Dear CCU Resident,

On behalf of University Housing, let me welcome you home to Coastal Carolina University. Whether you are a returning or a first-time Chanticleer, I am very excited you are here and look forward to working with you all year long. The following pages are your key to understanding University Housing and your role as a resident.

The evidence is clear that students who live in a residence hall persist at higher rates than other students, have higher grade point averages, and report higher levels of connection to the University at large. I hope that you will find these things to be true of your experience.

I encourage you to be an active member of your community. Speak kindly to your neighbors, get to know and rely on your Resident Adviser (RA), and be yourself at all times. You’ll find that you are a powerful and important part of the world around you and the community of learners you have joined.

I hope you will make an effort to get to know your RA and Community Coordinator as soon as you can. These staff members are here for you and have participated in intensive training to prepare for your arrival. Please let them know how they can be helpful and keep them informed of how you are transitioning to a new year as a student at Coastal Carolina University.

Welcome home!

Stephen K. Harrison
Vice President for Auxiliary Enterprises

P.S. We are honored to welcome you and will seek to live up to our mission statement which is: “University Housing creates a foundation of care for resident safety and success.” Let’s achieve that together!
MISSION
University Housing creates a foundation of care for resident safety and success.

VISION
Living with University Housing transforms students into Chanticleers prepared to be leaders serving a global community.

VALUES
*Transformation through Development*
Anchored in an ethic of care, University Housing focuses on residents as unique and complex learners actively engaged in their own holistic development.

*Excellence through Innovation*
University Housing utilizes the strengths of our staff and collaborative partners to implement new initiatives and best practices. We are dedicated to the personal and professional development we need for our department to become a leader in our University community and beyond.

*Sustainability through Stewardship*
University Housing is mindful of our potential impact on the community, the environment, and the resources available to future generations. We make sustainable decisions grounded in ethical practice, transparent to all stakeholders.

*Community through Inclusion*
University Housing aspires to create a socially just community founded on civility and inclusion. By examining social constructs and privilege, all members of our community learn from and about each other.

*Achievement through Evaluation*
University Housing is governed by a culture of assessment; we are committed to evidence-based evaluation of our programs and services to further the mission and goals of the department, the division and the University.

UNIVERSITY HOUSING AND MEAL PLAN REQUIREMENT
Coastal Carolina University is committed to providing its students with a comprehensive educational experience that includes a residential component. Therefore all degree-seeking full-time, first- and second- year students who graduated from high school within two calendar years prior to enrolling in Coastal Carolina University are required to live in residential communities operated by University Housing and to purchase a meal plan. Possible exemptions and the process for requesting exemptions are described in the posted University policy. Being automatically or manually marked as exempt does not prevent a student from choosing to apply for housing and entering into the annual license agreement or from purchasing a meal plan. You will indicate your meal plan preference on the housing application. Consult the Dining Services website for more details, [coastaldine.com](http://coastaldine.com).

To review the policy (STUD-CLSE-336) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies). If you need to apply for a Housing or a Meal Plan Exemption, you will do so through the housing application process at [MyCoastalHome](http://MyCoastalHome).
COMMUNITY SAFETY AND SUCCESS

University Housing is proud of its many student and professional staff members who work around the clock to ensure that our residential facilities are communities focused on resident safety and success.

Resident Advisers
Resident Advisers (RAs) are undergraduate or graduate students who serve as live-in peer leaders and role models. Each RA is assigned to a wing, floor or building and the residents who live there. RAs participate in many hours of specialized training and work hard to create strong communities that enhance the on-campus living experience. They answer questions about the campus and residential facilities; help residents with community, personal and academic concerns; mediate group conflicts that may arise; coordinate programs and activities; and enforce University policies. There is an RA on call in each community from 5:00 p.m. to 7:00 a.m. and 24-hours a day on the weekends; the on-call number is posted throughout each community for emergency use.

Community Coordinators
Community Coordinators (CCs) are full-time professionals who live and work within the residential student communities. Community Coordinators are responsible for all residential community operations and serve residents through careful selection, training and supervision of the RAs. They also coordinate and approve room changes, oversee health and safety inspections, and serve as hearing officers for cases involving allegations of violations of the Code of Student Conduct and the Community Living Guide. Each CC has an office in their community and their phone number is posted throughout each community. There are two CCs on call 24-hours a day for crisis response.

Desk Assistants & Desk Managers
Desk Assistants (DAs) and Desk Managers (DMs) are undergraduate or graduate students who serve as customer service representatives at the community desks. DAs and DMs assist with check-ins, lock outs, emergency maintenance and answer questions.

Community Desks
Community Desks are the hub of information and activity in your residence hall or apartment community. Community Desks are the best places to connect with a Desk Assistant, who can provide important information about campus or upcoming activities.

Residents should visit their community desk for answers to general questions; if they are locked out of their room or have lost their key, or to pick up various housing forms, including those for overnight guests.

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<thead>
<tr>
<th>24-HOUR COMMUNITY DESKS</th>
<th>DESK PHONE</th>
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<tr>
<td>Ingle Hall Desk</td>
<td>843-349-6410</td>
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<td>Also Serving: Eaglin Hall</td>
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<td>The Gardens</td>
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<td>Tradition Hall Desk</td>
<td>843-349-4127</td>
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<td>Also Serving: Chanticleer Hall</td>
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<td>CINO Hall</td>
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Maintenance and Custodial Staff
The full-time and student staff members that make up the facilities and maintenance crew are dedicated to providing safe, clean and comfortable residential facilities. In addition to maintaining and cleaning the common space in each of our halls, the custodial and maintenance staffs respond to maintenance requests – submitted at MyCoastalHome – when damages or items in disrepair are identified in your assigned space. These staff members also complete preventative maintenance and respond to emergencies.

Housing Assignments Services
The full-time and student staff members on the Housing Assignments Services team are responsible for a wide variety of responsibilities and services. One of their primary responsibilities is managing assignments and occupancy, including room changes where they will also work closely with Community Coordinators. This team also manages the majority of all incoming and outgoing communications via phone, email and social media.

Community Council
Community Councils are the local voice of the residential community. Community Councils focus on advocacy and programming for the community that they represent. There is a Community Council for each residential community on campus. The organizations are advised by the Community Coordinator and each Community Council is governed by student leaders, including a president, secretary, treasurer and more. Each Community Council is affiliated with Residence Hall Association, the umbrella organization for student leaders in the residence halls.

Residence Hall Association
The Residence Hall Association (RHA) is a registered student organization and serves as the official voice of residents living in housing operated by Coastal Carolina University. Every resident is automatically a member. Members who are elected to the executive board will work with professional staff advisers. RHA meets weekly and organizes large-scale programs, educational initiatives and work to recognize its members and community throughout the academic year. RHA is the perfect organization for residents who have great ideas to share or want to assume a leadership role within their residential community.

National Residence Hall Honorary
The National Residence Hall Honorary (NRHH) is one of the most respected and largest student organizations in the country. It consists of the top one percent of student leaders on a college campus, and it is an outstanding way to serve the residential and CCU community. This is done through recognition of outstanding people and programs within housing, service both within and outside of the residence halls, and other activities. Membership in NRHH is open to residents who have lived on campus for at least one full academic semester resulting in a minimum CCU GPA of 2.5. Members are selected through an application process, with induction ceremonies occurring in both the fall and spring semesters.

Department of Public Safety
University Housing works hand-in-hand with Coastal Carolina University’s Department of Public Safety. Law Enforcement Officers and Security Officers respond to emergencies and reported crimes, while serving as a visible and available presence within our communities 24 hours a day, 7 days a week, and 365 days a year. In the evenings, Public Safety further supports the safety of our communities by restricting
automobile traffic by closing gates at specific times and vehicles may only enter University Place through a single entryway, where residents’ CINO Cards are verified.

**MYCOASTALHOME**

*MyCoastalHome* is your gateway to all things housing and meal plan at Coastal Carolina University and it will allow you to do all the following:

- Complete a housing application (or request a housing exemption)
- Check the status of or cancel your housing application
- Submit roommate requests
- Pick your room during room selection
- Select a meal plan (or request a meal plan exemption)
- Change meal plan within the first 2 weeks of the semester
- Request a room change during designated time periods
- Review the check in condition of your room
- Submit a maintenance request
- Apply for student employment with University Housing

All portal users will log in using a User Name and Password. Your User Name is the part of your e-mail address before the @ symbol (e.g. e-mail is chauncey@coastal.edu so the User Name is chauncey). You can find your User Name and Password at coastal.edu/search/password. *MyCoastalHome* will be active for new students and new transfer students after being accepted to Coastal Carolina University and paying the enrollment deposit. To access *MyCoastalHome*, go to our website [coastal.edu/housing](http://coastal.edu/housing).

