa Hall

Facilities Staff

Associate Director, Operations.....	Laurence Uphoff
Facilities Coordinator.....	Dianne Harrison
Building Supervisor	Charles Mayfield
Building Supervisor	Meqqa Washington
Administrative Assistant.....	Jennifer Pope
Administrative Assistant.....	Annie Nunnally

Community and Staff Development Staff

Coordinator for Residential Academic Initiatives	Zduy Chu
Coordinator for Residential Leadership.....	Kerry Wallaert
Residence Education Graduate Assistant	Gabriella Barrow
Staff Development Graduate Assistant	Misty Criddle

Residence Hall Staff

Area Coordinator, Edgewood Area.....	Steve Desir
Hall Director, University Lofts.....	Walter Parrish
Assistant Hall Director, University Lofts	Crystal White
Hall Director, Freshman Hall.....	Tasha Coppett
Graduate Assistant, Freshman Hall	Leonard Singleton
Greek Housing	Kerry Wallaert
Hall Director, Piedmont North A.....	Nicholas Giancola
Graduate Assistant, Piedmont North A	Christopher Sumter
Hall Director, Piedmont North B.....	Nicole Patterson
Graduate Assistant, Piedmont North B.....	Quashondra Battle
Senior Administrative Coordinator, Edgewood Area.....	Jeffrey Clark
Senior Administrative Coordinator, Piedmont North.....	Andy Amoabeng

Area Coordinator, University Commons.....	Randy Brown
Hall Director, Residence Hall A	Karl Jennings
Assistant Hall Director, Residence Hall A.....	Deanna Jackson
Hall Director, Residence Hall B	Desaree Murden

Graduate Assistant, Residence Hall B	Ambre Reed
Hall Director, Residence Hall C	Danny Zayas
Graduate Assistant, Residence Hall C	Erin Hayes
Hall Director, Residence Hall D	Angel Hernandez
Graduate Assistant, Residence Hall D.....	Chipo Dendere
Senior Administrative Coordinator, University Commons.....	Kay Prater

Operations Staff

Operations Graduate Assistant.....	Kelsey Boyd
Operations Graduate Assistant.....	Hillary Brown
Operations Graduate Assistant.....	Patrick Henderson
Operations Graduate Assistant.....	Julie Phillips
Operations Graduate Assistant.....	Jarian Wade
Operations Graduate Assistant.....	Daniel McCarthy

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. The GAs assist the residents in the hall, advise and counsel residents, respond to emergencies, and assist with the daily and nightly operations of the residence halls. A GA (or other prof staff) is on call each night to assist the RA staff and Georgia State University police. Your GA can be reached through your Hall Director or your Community Desk.

Assistant Hall Director

The Assistant Hall Director (AHD) assists the residents in the hall, advise and counsel residents, respond to emergencies, and assist with the daily and nightly operations of the residence halls. An AHD (or other prof staff) is on call each night to assist the RA staff and Georgia State University police. Your AHD can be reached through your Hall Director or your Community Desk.

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, supervision of the RAs, advises your Hall Council and adjudicates Community Living Standards violations. The RHD has an office in your residence hall and maintains regular office hours.

Operations Staff

Operations employs Student Assistants (SAs) at the Desk and the Mailroom who are supervised by Graduate Assistants. Your Community Desk is located on the main floor of the residence hall. The primary function of the office is to assist with Identification checks, guest check-in, emergencies, general housing questions, lockouts and maintenance inquiries. The Desk is staffed seven days a week, 24 hours per day including university holidays. The Freshman Hall, University Commons and Greek Housing residence halls and their respective desks/mailrooms are closed between fall and spring semester.

Maintenance & Operations Staff

The facilities teams are on-site Monday – Friday, 8:00 AM – 4:45 PM. A second shift is on site Monday – Friday 2:30 PM - 11:15 PM and there is some staff available on-site Saturday and Sunday, 8:00 AM – 4:45 PM. The facilities team includes maintenance, custodial, and grounds staff members. Please place your maintenance request on-line at tmaserver.gsu.edu/. The staff works cooperatively with the Community Office and RHDs to ensure that all facility issues are resolved in a timely manner. A maintenance and facility staff member is on-call for after-hours emergencies. Call the RA on Duty should you need emergency assistance in your apartment. Please read 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 jobs at the Commons, Commons Parking Deck, Commons Market, Lofts, Lofts Learning Center (The HELM), Freshmen Hall, and Central Housing Office. We hire residents to work in the mailrooms, maintenance department, and the community office. If you are looking for employment, please check with your Community Office or look on our website (www.gsu.edu/housing).

Checking In/Moving In

When you check in you will sign for and receive a number of things. Be very careful not to lose these things or loan them to anyone else. They have been issued to you and you alone are responsible for them.

1. Your room key will allow you to access your apartment or suite door as well as your bedroom door (if applicable).
2. Your access card will allow you to access your main residence hall door (and turnstiles for the Commons), as well as the parking entry and exit gates at the University Commons if you have registered and paid for parking.
3. Your mailbox key will allow you to access your mailbox for University Housing. Be careful – you must remember your mailbox number; because it does not match the number you'll see stamped on the key.
4. If you have registered and paid for parking at the University Commons, you will also receive your parking decal. In order to accommodate residents and their families during our move-in dates, parking permits at the Commons are not effective until 12:01am on Saturday August 20th. Please remove your car from the parking deck prior to this time.

Your RA will review your Room Condition Report (RCR) with you either at Check-in or shortly after. You should take a very close look and note anything out of the ordinary on your RCR. 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've checked out, Housing staff will go through the rooms to determine what needs to be cleaned and what needs to be repaired. If you haven't marked these things on your Room Condition Report when you moved in, we will assume that the damage occurred during your stay, and your student account will be charged.

Checking Out/Moving Out

Finals for Spring Semester 2012 are Tuesday April 24th through Tuesday May 1st

All University Housing residents must be checked out by Wednesday, May 2nd at noon

Move-in for Maymester will be Sunday May 6th

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 Wednesday, May 2nd at noon. In order to check out properly, you must schedule an appointment at least 48 hours in advance with your RA and have your room (and your portion of any shared space in the apartment or suite) fully vacated in time for your scheduled appointment. Failure to check out properly may result in being charged a \$150 Improper Checkout fee and an additional \$50/day late stay fee if staying beyond Wednesday, May 2nd at noon.