**COMMUNITY LIVING**

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

**Rights and Responsibilities:**

- The right to study, read, relax and sleep without measurable interference, noise or distractions and the responsibility to help others have these rights.
- The right to feel safe in the residence halls and the responsibility to help ensure the safety for others in the building.
- The right to have respect shown for one’s privacy and the responsibility to respect the privacy of others.
- The right to have respect shown for one’s personal property and the responsibility to respect other’s personal property as well as community property.
- The right to have visitors within the housing unit in accordance with policy and the responsibility for the behavior of those guests.
- The right to live in an area free of intimidation and physical or emotional harm and the responsibility to ensure this right for others.
- The right to a clean living environment and the responsibility to help keep it clean.
• The right to maintain one’s personal beliefs and values and the responsibility to respect the beliefs and values of others.

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

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

Roommate Relationships
University Housing stresses positive, assertive, and caring communication when working to resolve a roommate conflict no matter how large or small. Such communication will ensure that you are clearly stating your intentions and needs. It also ensures that the person you are communicating with feels they have the room to also assert their needs and intentions. Remember that no situation or conflict is irresolvable and it is vital that all parties remain flexible and as objective as possible throughout the conflict.

One very useful tool in conflict resolution is the use of “I” statements. “I” statements help create a message that is not offensive, while specifically identifying your concerns, how they impact you and what your roommate might do to resolve the problem. An example of the proper use of an “I” statement is:
• I feel angry when you turn on the overhead light when I am sleeping. Please use the lamp if you need light while I am sleeping.
• I feel annoyed when you leave your stuff on the side of the sink. Please put your personal items away after you have used them.

By adding a statement about what you will do to reflect your own expectations or make it easier for your roommate to live up to your expectation is also important. You might amend the above examples by saying:
- I know that I have a sleep schedule much different than yours and I will try and sleep at more regular hours when I can.
- I haven’t always put my things away either and I will make an effort to do this every time if you will.

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

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

- S - square up to the speaker
- O - open body posture
- L - lean in
- E - eye contact
- R - relax

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

**Roommate and Cleaning Agreements**

Within the first two weeks after checking in to your room, you and your roommates/suitemates will complete a cleaning agreement. Several weeks later you and your roommates/suitemates will develop a roommate agreement facilitated by your RA. The RA’s role is neutral and they will engage you in dialog. The resulting roommate agreement document is not intended to be an exhaustive contract for how you will act around your roommates, but as a guideline for conduct in shared and private space accessible to those with whom you share a home. The roommate agreement will be signed by all parties and kept on file in your CC’s office. Amendment or revision of your roommate agreement may take place in a follow-up meeting involving all of your roommates, your RA and likely your CC. Violations of the roommate agreement may carry the same weight as violations of any other Community Guideline or section of the Code of Student Conduct and may result in action through the student conduct process.

**Personal Property**

Transitioning to living within an on-campus residential community will impact the personal property that residents are permitted to use and possess. Some everyday items that are used off campus may present a safety concern, or disruption of, on-campus facilities. If you have any questions about a personal item you would like to bring into a residential community, please first inquire with your Community Coordinator. **The lists below are not intended to be exhaustive.**

**Permitted Items**
- Computers/laptops
- Desk lamps
- Extension cords (UL approved/grounded)
- Game systems/Consoles
- Hair dryers
• Iron (must bring/use ironing board)
• Microwaves (UL approved/<1000 Watts)
• Refrigerators (UL approved/max. 4.6 cubic feet)
• Stereo (w/ headphones)
• Single serve coffee maker (e.g. Keurig)
• Surge protector strip
• TV/ DVD player/ recorder

Prohibited Items
• Appliances with open heating elements
• Candles, incense and candle warmers
• Chest freezers
• Decorative alcohol containers
• Deep fryers
• Electric heaters
• Electric woks
• Grills (charcoal and gas)
• Halogen lights/lamps
• Neon lights, black lights, or lava lamps
• Portable dish/clothes washer
• Sun lamps
• Toasters/toaster ovens
• Two-wheeled electric-powered scooters (e.g. Hoverboards)
• Upholstered furniture (e.g. couches, futons, chairs, bean bags, etc.)

Permitted Items in Apartment Kitchens ONLY
*(University Place, The Woods and The Gardens)*
• Coffee makers
• Crock pots
• Electric grills (e.g. George Foreman)
• Induction cooking surface (e.g. NuWave)
• Rice cookers
• Sandwich makers
• Tea boiler/kettle
• Toasters/toaster ovens

COMMUNITY PROGRAMMING AND INITIATIVES

The following sections describe in broad terms the many ways University Housing and its partners across campus focus on the holistic development of our residents. We place a premium on academic success and work to support our residents’ personal and intrapersonal development in order to make academic success more likely.

**Academic Initiatives**
Academic initiatives are programs, services, facilities and learning communities that support the academic needs and goals of our residents. University Housing is committed to establishing relationships with faculty and staff in order to maximize the availability of academic resources to our residents including regular interaction between faculty and residents outside the classroom.

University Housing also includes academic initiatives within an RA’s training and as part of their position. It is essential because the RA may be the first staff member who notices any signs of a resident who is not engaged in their own academic career. RAs are integral in fostering and cultivating an environment and community that places academics as a core priority.

EXAMPLES OF ACADEMIC INITIATIVES:

- **Academic Support** – In the beginning of the spring semester, University Housing identifies those residents who are on academic probation. These residents will receive a personal letter from their CC which provides academic resources and an offer to meet one-on-one to discuss academics and anything else.

- **Hall Resource Teams (HRTs)** – Each residential community will have an HRT of individuals representing University resources that are critical to University Housing’s mission to provide a foundation of care for resident safety and success. Members of the team, working in collaboration with the CC and RAs, will include a Public Safety Officer and counselor. This team will not only provide educational programming to the residents and training to the staff, they will work to be “present” within the community by intentionally being visible and available.

- **House Calls Program** – In the fall semester, faculty and staff visit our freshmen communities in an effort for residents to have intentional interactions outside of the classroom; allowing residents to get to know faculty and staff on a personal level. Furthermore, faculty and staff will benefit by gaining a better knowledge of what the living environment is like for this generation of college student.

- **Study Zones** – During peak study times (mid-terms and finals), CCs and RAs will designate locations within their communities as quiet, study-only locations.

- **“Sweet Success” Academic Excellence Recognition** – All on-campus residents who are on the Dean’s or President’s List are invited to attend a dessert social. University faculty and staff who are invited to attend include the provost, academic deans, faculty who have received the Distinguished Lecturer Award, the Vice President for Campus Life and Student Engagement and the Senior Director of University Housing.

- **Tutoring** – As part of our ongoing efforts to bring academics into the residence halls, we also have tutoring opportunities available. In collaboration with our Learning Assistance Centers we offer tutoring several nights of the week in our residence halls. A schedule with times and locations will be distributed each semester.

**COASTAL Living Engagement Model**

Living on campus at Coastal Carolina University provides you with the greatest possibility of being fully engaged in Chant Nation. Each year, University Housing offers over 700 active programs and over 500 passive initiatives fulfilling the seven COASTAL Living themes: Community, Overall Wellness, Academic Success, Self-Discovery, Transition, Appreciation for Diversity, and Leadership. You will find that your Resident Adviser will make immediate efforts to get to know you – including meeting with you individually in the first two weeks to learn about who you are and what your goals are. You will have opportunities to forge strong relationships with others in your community, develop the skills necessary to succeed both...
academically and in the world, take on leadership roles that will prepare you for life post-college, and learn about yourself and those around you.

CINO TIE
University Housing is pleased to support the Office of New Student and Family Programs in the annual CINO TIE experience for new students. University Housing sponsors Friday late night event that provides an exciting end to the move-in day experience for new ear students. In addition, Resident Advisers assist with promoting and ensuring that new students attend mandatory components of the CINO TIE weekend, including New Student Convocation.

First 54
A major campus tradition, First 54 is a university-wide collaborative effort to provide programs for students to attend on each of the first fifty-four days of the academic year. Research shows that students who get involved on campus during this time period are more likely to be successful in college. University Housing offers a number of large-scale events during the First 54, including Rock the Block, Tie Dye with RHA, and the SYE Grill and Chill events. In addition, each community plans a major community-wide program during the First 54. For more information, refer to your First 54 calendar.

Second-Year Experience (SYE)
The SYE program is designed to assist transfer and second-year residents with their transition and the challenges associated with being an SYE resident in University Housing. Through intentional programming, our goal is for SYE residents to be successful not only in the classroom but also at CCU and help them prepare for their junior and senior years. Through this program, we will connect residents to faculty to further engage them in the learning process and focus advising on connecting the resident to who they are now and what they hope to become in the future. Overall we will increase their satisfaction by connecting them to various involvement opportunities at CCU and connect their strengths to academic success.

Special Interest Housing
We offer a variety of Special Interest Housing options that are categorized as either Resident Interest Groups (RIGs) or Living Learning Programs (LLPs). University Housing collaborates with campus partners to incorporate into these programs specified tutoring, advising, and faculty involvement. RIGs allow for students to live within a common community that has a specific focus, supported by a campus department that specializes in that focus. Residents of our LLPs live in a common community; however the focus is of an academic nature with a specific academic partner. Furthermore, residents living in an LLP are all registered for a minimum of one common academic course.

Teal After Ten
Teal After Ten is a University-wide initiative to provide late-night programming to students throughout campus. As part of the initiative, every community hosts one recurring Teal After Ten program each month. In addition, University Housing works with Counseling Services and Student Activities to provide one off-campus Teal After Ten program to students every semester. All Teal After Ten events are free and open to all CCU students.

SERVICES AND ADMINISTRATIVE INFORMATION
ACCESS CONTROL

Electronic Access
Several types of doors (exterior and suite doors) are secured electronically. Residents living in communities with these types of doors will have electronic access granted on their CINO Card. Because a resident’s CINO Card grants access to community space, residents must report their card as lost or stolen online at coastal.edu/cinocard and selecting “Report Lost Card” from the menu after logging in.

Keys
All residents receive keys and, in some cases, electronic access via the CINO Card during the check-in process and occupancy begins upon receipt of one’s key. Keys are issued to provide residents with 24-hour access to their assigned space when University-operated residences are open and to allow all residents to secure their belongings and themselves at all times. University Housing reminds all of its residents that our communities are only as safe as we make them together. While University Housing provides access and security, it is the responsibility of each resident to keep use their keys and CINO Card appropriately and keep these items with them at all times. Residents are prohibited from copying keys.

Lock Outs
If a resident is locked out of their room, the resident must go to the appropriate 24-hour community desk with a photo ID to be issued a loaner key and key fob. Loaner keys and key fobs are provided as a courtesy, but must be used responsibly. Loaner keys and key fobs are not “spare” keys. Loaner keys and key fobs must be returned within 30 minutes. Failure to return a loaner key within 30 minutes may result in a non-refundable $75 lock change administrative fee being assessed to the student’s account as part one of the lock change process. The remaining lock change costs for key fob, key tag, and cores will be assessed to the student’s account after a lock change occurs or the next business day, whichever is earlier. In cases of emergency lock changes the $75 lock change administrative fee and remaining costs for materials and labor will be charged simultaneously.

All residents will be provided two lock outs free of charge each semester. Each additional lock-out will result in a unique $50 lock-out fee and may result in action under the Code of Student Conduct. Please refer to coastal.edu/housing for a more complete explanation of University Housing’s lock out protocol, schedule of fees, and conduct actions.

Lost or Broken Keys and Key Fobs
Residents must report lost or broken University Housing keys to their 24-hour Community Desk immediately. Residents will be responsible for the costs associated with replacing keys, key fobs, key tags, and lock cores. A non-refundable $75 administrative lock change fee will be assessed to a student’s account upon failure to return a loaner key within the required timeframe or reporting a lost key. An additional fee for materials will be assessed when the lock change occurs according to the following schedule:

- University Place 1 or 2 bedrooms $120*
- University Place 3 or 4 bedrooms $200*
- Eaglin, The Gardens, Ingle, Chanticleer, CINO, Teal and Tradition Suites $120*
- Eaglin, Ingle, Woods 4-bedroom Suite $200*
- Key Fob $20*
- Broken or bent key $25*
*Please note these rates are subject to change and current amounts will be posted online.

**Room Entry**

University Housing reserves the right to enter resident rooms for the purpose of health and safety inspections, confirm occupancy, and make improvements or repairs. University Housing may, without notice, enter a resident’s room where there is possible threat to life or property, or where the general welfare of residents or the University community is concerned. All University Housing staff who enter will be wearing photo identification, name badge or University Housing issued apparel.

**Entry into Resident Rooms**

Approved Coastal Carolina University officials may enter university residential spaces for inspection at any reasonable time for several reasons, including but not limited to:

- **Health & Safety Inspections**
  RAs may conduct monthly room inspections. During this time, the RAs will check for maintenance concerns, cleanliness and adherence to Housing rules and regulations. RAs will open and inspect University owned property (i.e. – cupboards, dishwasher, refrigerators, laundry machines) to ensure proper working order and cleanliness.

- **Plain View Searches**
  If a Coastal Carolina University official or University Housing staff member notices an illegal item in plain sight or a violation within a resident’s space the item may be confiscated. An Incident Report may also be filed depending on the nature of the violation.

- **Confiscations**
  If an item is found that is a violation of University policies then it may be confiscated by a University official and held until a conduct meeting can be arranged. The item may or may not be given back with the understanding that if it is returned to the resident that it must leave Coastal Carolina University campus immediately.

- **Maintenance and Repair Work**
  Maintenance requests that are submitted by the resident, University Housing Staff, etc., will require that a staff member enter to make the necessary repairs. University Housing Maintenance or Custodial staff may also enter if a problem in another space impacts your space or vice versa. Any violations encountered will result in notification of the appropriate staff member.

- **Emergency Conditions**
  A staff member may enter a resident’s space during a facility, environmental, or weather-related event or disaster to make sure that all residents have vacated a given space.

- **Occupancy Verification**
  A University Housing staff member may enter residential spaces to confirm occupancy and vacancies.

- **General Welfare**
Staff may enter a space in the interest of residents’ health and wellbeing. Examples include investigating a missing student and our Learn to Lock-it program.

When entering a resident’s room, a University representative should follow the following procedures:

- Knock loudly, identify themselves, their position, and ask to be admitted to the room. In the absence of a response, the University official must knock again and indicate loudly that they are “keying in” or “entering” the room.
- With the exception of the maintenance staff, the representative will have another staff member present when entering a resident’s space (if the residents are not home).

**AMENITIES AND SERVICES**

**Cable Service**
University Housing has contracted with HTC Cable to provide housing facilities with cable service. Residents should use the Cable TV Trouble Checklist found online (coastal.edu/housing) to troubleshoot any problems prior to submitting a maintenance request. Any issues remaining after going through the checklist should be reported at MyCoastalHome. Additional features including DVR, On-Demand programming, and premium channels are not available. A channel line-up can be found at coastal.edu/housing, but may be changed without notice.

**Communication**
University Housing uses a resident’s Coastal Carolina University email address as the primary method for communicating relevant and important information. Residents should check their CCU e-mail on a regular basis; failure to do so does not absolve an individual from the responsibility of being aware of and acting upon the important information shared through CCU email.

**Equipment Checkout**
Residents are able to checkout equipment (e.g. vacuum cleaners, pool cues, pool balls, sporting equipment, and other game equipment) by showing their CINO Card at the 24-hour community desk. Residents must return equipment in the same condition it was at check out and make sure that the vacuum cleaners are empty before returning the equipment.

**Insurance and Liability**
Coastal Carolina University and University Housing are not responsible for lost, stolen or damaged personal property, including clothing, valuables, money, textbooks, computers, electronic devices, bicycles, musical instruments and sports equipment resulting from theft, malfunction of mechanical equipment, water damage, or other causes. Each resident is encouraged to confirm that their family’s homeowner’s insurance policy covers student housing or acquire renter’s insurance available through most major insurance carriers.

**Laundry**
All residents have easy access to free and unlimited personal laundry facilities. Laundry facilities are located in Eaglin, Ingle, Chanticleer, CINO, Teal and Tradition halls and on each floor of Azalea and Magnolia halls. All University Place Apartments are equipped with a washer and dryer that do not require
The University’s low-water, high-efficiency washing machines work best with laundry detergent labeled “HE” (high efficiency).