You will likely have two choices to consider when planning to leave: Have the RA check you out of your assignment –OR– choose to “Express Checkout.” Your RA is not permitted to tell you “everything looks great.” Your room / suite / apartment will be inspected after you leave by our facilities staff.

In the two weeks leading up to your departure, complete the following steps:

1. Complete the “cleaning agreement” form with your roommates and provide a copy to the RA before exam week.
2. Sign up for a check out appointment with your RA.

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.

On your check-out / move-out day:

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 and University Commons parking decal (if applicable) 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 (Commons Community)

Description

The Commons is a 4.2-acre complex consisting of four residence halls, 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 www.gsu.edu/housing.

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; wireless internet; can be reserved through your RA or Hall Director for small study groups or student groups of residents
- Courtyard - Available for students for fun and relaxation; large scaled Housing events are often held outside
- Lobby Meeting Room – Can be divided into two rooms with full presentation systems in both; can be reserved for student events (but priority scheduling is given to Housing Staff events)

University Lofts (Edgewood Community)

Description

The Lofts houses approximately 650 residents on 14 floors and is conveniently located adjacent to campus. The Lofts are 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 (The HELM) 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 www.gsu.edu/housing.

Studio	1 Bedroom (Small)	1 Bedroom (Large)	2 Bedroom	3 Bedroom Townhouse	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; Housing events often held here
- Lofts Lounge - Comfortable space to relax and watch the big-screen TV; can be reserved for student groups or events through the Hall Director for the Lofts; there is a lounge on both the first and thirteenth floors of the Lofts.
- Meeting Room - Gathering space for residents complete with a TV & dry-erase boards; can be reserved for student events through the Community Desk (but priority scheduling is given to Housing Staff-led events)
- Lofts Learning Center - Reservable study group rooms with state of the art technology in each; 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

Freshman Hall (Edgewood Community)

Description

Freshman 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 www.gsu.edu/housing. 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; wireless internet connected; can 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, seven days per week

Greek Townhouses (Edgewood Community)

Description

There are nine town houses which make up the Greek Housing area in the Edgewood Community. 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 Freshman Hall.

Common Areas

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

Piedmont North A and B (Edgewood Community)

Description

The Piedmont North complex consists of two halls – A and B. The two halls together house 750+ residents and offer single, double and triple occupancy rooms. Piedmont North is a traditional, suite-style, residential facility with similar amenities to our other on-campus residence halls.

Common Areas

- Courtyard - Available for students for fun and relaxation; Housing events often held here
- Lounges - Comfortable spaces to relax and can be reserved for student groups or events through the Hall Director.
- Dining Hall – All-you-care-to-eat meal plans for all of your dining needs, seven days per week

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 p.m. 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	Freshman Hall / Greek Housing	Piedmont North A and B
(first and last name) University Commons 141 Piedmont Avenue NE P.O. Box, XXXX Atlanta, GA 30303	(first and last name) 135 Edgewood Avenue SE P.O. Box, XXXX Atlanta, GA 30303	(first and last name) 160 Edgewood Avenue SE P.O. Box, XXXX Atlanta, GA 30303	(first and last name) Piedmont North A or B 175 Piedmont Avenue NE P.O. Box, 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 and Edgewood Area provide a package pick-up service during posted hours of operation. Package pick-up hours are posted on the mailroom door and at the Community Desk. 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 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.

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.

Commons Market

The Commons Market is conveniently located at the University Commons. The door will open with the swipe of your Panther ID card. The Commons Market will accept Panther Cash, Debit Card and Credit Cards only (no cash). The market provides, frozen delights, breakfast items, drinks, cleaning and laundry supplies. The Market is open 9AM - 10PM, Monday through Friday and 12PM - 8PM on the weekends. Hours may change; please call 404-413-1974 for more information.

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 through tmaserver.gsu.edu/. Detergent, fabric softener and other laundry supplies are available at the Common's Market.

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 Office holds items found within the halls for up to 15 days. 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. **Renter's insurance is highly recommended.**

Trash Removal

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 up 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.

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. 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 Office.

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 the Freshman Hall and Greek housing.

Recycling

Georgia State University housing provides resources for recycling. 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 Freshman Hall and in the outdoor trash area at Greek Housing.

Vending Services

Vending machines containing snacks and beverages are located throughout the University Commons, mostly in the lobby. Vending machines are located in the Lofts on the first floor near the meeting room, in the Parking deck and on the first floor of the Freshmen Hall. Residents should use these machines with care and report problems by calling posted numbers or on-line at the Auxiliary Services website. The Panther Card system can be used in some vending machines in the Commons and Lofts. 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

DirecPath 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 DirecPath high speed internet or basic television service. However, you will need to pre-register if you wish to add any premium television channels or add a personal phone line within your bedroom. You will also need to provide your own instrument (telephone, television, computer, Ethernet cable, etc). You can contact DirecPath at (866) 430-7284 or at www.DirecPath.com/gsu.

Following the following prompts will assist you with speaking with a DirecPath agent who services Georgia State University Housing students:

Problems with resident telephones, cable TV, or internet should be reported directly to DIRECPATH support line 1-866-430-7284 or (404) 961-4787. Follow these prompts on their menu:

- Press 1 for English - Press 2 for Spanish
- Press 2 for Student Housing
- Press 1 for Sales - Press 2 for technical Support - Press 3 for Questions about your bill
- Press 1 for GSU Housing
- Have the name of your residence hall or building and room or unit number available.
- If you know your account number press 1. Otherwise enter your 10 digit phone number associated to your account.
- Press 1 - If your TV displays a three digit error code 711 or 721
- Press 2 - black, blue or snowy or shows message "searching for satellite signal"
- Press 3 - Internet or Phone Service
- Press 4 - Fast Pass wireless support

DirecPath provides local phone service on phones located in public areas throughout the residential communities. There is up to two phones in the hallways of the University Commons. The area code for is "404."

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 DirecPath. 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.

DirecPath provides in-room high-speed Internet access and Wi-Fi service in residence hall common areas. 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. Internet / email service is included in your residence hall fees. You may contact DirecPath at 1(866)430-7284, (404) 961-4787 or www.direcpath.com/gsu. If your student email account is not working, contact campus IS&T at (404)413-4357.