The laundry facilities in Eaglin, Ingle, Chanticleer, CINO, Teal and Tradition halls are designed to save residents’ time. LaundryView (laundryview.com), a web-based tracking system, lets residents know which machines are available and, later, when their clothes are ready. Residents can also save time by checking the online time chart to see when their laundry room is busiest and then plan accordingly.

It is important for both properly cleaning the clothes and for the care of the machines that you do not over load the machines. There must be at least a couple of inches between the clothes and the top of the machines. Residents may be held financially responsible for damages to machines that are overloaded. Over loading machines as well as failing to clean lint traps can lead to fire and damage to your clothing. Please be sure that you do not have sleeves, straps, strings, etc. hanging out the door before starting the machines as this could cause the doors to pop open during the cycle and flood the laundry room and delay your laundry.

Laundry rooms are closed from 7 a.m. to 8 a.m. Monday through Friday for cleaning. Any abandoned laundry will be collected daily at 7 a.m. Unclaimed items will be donated after 30 days. Residents attempting to locate missing laundry may contact their Community Coordinator.

Mail Services
Each resident is assigned a box at the campus post office, which also serves as a certified UPS and FedEx receiving point. The post office is located in Sands Hall. The mailing address for all residents living in university operated housing is:

Student name
CCU Box No. __________
107 Founder’s Drive
Conway, SC 29526

Residents can find their post office box number and mailing address on WebAdvisor. Physical addresses for each building can be found online (coastal.edu/housing), posted in your community, or by asking a staff member. Residents are not permitted to have personal mail sent to the 24-hour desks; the desk staff members are not permitted to take responsibility for the items.

Recycling
Each community will have access to a university administered recycling program. Recyclable items include newspapers, magazines, junk mail, computer paper, cereal boxes, aluminum cans, aluminum foil, steel cans, glass jars and bottles, and plastic bottles and jugs (remove and discard lids and tops). More information is available at coastal.edu/sustain or call 843-349-5041.

Student Computing Services and Wireless Internet
All residents living in campus housing have unlimited, 24-hour access to the Internet through the University’s local area network (LAN). Each room features either a hard-wired, high-speed 10BaseT Ethernet connection or wireless Ethernet access. Residents experiencing problems with email or their Internet connection should contact Student Computing Services (SCS), located in Kearns Hall, at 843-349-2908, or via the online help form, at coastal.edu/services/scs. Computer labs are available to residents 24-hours in Ingle, Eaglin and University Place Grand Strand Activity House. Print stations are also available
at the Desks at Tradition, Chanticleer, CINO and Teal Halls. Residents are encouraged to download anti-virus software to their devices; consult with SCS for more information.

Please note: Students must register all gaming consoles through SCS to gain Internet access for online gaming (coastal.edu/services/scs).

OCCUPANCY MANAGEMENT

Abandoned Property
Belongings left in one’s room, suite, or apartment after the end of the license agreement term or after a resident checks out, whichever is earlier, will be considered abandoned property and will be disposed of accordingly. During the license agreement term a certified letter will be sent to the permanent address on file for residents whose property is abandoned detailing the timeline for necessary action to prevent disposal. Following the end of the license agreement term property will be discarded without notification.

Break and University Closures
University Housing closes for winter break and during the summer terms in order to properly maintain our facilities and to properly train and prepare our in-hall staff. In addition the University may order a closure due to a facility, environmental, or weather-related event or disaster. Limited housing may be available with specific permission and after specific need is verified. Being a resident granted permission to remain during breaks is a privilege not a right. Anyone violating policies during break times will be removed immediately. University Housing does remain open during Thanksgiving and Spring Breaks. Guests are not permitted during the breaks.

Winter break is not included in the academic year license agreement term. Returning residents may leave their belongings if they follow the closing instructions of the University Housing staff, but they must check out with the staff and exit the buildings during the break.

When residential facilities close (e.g. winter break, weather-related event, etc.), residents are provided instructions on how to prepare their room and belongings for their departure. These instructions are distributed via CCU email, community meetings and/or Closing Newsletter. Community meetings are conducted by University Housing staff and scheduled well in advance of closing to distribute critical information and answer questions. Residents are expected to follow the procedures to prepare their room for the closure (e.g. take out trash, unplug electrical items, etc.).

Extended Stay Residents
While early and late stay requests add challenges to the room renewal process, we recognize that there are times when there are university needs for residents to arrive early or stay late, such as residents participating in University sponsored activities occurring outside the regular academic term (i.e. student-athletes whose sport is in competition or mandatory practices and training are held outside of a standard academic term, Orientation Leaders, University Housing Staff, etc.). Advisers/Coaches/etc. must make a request and these residents must complete an Extended Stay Agreement at MyCoastalHome in order to be granted permission to be an Extended Stay Resident. All appropriate fees and forms apply. To review the Extended Stay policy (STUD-CLSE-334) in detail, consult the University Policies website at coastal.edu/policies/.
Check-In
It is vital that you review your Room Inspection at MyCoastalHome and attend all meetings related to your check-in to the residential facilities. These meetings include, but are not necessarily limited to, a Community Meeting each semester.

Checkout
Residents departing University Housing or changing rooms are required to check out of their space. In addition to the details provided in the University Housing License Agreement, your RA and the Housing Assignments Services Team will provide information in the weeks leading up to the end of each semester that will assist you in completing your checkout. This information will include checklists for proper cleaning and checking out of a space. Residents should sign up for a checkout appointment with their RA at least 48 hours in advance of the time they wish to leave. Residents are expected to vacate their residential space within 24 hours of their last exam each semester.

At the time of checkout, the RA will conduct a preliminary inspection of the room/apartment to determine if damages exist and if the room is clean. Your RA will utilize your Room Inspection form during your checkout appointment. It is the responsibility of residents to clean their room/apartment, remove their belongings and trash, and report any damages that have occurred while living in their room/apartment. Damages, missing items, and/or cleaning that no one claims responsibility for will be divided equally among those living in the room/apartment.

Be advised that personal property left in a room or apartment after a resident has moved out shall be considered abandoned and will be removed and disposed of at the resident’s expense. In every case possible, items will be donated rather than thrown in the trash.

A full-time staff member will conduct a more thorough inspection once checkouts are complete to ensure that all damages have been identified and properly charged. Additional charges may be assessed at this time, for damages to the room/apartment, failure to return room keys, and/or improper checkout.

Express Checkout
While it is preferred for residents to check out with their RA, the Express Checkout option is available for those residents who must leave quickly or during the late night/early morning hours. Express Checkout allows a resident to turn in their key and properly checkout without a scheduled appointment with an RA. An RA and full-time staff member will later inspect the room for damage and cleaning and assess appropriate charges. By selecting the Express Checkout option, a resident opts to:

- Follow all check out and cleaning instructions;
- Decline the benefit of having an RA present to conduct a formal checkout prior to their departure;
- Waive their right to appeal any damages, cleaning, or other checkout charges and;
- Complete the Express Checkout process in the following order:
  - Resident picks up an Express Checkout Envelope from the 24-hour community desk.
  - Resident removes all belongings from the room and cleans the room and any shared spaces thoroughly.
  - Resident locks room door(s).
  - Resident completes information on the Express Checkout Envelope and signs it.
  - Resident retains the yellow copy for their records.
Resident places the key in the envelope, seals the envelope and places the envelope in the University Housing Drop Box located near the 24-hour community desk. Failure to return the key will result in lock change charges.

**Involuntary Reassignment or Removal from Housing**

Pending the outcome of a formal conduct proceeding, University Housing reserves the right to reassign residents to other locations or remove them outright from University Housing. The decision to reassign or remove a resident shall be made by the Senior Director of University Housing or their designee.

**Request to Reduce Occupancy of Room**

Depending on occupancy and space availability, residents may have the ability to declare a double or triple occupancy room private after the occupancy verification process is complete in the third week of each term. A resident living in a private room pays an additional fee each semester. All of the room furniture must remain in the room, including the second/third bed. Once a resident has established a private room, the resident will continue to be charged the private room fee for the current academic year, unless the resident provides written notice to University Housing by the first day of classes for the next term or the University notifies the resident that due to space limitations, that the private space has been removed. Private rooms are never guaranteed.

Residents who live in spaces that are eligible to be “declared private” will be offered the option in writing and charged 125 percent of their original rate for all the days the assigned space is declared private. In addition, residents living in a triple occupancy room can request the occupancy to be reduced to double; the two residents living in the room must agree and will share the 125 percent rate increase.

**Room Selection Process**

Each spring semester, current residents are offered an opportunity to go through a room selection process for the following academic year. Information about this process will be distributed during the spring semester. Please contact University Housing administration if you have any questions.

**Room Changes and Consolidation**

No room changes are allowed for the first two weeks or the last two weeks of the fall semester and for the first two weeks and after Spring Break in the spring semester. Residents interested in changing rooms must submit a request at MyCoastalHome; only room changes approved in writing by a CC or University Housing are allowed. All room changes are on a first come, first served basis based on space availability.

Residents found occupying any space other than the one assigned to them will be required to move back to their assigned space and may be assessed associated fees. Residents who allow an unassigned resident or guest to occupy their room may also receive a charge to their student account and face action under the Code of Student Conduct. Residents who spread out and occupy a vacant space hindering the ability to move someone into that vacancy will be required to move their belongings out of the way for the new resident and may be charged at a daily rate for occupancy of both spaces.

University Housing reserves the right to require residents to change rooms and halls with proper notice and in cases of administrative necessity or to protect the safety, security, community integrity, and academic success of any resident. University Housing will use this right to facilitate consolidation of several residents to as few apartments, suites, or rooms as possible. Residents without roommates are in the consolidation process and must either choose a roommate, be prepared to accept a new roommate or
accept a change of assignment. The empty space must be kept ready for a new roommate to be assigned at any time. Common areas including shared bathrooms must also be kept clean and ready for use by newly assigned roommate.

**Room Inspection Form**
Residents will receive a Room Inspection form at [MyCoastalHome](http://MyCoastalHome) to review within 48 hours of check-in. This form should be used to document the current condition of the room and its contents (e.g. furniture, carpet, windows, shelving, etc.). It is vital that residents carefully examine the room and make any necessary changes to the form, documenting any problems/damages found. The Room Inspection form will be used at checkout to assess the condition of the room at that time. Any damages in the room/apartment that were not documented on the Room Inspection form at check-in will be considered ‘new’ damage and the student’s account will be charged for these items.

**University Housing License Agreement**
The housing license agreement is an academic year agreement, fall and spring semesters. Summer semester is separate from the academic year. You will have an opportunity to review and agree to it online through the online housing application. A copy of the current University Housing License Agreement is available on our website at [coastal.edu/housing](http://coastal.edu/housing).

**MAINTENANCE AND FACILITY OPERATIONS**

**Air Conditioning / Heating Systems**
University Housing works hard to ensure that our residents are as comfortable as possible in their buildings and employs several versions of heating and cooling systems for this purpose. In Eaglin, Ingle, Chanticleer, CINO, Teal and Tradition halls chiller systems are specifically designed to automatically adjust to conditions inside and outside of the building. The hot to cold and cold to hot transition times will result in the need for residents to adjust layering of their attire. The units in The Woods and The Gardens are thermostat controlled and have preset standard settings. University Place apartments have individual heat pumps for cooling and heating that are thermostat controlled, but are not designed for drastic adjustments.

It is not uncommon for residents to adjust their thermostats down extremely low with the hope that the apartment will cool down more quickly. This will not work. Setting the thermostat too low typically results in the unit freezing up and not cooling at all until the unit is turned off and thawed. This can also cause unneeded wear or damage to the equipment and may result in repair charges. Repairs to air conditioning/heating systems may not be deemed an emergency depending on the outside temperature.

**Circuit Breakers**
As is true in your home, circuit breakers will automatically turn off, or trip, if the amount of electrical power being used exceeds their design specifications. University Housing reserves the right to require residents to remove or discontinue use of items – even those typically approved for use – should the problem persist. This is most often true in Eaglin and Ingle halls. Should a resident have a loss of power, they should contact one of our 24-hour community desks and/or submit an online maintenance request.

**Dishwashers**
In order to maximize the efficiency of the dishwasher provided you are advised to pre-rinse all dishes. Failure to adequately remove food from dishes may result in dried on food and clogged drains.

**Garbage Disposals**
A garbage disposal is a machine that grinds food waste and allows it to be washed down the sink drain. In order to avoid problems, the following are directions on how to use a garbage disposal and keep you safe:

1. Food to be disposed of should be placed in the disposal while the disposal is OFF.
2. Turn on the cold water.
3. Turn on the garbage disposal.
4. Listen until you hear the food clear the disposal.
5. Turn OFF the disposal. Let the water run 15 to 30 seconds more to flush the pipe.
6. Turn the water off.

Improper use of garbage disposals can be dangerous. Keep your hands far from moving parts. Please follow these guidelines:

- Always run water while using the disposal.
- Starchy food like rice and pasta can cause disposals to clog and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
- Bones, cornhusks, and other high-fiber items should not be put into the disposal as they may clog the drain.
- Keep eating utensils and other items from falling into the disposal.

**Hazardous Materials**
Items such as motor oil, gasoline, or batteries may not be discarded in the dumpsters. To dispose of hazardous material you must take them to your local dump station. Most hazardous and combustible chemicals are not to be stored in University Housing facilities.

**Health and Safety Inspections**
University Housing will conduct inspections that include a thorough evaluation of all private and public areas of the apartment or room a minimum of twice per semester. Repairs or replacement of damaged items and their associated charges as well as action through the student conduct system may result from these inspections. These inspections could be as often as monthly and University Housing reserves the right to conduct more frequent inspections as necessary. During these inspections, we will be opening refrigerators, closets, drawers, etc. as part of the inspection of the facilities. Items such as piled, dirty clothing, open or old food, dirty dishes, unkempt bathroom facilities (dirt, mold, mildew, etc.) and bothersome odors are serious health hazards to the community and are prohibited.

**Interruption of Services**
There may be times when services (e.g. water, electricity, phone, Ethernet connection, cable, HVAC, etc.) are interrupted and repairs are needed and/or preventative maintenance is scheduled. Whenever possible, advance notice of such outages will be communicated via fliers, email, mobile text, and/or voicemail messages. In certain situations (e.g. severe weather, emergencies, accidents, etc.) advance notice may not be possible. In the event of an interruption in service, every effort will be made to correct the problem as quickly as possible.
Maintenance Requests
Residents should report facility emergencies immediately (e.g. electrical problems, leaks, lack of hot water, and clogged or overflowing toilets) by calling their RA – anytime night or day – or the University Housing office, at 843-349-6400, during normal business hours as well as entering it at MyCoastalHome.

Residents should report non-emergencies, such as burned out light bulbs or failing smoke detector batteries at MyCoastalHome. Residents who fail to report maintenance issues that cause subsequent problems will be held financially responsible for all damages. University Housing will not have knowledge of, or be able to repair unreported maintenance issues.

Residents are responsible for entering maintenance requests and monitoring the completion, which can be done at MyCoastalHome. Facilities and maintenance staff will be in direct contact with the resident that enters the request.

Routine maintenance requests will only be accepted at MyCoastalHome and it is the exclusive method that prompts action. The University will not be at fault if a request is not made through standard procedure. Emergency maintenance issues should be submitted promptly via phone to on-call staff (numbers posted in your community), Community Desks and the University Housing main office (843-349-6400). Submission of a routine or emergency maintenance request may result in a charge to a resident’s account for the cost of the repair.

Mold and Mildew
Humidity inside buildings in the state of South Carolina is often high which can result in the growth of mold and mildew; both can cause allergic reactions and other health issues. Mold thrives in damp areas with low air flow. When air absorbs moisture and makes contact with cooler surfaces, condensation develops and creates an ideal environment for mold spores to attach and grow. Similarly, if moist air is confined to an area with limited air flow, mold is likely to develop. Common types of mold are avoided and removed by controlling the moisture source, circulating dry air, and cleaning surface residue. Mild allergy agitation and organic odor are the common concerns, however, some residents may be concerned that they have a dangerous strain of “black mold”. While it is true that some mold strains are extremely dangerous, these strains are very rare. Early intervention and collaborative staff efforts are the key to successfully addressing all mold reports and caring for residents. The following are suggestions for preventing and treating mold and mildew:

- Residents should clean regularly.
- When liquids are spilled, clean and dry the whole area, including under furniture.
- Do not leave curtains or window coverings closed all day, trapping condensation; open curtains or window coverings to allow air circulation.
- Do not leave the bathroom door closed after showering. This traps moisture in the bathroom.
- Hang up damp towels and clothes to dry completely.
- Do not place furniture directly against windows. Leave a bit of space.
- Reduce quantity of uncontained items and clothes.
- Leave HVAC running to keep dry air circulating; make sure air vents are not blocked.
- Do not leave windows and doors open for extended periods of time.
- Submit a maintenance request immediately if a door or window does not close properly.
- Do not allow damp laundry to sit in a pile for long periods of time.
• Do not have items against or around HVAC vents, including closets in your space.