DirecPath 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 order them online at www.direcpath.com/gsu. Visit the DirecPath 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 you should consider one year of the premium service. It should be noted that these boxes are transferable to other DirecTV compatible satellite setups. 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 include the GA State station on Piedmont Ave., Peachtree Center and Five Points.

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 University Center 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 to Aderhold or the Student University Center beginning the second week of classes each fall. For more information about the Panther Express shuttle service, visit <http://www2.gsu.edu/~wwwaux/parking/PantherExpress.htm>

Parking – Lofts Deck

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

Parking – University Commons and Piedmont North

There is a capacity of 770 parking spaces in the University Commons deck. Commons residents are given priority for parking. There is a capacity of 386 parking spaces at Piedmont North. Piedmont North residents are given priority for parking. Parking is \$400 per semester and is billed each semester with housing fees and tuition on your student account. Motorcycle spaces are also available upon request and are billed at half the rate of a car space. Only one parking space per resident will be assigned. An online parking application is available through the “Apply for Housing and Parking” link on the right side of the University Housing website. If you request a parking space and one is not available, you will be placed on a waiting list. Residents placed on the parking waiting list will be notified by email when parking becomes available.

Residents pick up the parking decal at move-in from the Community Desk. Georgia State Housing Parking Regulations require that every vehicle parked at the Commons and Piedmont North must be registered and have a current parking decal properly displayed in the vehicles rear window on the driver’s side.

Residents will receive an access card and a parking decal to gain entry into the parking decks. Only residents who have paid for parking will have access on their card to enter and exit the parking gates, or exit the parking deck into the residence hall lobbies. Misuse of your parking access cards, including tailgating others into/out of the deck is prohibited. The replacement fee for a lost, damaged or stolen access card is \$35. The fee for a lost, damaged or stolen decal is \$25.

Parking Policy

- 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 towed at the owner's expense. Contact the Community Desk for information regarding your towed vehicle.
- Vehicle information on the application must be complete and accurate.
- Applicant must own or legally possess a vehicle to be issued a parking space.
- Valid and current license plates are required for all vehicles
- Selling the nontransferable parking decal to another individual is not allowed.
- Parking access cards are not transferable. An access card is needed to enter the deck.
- The parking decal must be displayed on your vehicles rear window on the driver’s side.

- If you misplace or lose your access card, go to the Community Desk to replace it. If the Community Desk is closed, security may let you into the deck.
- There is no visitor parking in the Georgia State University Commons parking decks. All visitors should park in the public lots available or in a legal space on the street. Hourly pay parking is available outside of the parking deck. Please pay at the machine and leave receipt on your dashboard. Vehicles parking without a valid receipt displayed may be subject to towing.
- Any vehicle not displaying a parking decal will be towed at the owner's expense and assessed a parking penalty of \$25.
- If you are assigned parking and wish to cancel, you may do so at the Housing Administrative office or Community Desk by completing a parking Cancellation Form. An \$80 fee will be assessed for canceling a parking assignment.

Parking Penalties and Parking Fines

Parking fines will be billed to your student account and can be paid at the Student Accounts Office, 100 Sparks Hall. Persons with unpaid citations will result in registration holds being placed on student records. Persons with an unpaid citation at the end of the year will not be allowed to register for classes and will not be permitted to register for parking for the following year. Failure to pay fine within 30 days will result in a late fee of \$10.

Fine	Parking Violation
\$10	Motorcycle Parked in an Unauthorized Area
\$15	Improper Display of Parking Decal
\$50	Parking in an Unauthorized Area (Reserved Spaces)
\$15	Parking in a Loading Zone
\$15	Obstructing Traffic
\$25	Parking without a Displayed Parking Permit
\$25	Altering a Parking Permit (Fraudulent Permit)
\$90	Parking in a Fire Lane
\$25	Parking beyond Parking Spaces (parking in two spaces)
\$50	Parking in a No Parking Zone (Vehicle will be Towed at Owner's Expense)
\$90	Parking in a Handicap Space without Proper State Issued Permit or Tag
\$25	Replacement of Parking Decal
\$80	Parking Cancellation Fee
\$10	Late Fee-Failure to Pay Fine within 30 days

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.

Facility Services Guide

Welcome to University Housing! This facilities services guide will assist 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 praise and constructive feedback and look forward to serving you. Have a terrific year.

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 only be on floors when responding to work orders and emergencies, conducting walk through/checks, or participating in tours.

Identifying Our Staff

All of our full-time front line service staff receive and wear a blue/white pin stripe University Housing uniform. 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.

All Housekeeping shifts include:
Monday – Friday 8:00 AM – 4:45 PM (full services)
Monday – Friday 3:00 PM - 11:45 PM
Saturday – Sunday 8:00 AM – 4:45 PM

At all other times throughout the year, we can call someone from home for true emergency situations.

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, DirecPath), or renovation contractors (e.g., for residence halls that reopen after large or small renovations such as replacing a roof). 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 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.

Here Are Some Exceptions

Problems with resident telephones, cable TV, or internet should be reported directly to DIRECPATH support line 1-866-430-7284 or (404) 961-4787. Follow these prompts on their menu:

- Press 1 for English - Press 2 for Spanish
- Press 2 for Student Housing
- Press 1 for Sales - Press 2 for technical Support - Press 3 for Questions about your bill
- Press 1 for GSU Housing
- Have the name of your residence hall or building and room or unit number available.
- If you know your account number press 1. Otherwise enter your 10 digit phone number associated to your account.
- Press 1 - If your TV displays a three digit error code 711 or 721
- Press 2 - black, blue or snowy or shows message "searching for satellite signal"
- Press 3 - Internet or Phone Service
- Press 4 - Fast Pass wireless support

Reporting Problems: We Want YOU to Place the Work Order

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. When and where to report facility issues which affect your health and safety can be sent in over the web 24 hours a day, 365 days a year at <http://tmaserver.gsu.edu/>. Fires and medical emergencies should always be reported directly to Campus Police at 404-413-3333 (do not use 911 – on-campus emergencies are coordinated through campus police). Thefts and non-emergency police situations should be referred to the Campus police at 404- 413-2100.

Don't assume that someone else reported problems in public areas. Take the time to request work 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 Place a Work-order 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 work order request to ensure that your room is in its best condition. Because these work orders 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.