If microbial growth is observed, smelled, or otherwise sensed, a maintenance request must be submitted immediately at MyCoastalHome.

Pest Control
University Housing contracts with an off-campus company for monthly pest control services. Residents can and are encouraged to assist in the effort to control pests by keeping rooms/apartments clean; keeping food in sealed containers; and keeping doors/windows closed. When a continual or severe pest problem arises, residents should put in a maintenance request to report the problem. Extreme and seasonal changes in weather, as construction near our facilities, may trigger the appearance of insects and other pests in our facilities.

Syringe/Needle Disposal
Residents should not place exposed hypodermic needles directly into trash containers, but must use an approved sharps container. Residents can contact Student Health Services about the purchase of an approved sharps container.

Trash Removal
Residents shall dispose of all trash in the dumpsters located throughout the parking areas. Failure to do so may result in a charge.

Water Leaks
Leaks in faucets, toilet tanks, and other plumbing equipment can waste water, ruin costly fixtures, and increase fuel and labor bills. Please report leaks to your 24 hour Community Desk immediately. Failure to report problems can lead to mold and mildew and possible charges to residents.

SAFETY, SECURITY, AND EMERGENCY PROCEDURES

The following information details the many ways University Housing at Coastal Carolina University partners with you, the residents, to keep us all safe in order to prevent crime and to most appropriately respond to emergencies.

Blue Light Emergency System
Blue Light Emergency notification stations are strategically placed in several outside locations on campus. When activated, the system provides direct contact with the Public Safety dispatcher and immediate officer response.

Community Safety Precautions
While we believe that our campus is a safe environment, crime can occur. It is important to remember that our communities are only as safe as we make them. The following precautions should be taken to help protect you against crime:

• Lock your room/apartment door when you leave – even if you are just “running down the hall.” It is best to get in the habit of locking the door at all times.
• Ask who is at the door before opening the door or yelling “come in.”
• Do not prop exterior doors.
• Keep your keys and CCU ID Card in your possession at all times. Do not loan your keys or ID Card to anyone for any reason.
• Don’t walk alone, especially at night.
• Report any suspicious activity to Public Safety immediately.
• Let your roommate know where you are going and when you will be returning.

Doors
All doors should remain closed and locked when not in use. This includes entry doors into buildings, room/suite/apartment doors, room doors, and emergency doors. This is a precaution to ensure that only those with approved access enter our facilities.

Building Access
Residents of a particular building are the only people who have access to that area, and those individuals should not give their CINO Card to any other person to gain access.

Door Propping / Tailgating
Propping any sort of door is strictly prohibited. Any resident found propping a door will be documented and may face conduct action.

Room Access
Residents’ keys belong to CCU and are only issued to individual residents. They may not be lent or given to any other person. You should always lock your door when leaving your room/suite/apartment.

If you lose your keys, you should report it immediately to University Housing. If you lose your CINO Card, you should report it to Campus Card Services at 843-349-4000 and online at coastal.edu/cinocard by selecting “Report Lost Card” from the menu after logging in.

Emergency Contact Information

Resident students
Each student living in University-operated residences is required to review and update their emergency contact information on record prior to occupying an assignment. Resident students expecting to be away for an extended period of time (more than 24 hours) during non-break periods should always let at least one person in the residential community know of their whereabouts.

All students
All enrolled students, regardless of living circumstances, are expected to regularly review and update their emergency contact information and local address information through the Office of the Registrar. Each student is solely responsible for the accuracy of their information and for making applicable changes through the Office of the Registrar throughout their enrollment at the University. The University will reference this information in the event of an emergency and/or if the student is reported to be missing. When a student under the age of 18 and not emancipated is determined to be missing, the University will notify a custodial parent or guardian, as listed in the emergency contact information provided to the Office of the Registrar.
**Fire Safety Equipment**

Safety devices that may not be tampered with nor disabled in any way. Anyone found tampering with, disabling, or interfering with the fire safety equipment is subject to disciplinary action and possible removal from housing and/or criminal charges. Fire equipment includes: room, suite, apartment, main entry, and exit-only doors, fire extinguishers, sprinkler heads, exit signs, smoke detectors, windows, emergency lights, pull stations, fire panels, evacuation plans and stairwells. Residents should not place any items/belongings in hallways/pathways or in front of exits because they can become hazards during an emergency.

**Fire Evacuation**

You should assume that any/all fire alarms are real. If you hear an alarm you should gather your keys and ID and exit the building immediately! You must obey the direction of all CCU staff in an emergency. Move far away from the building and remain calm. You will be given permission to re-enter the building when the threat has been cleared. Do not re-enter the building without permission from Fire Safety staff or University personnel.

**Holiday Decorating Guidelines**

During the holiday seasons, for most residents decorating their living space is a fun and festive way of enjoying those holidays. These guidelines were developed to ensure a safe and enjoyable residence hall living experience for everyone. If you have any questions, please consult your Community Coordinator. Please remember that all University Housing Community Living Guidelines remain in effect.

- Life safety equipment may not be tampered with, altered, decorated or covered up. Life safety equipment includes: exit signs, fire alarm pull stations, smoke detectors, sprinkler heads, and emergency lights. The fire hose/extinguisher cabinet and electrical panels may not be covered and/or blocked.
- The ceiling lights may not be dimmed. Light bulbs may not be taken out of their sockets. Decorations near or around the ceiling lights must have an eight (8) inch clearance.
- All lighting used to decorate must be UL approved/listed; this includes string/rope lights. Use caution with decorative lighting.
  - Make sure lights do not come in contact with flammable objects (curtains, papers, tissues, etc.).
  - Ensure that lights are not a tripping hazard and do not block pathways.
  - Decorative lights are never permitted to be attached to the ceilings.
  - All decorative lights must be unplugged when you leave your room/apartment and unplugged before you go to sleep.
- Live trees are not permitted in any facility. Bales of hay are not permitted.
- The cooking facilities in the kitchens may not be used for decorating or blocked by decorations.
- A clear path of departure must be maintained at all times. Hallways, doorways, and common areas must be free of obstruction. Furthermore, a clear line of sight to the exit must be maintained.
- Hanging decorations improperly may damage the paint and walls. Residents will be held accountable for any damages. Decorations may never be attached to or hung from the ceiling and exposed pipes.
- Per the Community Living Guide, nothing is permitted to be attached to, or hung from, balconies at University Place. In addition, decorations are not permitted on windows. Exterior doors may
not be decorated, unless a University Housing staff member is facilitating a door decorating program.

- Hallway or door decorating contests may only be facilitated by University Housing staff; decorations must be pre-approved by the staff member. Decorating may begin two days prior to the day of judging. All decorations must be removed within 48 hours of the conclusion of judging.
- Haunted Houses may not be conducted in assigned residential spaces and may only be facilitated by University Housing staff with written pre-approval. Related decorations must be removed within 48 hours of the approved event.
- During the academic year, when classes are in session, all holiday decorations must be removed within 48 hours after the holiday. If the holiday occurs during winter break, all decorations must be removed prior to the break.

**Missing Student Policy**

A student may be considered missing if they are reported absent from the University for more than 24 hours without any known reason, the absence is contrary to the student’s usual pattern of behavior, or there is a perception of unusual circumstances. All reports of missing students will be directed to the Coastal Carolina University Department of Public Safety which, with Campus Life and Student Engagement and University Housing (if applicable), will investigate each report and determine whether the student is missing in accordance with this policy. To review the policy (STUD-CLSE-322) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

**Personal Evacuation Plan**

In the event of a facility, environmental, or weather-related event or disaster that results in a University closure, students will need to make use of their Personal Evacuation Plan they each submit as part of their housing application at [MyCoastalHome](http://MyCoastalHome). Most students travel on their own or with friends and roommates to a designated relative or friend’s home out of the area. Since Personal Evacuation Plans can be updated throughout the year, students should discuss potential rides and sheltering options with other students who need transportation. While the University will provide as much notice as possible, so that students can make arrangements and provide for their own safety and welfare, it is important to plan ahead. Again, residents will be required to share their Personal Evacuation Plan at [MyCoastalHome](http://MyCoastalHome) when completing their housing application and have the opportunity to update it throughout the year.

**Severe Weather**

When thunderstorms, tornados or other severe weather is in the area, residents should seek shelter immediately, preferably away from windows, on ground levels, and in a hallway in the center of a building. Residents should use the stairways, not elevators, as severe weather often is accompanied by power outages.

If the National Weather Service issues a hurricane warning for the area, residents will be advised to travel home or inland or to a Red Cross emergency shelter before the onset of severe weather. The University will not operate as a designated shelter and will not provide a shelter-in-place option in University operated residences. In case of evacuation, residents should update their Personal Evacuation Plan at [MyCoastalHome](http://MyCoastalHome), so the University knows where they are going including contact information. University Housing will remain closed until such time as all services have been restored and it has been deemed safe to reopen. There will be no refund, proration, or adjustment of charges or fees for the time the University, building, or specific unit is closed due to facility, environmental, or weather-related events or disasters. More information is available at [coastal.edu/services/safety_and_security](http://coastal.edu/services/safety_and_security).
COMMUNITY GUIDELINES

The following listing of policies and procedures are intended to be used in conjunction with the Code of Student Conduct, University Housing License Agreement and additional information published by University Housing throughout the academic year. Residents who violate University Housing Community Guidelines may receive a warning, monetary sanctions, a cancellation of their license agreement and removal from University, and/or suspension or dismissal from the University. These guidelines are referenced in the Non-Academic Conduct Code within the Code of Student Conduct (CSC, IV, C. 13).

a. **Advertising and Posting**
   Advertisements and postings must be approved as per University policy prior to being placed in residential areas and will only be distributed or posted by University Housing staff. Approved postings may be delivered to the University Housing office for distribution. Other forms of posting including, but not limited to chalk writing, banners, etc., must be specifically approved by University Housing. Solicitation in and around the residential facilities, especially door-to-door, is also strictly prohibited. Items including banners, signs and posters may not be hung in windows and from balconies. In respect for the greater community, residents are restricted from decorating or posting any materials on the exterior of their main suite or apartment door.

b. **Balconies/Patios, Banisters, Elevated Walkways and Stairwells**
   Sitting, standing or hanging on, sliding down or climbing over balcony railings or banisters is unsafe and is therefore prohibited. Nothing is permitted to be attached to balcony rails, including hammocks. Balconies may not be used to store bicycles, trash, paper or other combustible items. The use of grills or other sources of flame is prohibited in these areas given the risk of fire. University-owned furniture must remain within the apartment or suite; it is not permitted on balconies or where it is exposed to weather and the elements.

c. **Bicycles, Bicycle Storage and Other Wheeled Devices**
   The use or storage of bicycles (and all other motorized or non-motorized vehicles including two-wheeled electric-powered scooters [e.g. Hoverboards]) are prohibited in both common and private spaces within the residential facilities and breezeways. Bicycle racks are provided around your residential facilities and around campus for your use. Bicycles locked or chained to stairwells, balconies, trees or any University Housing or private property other than bicycle racks may be subject to removal and impounding. Motorized vehicles must be parked in a parking space. Other wheeled devices such as skateboards, scooters, and/or rollerblades are not to be ridden or worn inside the residential facilities/hallways/breezeways. Residents are strongly encouraged to register their bicycle with Public Safety online, coastal.edu/safety/police/bikes.

d. **Cleanliness**
   Residents are expected to maintain their assigned space in a clean and sanitary manner. Failure to maintain a properly clean space is prohibited. Residents are responsible for reporting problems of mold and mildew due to facilities issues. Residents identified as being responsible for offensive odors, will be asked to eliminate the cause of the odor. An offensive odor is ANY odor or aroma of such intensity that it becomes apparent and is offensive to others. Any odor can become offensive when it is too strong. Some examples are: perfume, cologne, air freshening spray, or large amount of dirty laundry. University Housing staff will address offensive odors when complaints are received.
e. Ceilings and Pipes
Hanging or attaching items from the ceilings and exposed pipes is strictly prohibited.

f. Community Resources/Amenities
Each community is provided resources that may be freely used, reserved or checked out from a community desk such as gaming and sport equipment, laundry facilities, etc. Misuse, abuse or damage to these resources may result in restricted privileges for the community or individual residents and/or replacement fees/restitution.

g. Common Space Usage
Furniture and equipment located in common spaces throughout the residential facilities are intended for community use. Inappropriate use, rearranging, removing or damaging this furniture and equipment is prohibited. Any of the above may result in action through the student conduct system. Access may be restricted to common spaces as a result of misuse and cost for cleaning/repair may be shared by members of the greater community.

h. Damage to University or Student Property
Damage to facilities and/or property is prohibited (including University Housing facilities and property and the property of fellow residents) and may result in restitution through the student conduct process. Residents are responsible for their room, suite and/or apartment and all its furnishings, fixtures and equipment within. Any damages or untidiness must be reported promptly and properly. Any materials (i.e. markers, paint, glitter, glue, fingernail polish, etc.) that are spilled or mark University Housing property (i.e. furniture, carpet, walls, etc.) that permanently alters or requires deep cleaning is also considered damage and will result in charges assessed to the responsible student’s account. Any unreported damages discovered by staff during the year, during a proper check-out or following an improper check-out may result in charges to your student account.

A current list of some standard damage and cleaning costs can be found on coastal.edu/housing. The list is not all inclusive and costs are subject to change without notice based on fluctuating costs for materials. If you feel that you have received a fee by mistake, please submit a letter of appeal to the Community Coordinator for your community.

i. Decorations
In order to protect and preserve University Housing facilities, residents may not make changes to the walls, ceilings, doors, floors or furnishings that result in damage, necessitate repair, or permanently alter the original appearance. Nails, screws, adhesives and other items that may leave holes or residue or remove paint from any surface are prohibited. As a general guideline, if your walls are drywall you may use push pins or thumb tacks and if your walls are painted blocks or bricks you may use pull tab release or adhesive hooks as long as they are removed properly and do not damage the wall if removed properly. With the exception University endorsed decorations done by UH staff, all decorations on doors and windows are prohibited.

j. Doors and Building Access
Residents should feel safe and secure in their communities. They should be able to gain appropriate access to their buildings, rooms, apartments or suites whenever necessary – except during residence hall closures. To that end, exterior doors may not be propped open at any time.
It is not advisable that interior doors be propped unless all the residents of a room agree that it is allowed and at least one resident is at home and able to see the open door at all times. Interior door propping will be governed by the roommate agreement.

Additionally, lobbies, breezeways, hallways, stairwells and elevators must remain clear and secure at all times. Please report any area that is not accessible or secure to your RA or another University Housing staff member. Use of emergency exit or exit-only doors is permitted only in an emergency situation (e.g. building alarm, fire, etc.). Adding or changing locks, deadbolts, chain locks or other access control hardware to any door is prohibited.

k. **Extended Stay Housing**  
Residential facilities are closed for winter break, during the summer terms and during University ordered facility, environmental or weather-related events or disasters. When residential facilities close (e.g. winter break, weather-related event, etc.), residents are expected to follow instructions on how to prepare their room and belongings for their departure which is distributed via CCU email, University Housing staff and/or Closing Newsletter. Guests are not permitted during the breaks.