Reporting Maintenance Requests

University Housing provides a web link in which to report maintenance concerns. If the work order is submitted during the business day (Monday – Friday 8:00AM – 4:00PM), we will assess the issue within 4 hours. Evening work orders will be assessed within 12 hours and weekend/holiday work requests will be assessed the next business day.

1. On the internet, go to www.gsu.edu/housing.
2. Scroll to the “Related Links” area on the right lower side of our front page
3. Click on “Maintenance Request” and a new window will open
4. On the right side of the page, under “Work Request,” click on “submit a request”
5. Fill out Maintenance request with as much detail as possible and select submit request. The more detailed you provide about the location and problem, the faster the response time.

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 internet 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 your RA on Duty. Duty posters with the phone numbers are located in the Elevator Lobbies with the Duty contact numbers.

Planning and Starting Work

Depending on the urgency of each maintenance issue, we will create a work order and contact our maintenance staff. Once your order has been submitted, you will receive an automatic email confirmation with your request number. Once a manager approves your request and assigns it to maintenance or housekeeping staff, you will receive another email with your work order 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 *unannounced*.

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 notice.

Every effort will be made to minimize this inconvenience. Also, we train our staff to understand that private living spaces may only be entered for cause, almost always with a work-order 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.
- Lock the door –even if the door was not locked.

Some Services We Cannot Provide

Certain services are not provided. University Housing cannot provide orthopedic backboards that should be prescribed by physicians, repair personal property, or store or receive personal property shipped to the Institute.

We also cannot remove and store university furniture that is part of your room's normal inventory of furniture.

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 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, most timely 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

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

Routine

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

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 work order 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. Once your work order has been closed you will receive an e-mail survey asking questions about your satisfaction level, please fill out and submit the survey. Should you wish to provide more comments, we are happy to receive them through the Area Coordinator or directly to the employees. Please help us improve by submitting your comments. Through programs like these, we hope to pinpoint where to improve individual and group performance.

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 Associate Director for Facility Management (404-413-1914) and we'll find an answer or refer you to the best person.

Complaints about the Work

You can choose from three methods. Resubmit the work request describing in detail why you are dissatisfied with the work. Fill out the customer comment sheet and mark on the sheet you want someone to call you to talk about our service. Deliver the comment sheet to your community desk. Call 404-413-1914 to report a problem after we've done work for you in your room. 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 Associate Director of Facilities at 404-413-1914. Other behaviors are covered by campus discrimination or harassment policies. Information is available on how to process informal or formal complaints through the Area Coordinator, Central Housing Office, or Dean of Students Office. Remember, respect is a two-way street. We wish to protect the rights of our employees, and we will refer abusive behavior by residents to the Area Coordinators and Hall Directors 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 after you sign your Room Condition Report (RCR). 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. The cost also includes an administrative fee associated with the damage billing.

Damage Pricing Schedule FY2010-11 *(fees are subject to change)*

ACCESS CARD	\$ 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, FH \$50	MATTRESS	\$ 115.00
BOOKSHELF	\$ 75.00	MICROWAVE/ HOOD	\$ 400.00
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)	\$ 50.00	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 Hall Director 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:

- Lofts - split system heat-pumps
- Freshman Hall -Two pipe with electrical strip heating
- Commons –four pipe system
- Each suite in Freshman Hall and each apartment in the Lofts and Commons has its own thermostat

TIP: At Freshman 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. Housing Staff will be posting information one week in advance of the time they will be doing the filter change.

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.

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 due to 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. Rugs may remain somewhat damp to walk on and need a few days to air-dry. 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 work-order 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 State 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 work order 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. The Department 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: Cooking in rooms, not removing trash, abandoning cardboard boxes, leaving scraps on the floors and lack of general house cleaning will affect your chances of sharing an infestation.

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 Hall Director or place a TMA work order.

TIPS: Bedbugs can be killed by heat over 98 degrees. 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 Area Coordinator or Hall Director 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 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 Hall Director. Your Hall Director 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 protection 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.

Sustainable Energy

Below are the major components which contribute to the University Common's sustainability. The residence halls are eligible for participation in the LEED Existing program.

1. The residence halls maximize the amount of fresh air being brought in.
2. When possible we used light colored materials (sidewalks, residence hall's skin and roof) to contribute to the reduction of the heat island effect.
3. The pre-cast building envelope reduced the amount of air leakage which makes the building more energy efficient.
4. The materials used have a high recycled content.
5. We use low flow plumbing fixtures.
6. The mechanical system is very efficient and saves energy over the long run.
7. The living units have high percentage of day light and views.
8. The residence hall's location is in close proximity to the campus, community resources and public transportation which should limit the need to drive everywhere.
9. The parking is located under the residence hall. Making it a very compact design.
10. The project reused an existing unused property that was classified as a brown field. This changed a blighted area into a vibrant part of the local community.

The following contains excerpts from *College Planning*, February 2008 edition

An aspect of the University Commons is its sustainable energy efficient design elements that show respect for the environment and occupant health. In addition, it maximizes energy efficiency and reduces costs of operating and maintenance. The project's design firm overcame space challenges by positioning the parking deck partially below ground, taking advantage of existing topography. In addition, a green roof was built on top of the deck, creating a courtyard in the middle of the complex. The green roof is just one of several environmentally friendly elements incorporated into the complex.

Other sustainable properties of the Commons include erosion and sedimentation controls, construction on a previously developed site, and the developmental density exceeding 60,000 square feet per acre net. In addition, the complex is located within a half mile of public transportation and bike racks were added to the parking garage to encourage alternative transportation. The Commons non-roof areas are either vegetated or have a highly reflective surface, and the roof has a highly reflective surface. University Commons meets the energy requirements of ASHRAE/FENSA Standard 90.1-2004 and no CFCs were used in the HVAC equipment. To maximize energy performance, the residence halls have a high efficiency boiler and heat recovery system.

Numerous materials used in the project include recycled content such as poured-in-place concrete, steel reinforcement, steel studs, steel doors and frames, sheet rock, carpet, and pre-cast concrete. The same attention to environmental quality applies indoors. Each floor features a trash compactor room and dedicated space for the collection of recyclables. The ventilation requirements meet ASHRAE 62.1-2004 in the following areas: all residence halls are non-smoking, the adhesives, sealants, paints, and carpet are low VOC, and at least 75 percent of the occupied spaces have daylight and access to views. The project development team also included a LEED Certified Professional.

According to *School Construction News*, University Commons has become the largest construction project to date in the nation that uses pre-cast concrete, which are high-performance insulated wall panels featuring carbon fiber grid-shear reinforcing. The insulated wall panels are constructed with interior and exterior wythes (walls) of concrete that sandwich insulation board. The epoxy-coated carbon fiber grid is used as a shear truss to connect the two wythes of concrete. Because it has relatively low thermal conductivity, the carbon fiber grid limits the transmission of hot and cold air through the panels. The carbon-fiber grid reinforced wall panels reduced the mildew risk because the concrete inhibits water penetration. The pre-cast wall panels eliminated drywall, a potential food source for mildew and mold.

\$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. Our peak use in the summer of 2008 was on September 7, between 8PM and 10PM. 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 Torchère 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 are recycled. 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

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 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 work order 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 check-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 different colors each semester for each community and will be printed with the current semester season and year.

The philosophy for the Residency Sticker Program is to have a program that quickly identifies members of the University Housing Communities. The sticker will assist all housing staff, security and GSU police 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

It is highly recommended that you make sure your homeowner’s policy will cover your personal belongings while at college. If not, consider renter’s insurance. Renter’s insurance is offered through most insurance companies at a reasonable rate.

Emergency Contact Information

University Housing requires all residents to keep emergency contact information up-to-date per the Housing Contract, section VIII, A. 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

The Police are on site at the Commons and available on campus 24 hours a day, 7 days a week. They patrol the residence hall zone which includes the parking decks and the hallways. The Georgia State University Police are fully trained and commissioned police officers with full arresting authority. The Georgia State University Police 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. The police also respond to all fire alarms. The police generally do not address noise within the residence halls or assist with lock out from rooms. For these services, contact the RA on-duty.

Escorts

The “Piedmont corridor” is monitored by security and patrolled by police, but please walk with fellow students, especially at night. The Georgia State University Police 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 the Georgia State University Police at 404-413-2100.

Evacuation Safety

In the event of any situation, real or simulated, which requires you to leave the residence halls, an audible alarm will sound with flashing lights and a voice advising residents to exit the residence hall. Every alarm *requires* evacuation; 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. Not evacuating the residence hall during an alarm is a violation of codes and housing policy. Failure to evacuate will result in disciplinary action. If a residence hall is not evacuated in less than 10 minutes, the evacuation will be rescheduled, in accordance with the GSU Fire Marshall.

<u>Residence Hall:</u>	<u>Designated Evacuation Area</u>
University Commons A	Southeast courtyard side of Residence hall C, overflow to P1
University Commons B	Southwest courtyard side of Residence hall D, overflow to P1
University Commons C	Northwest courtyard side of Residence hall A, overflow to P1
University Commons D	Northeast courtyard side of Residence hall B, overflow to P1
University Lofts	Use of A stairwell –go to parking lot north side of the residence hall Use of B stairwell –go to parking deck south side and across from Childcare Center.
Freshman Hall	Exit into the parking lot along Edgewood Avenue
Greek Housing	Exit into the parking lot along Edgewood Avenue
Piedmont North	TBD

Emergency Guidelines for People with Disabilities

Some individuals may need special assistance in the event of a fire or emergency requiring evacuation. An emergency plan and able-bodied volunteers will assist in meeting the needs of disabled individuals in the event of an emergency. Able-bodied volunteers should be prepared to assist the disabled during an emergency warning and evacuation.

Wheelchair Users – Wheelchair users must be removed from smoke and fumes as quickly as possible. If available, University Police will assist. Otherwise, volunteers will be necessary. Wheelchair users should be prepared to instruct volunteers on how they prefer to be transported, mobilized, or carried.

Visually Impaired – The visually impaired will need a guide to assist them in an evacuation. Keep in mind that the person with the disability usually knows the best way to be assisted. A volunteer should announce his/her presence, speak directly to the individual and describe, in advance, what actions for evacuation will be taken. The volunteer should lead the visually impaired to a designated safety area and inform them of the surrounding environment.

Hearing Impaired – The hearing impaired may not be aware that an emergency exists, so they need to be alerted. Means of getting their attention are notes, switching lights on and off, gestures or automated signaling. Always establish eye contact with the hearing impaired and be sure that you are understood.

Security

University Commons' residents receive a key to their assigned bedroom and apartment doors and an access card that opens the main entry points and your residence hall (and parking if applicable). Use your apartment door peephole to see who is there before opening the door.

Lofts residents receive an access card that opens the main doors to the Lofts and a key that opens their assigned apartment and bedroom door. Residents should keep their bedroom and apartment doors locked at all times and should not hold the entrance/exit gates or doors open for others.

Freshman Hall residents receive a key and access card. The access card will open the entry door on Edgewood, allow the elevator to take you to your floor and open the laundry room. Your room key opens your assigned suite door and locks your closet.

Greek Housing residents also receive a key and access card. The access card will open the main entry points to the area and townhome and a key that opens their assigned bedroom door.

Piedmont North A and B residents receive an access card. The access card will open the main entry points to the area and assigned room.

A resident using an exit door **MAY NOT** prop the door. Propped doors allow uninvited 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 270 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 90 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/Townhouse

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

What To Bring

- Cell Phone
- Alarm clock
- Blanket, pillow, and pillow cases
- Clothes hangers
- Desk lamp/floor lamp (No halogen bulbs)
- Extra-long twin bed sheets

- Flashlight
- Headphones
- Lamps (Lofts)
- Small first-aid kit with basic medicines
- Posters, pictures, and *removable poster mounting adhesive*
- Power outlet strip (14 or 12 gauge wire)
- CAT5 Ethernet cable
- Under the bed storage boxes
- Laundry bag

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

Monthly Health and Safety inspections will be conducted by your RA. 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 48 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 at the end of this 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 recore 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 recore is \$50.

In the event of a misplaced or lost key, residents should go to the Community Office 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. Residents may checkout a loaner key three times an academic year at no cost. All subsequent loaner keys will have a service charge of \$25. A loaner key is considered lost if it is not returned in 24 hours at which time a recore 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 put in an online TMA work order.

TIP: If your keys are stolen, you must file a police report and bring a copy of the report to the Community Desk.

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 expect that a roommate and their guests will respect your personal belongings.
3. The right to a redress of grievances.
4. The right to read, study and sleep without undue interference and unreasonable noise in your room.
5. The right to free access to your room without pressure from a roommate.
6. The right to personal privacy.
7. The right to be free from fear, intimidation and physical or emotional harm.
8. The right to expect reasonable cooperation in the use of the room phone and cable services.
9. The right to be respected by University Housing staff and peers.

Room Search

The University Housing staff reserves the right to enter apartments and bedrooms in accordance with the Housing Contract, section I. F. Residents' apartments and bedrooms may be legally searched with cause by civil authorities. Authorized law enforcement officials must present a court order or duly ordered search warrant to the Director of University Housing or designee.

Room Change

Residents may submit a request for a room change prior to occupying the apartment. After occupancy, the Hall Director 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 Hall Director 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 Resident Assistant, Hall Director, Graduate Staff or Area Coordinator. The Roommate Agreement is made available to assist everyone in an apartment, suite or townhouse 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 Hall Directors and Graduate Assistants in housing will 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 Hall Director within 24 hours of the violation. The notification should be in writing. Emailing your Hall Director your statement 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://www.gsu.edu/housing/living_learning_communities.html.

Leadership Opportunities

There are multiple ways to get involved with Georgia State University Housing. We offer student leadership opportunities such as Residence Hall Association (RHA), Hall Council, NRHH, Resident Assistants, and Graduate Assistants.

The Residence Hall Association (RHA)

RHA is a traditional and popular organization present on many U.S. 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.

Hall Councils

Hall Councils are governing sub-bodies representing the Lofts, Freshman Hall and each individual building in the Commons. Each Hall Council has its own executive board. Elections for Hall Council occur in the early part of the fall semester. Officers are elected for each residence hall on campus. Hall Councils are linked closely with our Residence Hall Association, which is the overall student legislative body for University Housing. Both RHA and the 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. Once inducted into NRHH, members are the top 1% of residence hall leaders. NRHH also sponsors programs at the University Commons and at the Lofts.

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.

FYRE Mentors

In addition to a Resident Assistant, 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:

- 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

Student Employment

We employ over 100 students in University Housing to fully operate our residential facilities. We have student assistant positions in our Central Housing office, Mailroom, Community Desk, Commons Market, and Commons Parking Enforcement. Recruitment and selection for these positions typically occurs in the spring semester. Applications will be available on our website at www.gsu.edu/housing.

Community Living Standards

Georgia State University seeks to provide all on-campus residents with a living experience that will allow residents to gain self-awareness, function interdependently, and responsibly engage in a supportive campus community. To maintain a standard of living that is fair and consistent, the Office of University Housing requires all residents to adhere to policies governing on-campus living. Violations of these Community Standards or the Student Code of Conduct will result in a judicial hearing, either at a hall level or through the Office of the Dean of Students.

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. A resident visiting another University Housing residence hall is also considered a guest. As a result, they may be held judicially responsible as a resident and/or guest. 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 Warrant (CTW) or being arrested by GSUPD. Below lists our official policies and procedures related to guests of University Housing.

1. Guests must be registered 24 hours a day, 7 days a week and have their ID and Guest Pass in their possession. Guest check-in is located at P4 of the University Commons, Community Desks at the Lofts, Piedmont North and Freshman Hall, which also serves Greek Housing. Guest passes will not be provided to guests who cannot present a valid, government-issued ID (Panther IDs are the only school IDs accepted). Tailgating, doubling/tripling in the turnstiles is not permitted.
2. Guest must be escorted at all times, including arriving to and leaving your apartment/room.
3. You are responsible for your guest's behavior. Residents will be held judicially and financially responsible for the actions of their guests. It is also your responsibility to converse with roommates to ensure that all residents in the apartment/suite find the guest's visit acceptable. Guests can be denied visitation for legitimate reasons.
4. 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.

Lofts / 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

Freshman Hall and Piedmont North

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

Greek Housing**

- 9-bed townhome = 27 people total
- 16-bed townhome = 48 people total
- 19-bed townhome = 57 people total

Piedmont North A

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

Piedmont North B

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

** Maximum occupancy inside the Greek housing Activity Building 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.

All guests must receive a guest pass from the Freshman Hall front desk and return the pass after the visit has concluded in the drop-box at Greek Housing.

5. University Housing allows 24-hour visitation for guests, *but does not permit cohabitation*. Residents may have overnight guests stay in their room for up to three consecutive nights within a seven-day period. Guests may only stay overnight for a total of six (6) nights in a calendar month, regardless of the host or hall. Additionally, each resident may ONLY host guests overnight for a total of six (6) nights within a calendar month (e.g., 6 nights in the month of October). Guests may not sleep in residence hall lounges or any other public areas, i.e., living rooms and floor lounges.
6. All guests will receive a guest pass upon check-in. It is required that the guest pass be returned to the community desk upon leaving the residence hall / expiration of the guest pass. Failure to return a guest pass may result in a Criminal Trespass Warrant for the guest and/or conduct sanctions for the host resident who is responsible for said guest.
7. University Housing offers single-person housing units with the exception of pre-determined family housing assignments in the University Lofts. Visitors under 16 may not stay overnight unless prior arrangements have been made with your Residence Hall Director.
8. 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 Housing and surrounding area and events which create crowd control concerns. All residents are expected to comply with temporary policy additions during these times.

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 Housing sponsored or approved events, noise, music, or activities on 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. Activities Resulting in Disturbance, Distress or Damage

1. Non-compliance – Residents and their guests must comply with reasonable requests of a University official. Compliance with requests will help staff and law enforcement identify potential threats to the safety of the University Housing community. Providing accurate and complete information, showing your identification, key and/or access card, reducing noise levels, disposing of alcoholic beverages, or leaving a location are

examples of official requests and is expected. In addition, residents are expected to comply with any reasonable requests made by another resident or a roommate. As a member of a community, the rights and compelling interest of the community outweigh those of the individual.

2. Disruptive Behavior – Georgia State University will not tolerate anyone who harasses another individual, creates a hostile environment, uses words that are deemed threatening (including but not limited to excessive profanity), and/or makes aggressive advances towards others. Such behavior may result in immediate interim suspension from Housing.
3. Harassment – University Housing is a diverse community comprised of a myriad of cultures, lifestyles, thoughts, and perspectives. In order to maintain a comfortable environment that both respects and celebrates this diversity, harassment of any kind will not be tolerated. Any form of activity, whether covert or overt, that creates a significantly uncomfortable, threatening or harassing environment for any resident or guest will be handled judicially. Such activities would include, but are not limited to, physical actions, verbal remarks, ethnic slurs, threatening or harassing notes or postings (including electronic communications and voicemail systems), publicly telling offensive jokes, and repetitively making unwanted advances/conversation toward any person whether sexual or otherwise. Such behaviors or actions may result in immediate interim suspension from Housing and/or Housing Contract cancellation.
4. Physical Assault/Violence – Physical violence or the threat of physical violence is not tolerated in the Housing community. Fighting may result in immediate interim suspension from Housing and/or Housing Contract cancellation. Putting one's hands on another individual without that individual's permission is unacceptable. Residents are expected to avoid physical confrontations. Residents should leave the area and report any physical threats or confrontations immediately to the Police.

IV. Keys/Access Cards/Residence Hall Access

1. All residents are expected to show their Panther ID and/or access cards 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. Any resident who has checked out or been issued a temporary access card is expected to return it in a timely manner and to the appropriate staff members.
6. Residents are not permitted to duplicate or modify any university issued key.
7. Residents are not permitted to change and/or add locks to apartments or rooms.
8. 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.

V. 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. Residence Life staff reserve 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.

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 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 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 Commons apartments ensures proper ventilation of the Commons apartments. DO NOT tamper with this fan.

VI. 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 Residence Hall Director 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 Freshman 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 Lofts, Freshman 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 Office. 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. "Flyering" is strictly prohibited.

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

Major violations of the university's alcohol policy may result in removal from housing as well as a referral to the university campus conduct process and counseling intervention.

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 and consume alcoholic beverages in their apartment. When minors are also assigned to the apartment, alcohol may not be stored in the kitchen refrigerator or consumed in the common area.
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 Housing premises.

VIII. Smoking

Smoking of any kind is prohibited in all residence halls and within 50 feet of the entrances. Only legal smoking products are permitted in designated areas outside the residence halls.

IX. Solicitation/Posting

SOLICITATION

1. Solicitation is defined as the act of fundraising or selling of a product or service.
2. Solicitation is prohibited in any Residence Hall or housing facility operated by the Department of University Housing at Georgia State University with the exclusion of the Residence Hall Association (RHA), Resident Assistants (RA) or University Housing Staff.
3. To be approved to solicit in University Housing, a form must be filled out and sent to the RHA Legislative Council two weeks before the first day of fundraising/selling. The RHA Legislative Council meets twice each month and requires a majority vote for an approved solicitation. The RHA Legislative Council will vote according to availability, timeliness of request, and the benefit to students.
4. Solicitors are restricted to two people in the lobby of each Residence Hall and can only solicit for a total of two hours in one day. Only one product/service may be solicited for at one time. All approved acts of solicitation must end by 8:00 p.m.
5. Solicitation within the guidelines of University Housing is limited to the lobby area of each Residence Hall. Door to door solicitation is specifically prohibited by all organizations, even those within University Housing.
6. Resident Assistants, University Housing and the Residence Hall Association may hold a “resource fair” during the academic year within guidelines approved by the Director of Housing. The host of the “resource fair” may bring in businesses providing a product or service that is deemed beneficial to residents without approval of the RHA Legislative Council.
7. All advertising must comply with the University Housing posting policy (see below). Any requests for exceptions must be submitted in writing to the University Housing Office in Suite 250 in the Student Center.
8. As part of the greater Georgia State University campus community, University Housing encourages individuals or organizations wishing to sell, solicit, or advertise products or services to do so through the avenues provided by the Student/University Center Office, and as stipulated in the On Campus Student Handbook. As Georgia State University students, all residents may take advantage of such opportunities while on campus.
9. Residents are not permitted to operate a private business on any area of Housing property or use the Housing mailing address, Ethernet connection, or telephone for that purpose.
10. All vendors, product, and service deliveries (FedEx, etc.) requested by residents must be made in compliance with University Housing security and/or through the Mail Room or Community Desk. Packages received by the Community Desk or Mail Room will be available for pick-up during designated operating hours.

POSTING

In an effort to assist student organizations and departments in making residents aware of events and services on campus, University Housing staff will post approved posters and flyers. All posters must be pre-approved by University Housing. To obtain approval, please submit advertisements to the University Housing office, located in Suite 250, Student Center.

1. In order to post flyers in the Residence Halls you must be a recognized club, organization, academic or administrative department at Georgia State University.
2. All officially recognized organizations and departments must adhere to the following guidelines in order for flyers/posters to be approved:

- a. Posters should clearly state the name of the responsible organization/department.
 - b. We will not approve posters that concern selling and/or solicitation, with the exception of University sanctioned events (e.g., GSU Night at the Aquarium).
 - c. We will not approve posters that violate or encourage violating the law, or any policies or procedures found in the University Housing Panther's Guide to Community Living or Student Code of Conduct.
 - d. We may choose not to approve posters that have no end date and/or are meant to be posted on a standing basis.
 - e. We reserve the right not to approve items that fall outside the parameters of typical posters or flyers, such as three-dimensional objects, posters that are larger than the standard size, posters that are made of non-paper products, etc.
 - f. Please note that we do not guarantee that each poster or flyer will be posted. Posting is subject to space availability at the time of submission.
3. Approved posters should be delivered to the University Housing office. The following conditions will promote proper delivery and distribution:
- a. Posters should be delivered to our office at 250 Student Center, **no later** than 14 working days prior to the event being advertised. (If you would like your posters up for some time before the event, please get them to us earlier.)
 - b. Posters must be arranged in packets before delivery.
 - c. If you want mounted posters that will be displayed on easels in the lobby of our residential communities, you will need to email housing@gsu.edu at least 14 days in advance to reserve an easel.
 - d. If you want flyers posted only in general areas of the residence halls, please submit no more than 10 flyers.
 - e. If you want a flyer posted on every floor, you will need 81 total posters. Please note that space is limited; therefore, **posting on every floor is subject to availability.**
 - Please assemble them in separate, labeled packets (specific numbers for each residence hall as follows):
 - Residence Hall A – 16
 - Residence Hall B – 13
 - Residence Hall C – 9
 - Residence Hall D – 9
 - University Lofts – 15
 - Freshman Hall – 11
 - Greek Housing – 3
 - Piedmont North A- 6
 - Piedmont North B – 8
4. University Housing will not provide copy and/or printing services for those organizations or departments wishing to post materials.
5. Large poster boards (for easels) may be posted in hall lobbies. University Housing has 4 halls/complexes with lobbies.
- a. Any organization wishing to advertise using large poster boards on easels must provide one for each hall (total of 4) 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. Additionally, boards must be submitted to the central Housing office for approval.
6. University Housing can also post advertisements on our hall 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.

Student Judicial Process

The purpose of the University Housing judicial process is to educate residents on the responsibilities they share when living in a community. The resident judicial process supports a safe and secure successful learning community where residents assume the highest level of self-responsibility and privilege. This process is a developmental and educational process.

Since the compelling interest of the community outweighs that of the individual, the University Housing judicial proceedings are not regulated by the same guidelines as a court of law. The University Housing judicial process operates on a preponderance-of-the-information approach. The preponderance of information approach means information that would lead a reasonable person to conclude that it is more likely than not that the act in question did occur.

Community Living Standards

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

1. A resident will be notified of the alleged community living standard violation via a campus email and delivered by University Housing staff member.
2. A due process meeting will be held with the resident and the Dean of Students designee.
3. The resident will have an administrative hearing with the Dean of Students designee.
4. If the resident accepts responsibility or is found responsible, an appropriate sanction is issued.
5. An appeal of the sanction may be made by following the instructions in the sanction letter.

Student Code of Conduct and Administrative Policies Procedures

Violations of Georgia State University's Student Code of Conduct and Administrative Policies Procedures are referred to the Office of the Dean of Students. The Student Code of Conduct and Administrative Policies Procedures may be obtained online at <http://www2.gsu.edu/~wwwdos/codeofconduct.html>

Cancellation of Housing Contract

Georgia State University has a *Zero Tolerance Policy* for Drugs and Weapons. A charge or indictment for a felony or crime involving drugs, weapons or moral turpitude, in any jurisdiction may be grounds for immediate suspension from Housing or Housing Contract cancellation and judicial action at the Dean of Student's (or designee's) discretion.

Sanctions

The student judicial process is intended to be developmental and educational. The majority of judicial action at Georgia State University Housing is a result of residents learning to negotiate their lifestyle in a community setting. Creative sanctions are often used to assist the resident in this learning process. The following are the sanctions that can be issued by the Dean of Students designee:

Reprimand / Warning

Disciplinary Warning means that the resident has been found responsible for violating the Community Living Standards. Warnings are issued for violations that may affect the community or had created a minor situation that endangers self or others. The warning is in writing and annotates that if the resident is involved in another community living violation, the resident can expect more severe disciplinary action.

Probation

Disciplinary Probation means that the resident has been found responsible for violating the Community Living Standard that is more severe in nature and has caused self or others a major inconvenience or endangerment. Disciplinary Probation is for a specified period of time. Disciplinary probation does affect a resident's standing with Housing. Any further housing violations will likely cause canceling the Housing Contract and removal from housing.

Denial of Re-contracting

Denial of re-contracting means that a resident may not contract for housing after the expiration of the current

Housing Contract.

Rehabilitation/Counseling

Residents may be required to complete an evaluation and/or a rehabilitation program as a stipulation to either remain or return to Housing. Anger or stress assessment, or anger or stress workshop(s) are examples. The resident is required to sign a consent form authorizing the professional service provider to release information to a designated University Housing staff member. This ensures that the sanction is completed and that it is reasonable for the individual and the community if the person returns/remains in Georgia State University Housing.

Educational or Community Service

This sanction can provide a unique active learning experience that will hopefully create a meaningful change in the resident's behavior, and will help the resident become a productive member of the community. Sanctions may include, but are not limited to: writing a letter of apology, providing volunteer services for an agency, attending an educational seminar (drug or alcohol workshop, etc.), writing a research paper, viewing an educational video, performing tasks around University Housing grounds (cleaning, raking leaves, etc.), teaching or leading a seminar on an assigned topic, etc. The Judicial Affairs Advisor hearing the case determines the number of hours or specific task requirements. If possible, the resident may have a choice of service agencies if volunteer hours are assigned. This sanction may be issued independently or in conjunction with another sanction.

Restitution

Restitution is reimbursement for property damage or loss caused to others. A damage assessment will be issued for reimbursement to the University Housing Office (paid to the student account) or/and an official agreement will be issued for restitution of damages to other's property.

Administrative Reassignment

Restricted access to specific residence facilities, and/or mandated room change. Immediate room reassignment may also occur pending a hearing if any perceived immediate threat to the community or any member of the community exists.

Interim Housing Suspension

Interim residential suspension means the immediate removal from Georgia State University Housing pending a hearing. An interim suspension may be the result of pending charges related to behavior that endangers the health and safety of self or others. Residents are given 24 hours to turn in their access card and apartment key to their Community Office or Hall Director. Interim Housing Suspension renders the Freshman Hall and Piedmont North Dining Centers off limits until further notice from the Office of the Dean of Students. Please be advised, the Director of University Housing and/or designee reserves the right to interim suspend residents pending an official hearing.

Housing Suspension

A resident's housing contract is cancelled and the person is excluded from living in Georgia State University Housing for a defined period of time. When a resident's housing is cancelled, the resident will not be allowed back on residence hall property, including the Freshman Hall and Piedmont North Dining Centers, until the defined period of time is over.

Failure to complete or comply with a sanction may result in additional University Housing judicial action, and/or judicial action through the Dean of Students Office.

University Housing reserves the right to temporarily or permanently deny a resident access to their room or apartment at any time for reasons where meeting with a representative from the Office of the Dean of Students is mandatory, failure to pay fees, failure to respond or cooperate in judicial proceedings, failure to vacate the premises, or other such compelling reasons. Access is usually denied by removal or replacement of the key core to the door. Any attempt to gain entry to a restricted room is considered vandalism and trespassing.