During winter break, only those residents participating in a University sanctioned program or event will be permitted to remain in the halls. Those residents that meet this requirement must fill out an Extended Stay Request at MyCoastalHome and have it approved by University Housing by the published deadline. Approved residents will be charged a fee. Extended Stay is a privilege, and those found in violation of any rules and regulations will be removed immediately. To review the Extended Stay policy (STUD-CLSE-334) in detail, consult the University Policies website at coastal.edu/policies.

l. **Failure to Report a Violation**  
Residents are urged to report violations of the Code of Student Conduct and University Housing Community Guidelines, especially in situations where a violation of these policies may endanger the violating student, other students, or university or personal property.

m. **Fire Safety**

   i. **Equipment and Evacuation**  
   Tampering with, removing, or misusing fire safety equipment such as a smoke detector, sprinkler head, fire extinguisher, emergency exit sign or other relevant signage is strictly prohibited (violators may be subject to immediate removal/eviction from the University Housing system and may result in criminal charges). Nothing may be attached to or hung from any fire safety device. Failure to evacuate promptly – using only stairwells – when the fire alarm sounds or remain outside until given expressed permission by a University Housing staff member to reenter is also a violation of the fire safety community standard. During evacuations, (if safe to do so) residents should remember to close and lock their doors.

   ii. **Pavilion Fireplace**  
The Tradition Pavilion Fireplace may only be used during approved University Housing events under the supervision of authorized staff. Fireplace use without University Housing permission, including official email confirmation, is a violation of the University Housing Community Living Guide and Code of Student Conduct. Users of the NSH Pavilion are
responsible for properly discarding trash and recycling after use. If a spill or damage happens during use, please report to the Tradition Hall Community Desk.

iii. Kitchen Usage
University Housing offers residents the ability to prepare food in kitchens in University Place, The Woods, and The Gardens and in community kitchens in Chanticleer, CINO, Teal, and Tradition halls. Residents who choose to utilize these kitchens are expected to do so in a responsible manner, which includes being responsible for their own safety, the safety of others, and the cleanliness and safety of our facilities. At no point may food be left unattended. When finished cooking, confirm all heat sources are turned to the “Off” position and cool. All cooking items should be washed, and surfaces wiped down. All kitchens are equipped with sprinkler systems and a fire extinguisher. In the event of a fire, never attempt to move food or kitchen equipment that is on fire. Call 843-349-2911 immediately.

n. Furniture
Each assigned space is fully furnished and residents may not bring additional/extra or personal furniture in to their room/suite/apartment, without written authorization from the Senior Director of University Housing or designee. Prohibiting personal furniture such as couches, futons, chairs, bean bags, etc. decrease the likelihood of infestations, bacteria, and other issue from upholstered furniture. It also reduces the likelihood of ingress and egress issues. Common area furniture may not be moved or relocated in to rooms or apartments for any reason.

o. Gambling and Commercial Enterprises
Residents are granted limited and specific use of their assigned space through University Housing License Agreement and gambling (i.e.: dice, cards, athletic) or operating a commercial enterprise (i.e.: any activity for which a resident is paid fees for services) in university-operated housing is prohibited.

p. Guests
Residents are held responsible for the behavior of their guests. A guest is defined as any person in a room, suite, apartment, or building to which they are not assigned, which includes a resident of another CCU residential community. Consequences for guest behavior may be financial, legal or result in action under the Code of Student Conduct. University Housing reserves the right to remove a registered or unregistered guest from its facilities at any time and to restrict future guests for any resident.

i. Responsibility for Guests
Guests must be escorted by a resident at all times in order to be present in the residential facilities. Guests will never be issued keys by University Housing and residents should never allow a guest of any type to borrow their keys or CINO Card. Residents are responsible for the actions of their guests at all times and bear full responsibility for educating guests about university policies and procedures.

ii. Overnight Guests
Residents must use the Overnight Guest Request form available from their 24-hour community desk to gain permission to host same-gender guests. Residents may not have guests more than three consecutive nights and five nights in a month. Overnight guest requests will only be approved by the CC after receiving the signatures of all roommates.
and/or suitemates and the RA three days prior to the guest’s arrival. Parking passes for approved guests are provided by Public Safety. Approved guests should keep a copy of the completed form with them that includes the CC’s signature as the approver, during the duration of their stay. Overnight guests are prohibited during the first and last two weeks of each semester and during breaks (Thanksgiving, winter, and spring breaks).

iii. Cohabitation
Cohabitation is strictly prohibited and will be deemed to have occurred when a person not assigned to a specific space uses that room as if they are assigned to that space. Accessing an assigned space while the assigned residents are not home, keeping clothing or personal items in another’s assigned space, and regularly sleeping in or using the restroom facilities in a space to which one is not assigned are examples of cohabitation. Residents who allow an unapproved resident or guest to occupy their room may also receive a charge to their student account and be held responsible under the Code of Student Conduct.

q. Hall Sports, Physical Play, and Pranking
Residents may not participate in any sport, horseplay or physically rough play inside the residential facilities due to the potential for damage, injury, and/or the setting off the fire safety sprinkler system. This includes, but is not limited to bouncing, throwing or kicking of balls and/or other objects, rollerblading or roller-skating, throwing a Frisbee®, playing tag, wrestling, or water fights/games. Furthermore, playing pranks on fellow residents is strictly prohibited. Aside from the negative repercussions to relationships, real damage to facilities and safety concerns are often the result of pranks.

r. Improper Checkout/Housing Closure
Failure to properly check-out of one’s assigned space will result in a $100 charge. Improper check-out will include not making, failing to be present for, being more than 15 minutes late for and failing to be prepared for a check-out appointment as well as failure to properly Express Checkout. Any resident found to have left their assigned space for the semester, academic year, or after having withdrawn from the university without checking out will be charged for improper check-out.

s. Ingress and Egress
Residents are required to maintain a clear path for ingress and egress. Furniture, clothing, and power, network and other cords may not block walking paths to doors and windows. The corridors within the suites in Chanticleer, CINO, Teal and Tradition halls are not intended to be used as living spaces. They are corridors and must be clear of furniture, trash, cords, etc. at all times.

t. Keys and Identification Cards
Residents must keep their keys and CINO Card on their person at all times. Keys are issued along with assignments and will only be issued to the assigned resident. Residents may not allow guests, parents and family members, or other residents to borrow their assigned keys or CINO Card. Keys must be turned in during the check-out process and in accordance with University Housing staff instructions. Residents who fail to return their key will be charged a re-core fee to their student account regardless of whether it was lost, stolen, destroyed, etc. Excessive lockouts are considered irresponsibility with keys and are therefore prohibited.
u. **Prohibited Items**

University Housing reserves the right to determine an item is disruptive to the community or presents a safety risk and may instruct a resident to remove an item from the residential facilities. The following list is not intended to be an exhaustive, but rather a representative list of items prohibited in the residents halls:

i. **Alcohol Containers**

   University Housing is a community that discourages alcohol misuse and is committed to educating residents about decisions to possess items that may encourage alcohol consumption. The use of alcoholic beverage containers (cans, bottles, kegs, etc.) as decorations or for any other purpose regardless of your age is prohibited. This includes beer bongs, shot glasses, martini glasses, yard or half-yard glasses, beer pong tables, or other devices used to drink alcohol, with or without alcohol in them.

ii. **Appliances**

   Refrigerators are provided in The Woods, University Place and The Gardens. However, residents are permitted to bring one (1) refrigerator so long as it does not exceed 4.6 cubic feet and is approved by Underwriters Laboratories (UL). One UL approved microwave (less than 1,000 watts) is also permitted. Residents are advised to limit the number of appliances in their spaces, especially in Eaglin and Ingle Halls, due to limited space and limited electrical power capacity. University Housing reserves the right to require residents to remove or discontinue use of appliances should they become a safety or disturbance issue.

iii. **Candles and Incense**

   Since candles, incense and the like constitute a fire hazard they are not permitted in the residential facilities (including, but not limited to candles with or without wicks, candle warmers, gifts or mementos, decorative items, warmed wax, and similar devices). Materials used for decoration that present a fire hazard (e.g. live trees, hay, etc.) are also prohibited.

iv. **Cinder Blocks**

   Cinder blocks, bricks, blocks of wood and any other materials which may damage flooring or become a tipping hazard in the residential facilities are not permitted. Residents may complete a maintenance request for their bed to be lifted by University Housing staff, or purchase plastic risers no higher than 12 inches high (these typically look like square mini traffic cones).

v. **Electric Heaters and Personal Air Conditioners**

   Given the fire safety hazard and additional load on residence hall electrical systems, electric heaters, and personal air conditioners (e.g. window fans) are not permitted. Each residence hall has a fully operational heating and cooling system. If you find that the system is not operating as you expect please submit an online maintenance request and consult your RA if the problem continues.

vi. **Fuels / Combustible Materials**

   Any combustible fuel or material (e.g. lighter fluid, oil, gasoline, charcoal, propane or kerosene) is strictly prohibited. These items must be removed from the residential
facilities immediately. All associated costs for proper disposal will be assessed to the responsible resident(s).

vii. Non-UL Approved Lights / Extension Cords / Multi-Plug Adapters / Electrical Hazards

Only one surge protector strip is allowed per double outlet. Rewiring of resident rooms by non-university employees is not permitted. Neither University Housing nor Coastal Carolina University is responsible for any damage to electrical equipment (computers, TVs, phones, appliances, etc.) caused by power surges or lightning. All appliances, lights and cords used in University Housing facilities must be UL approved and deemed non-hazardous by University Housing. (UL stands for Underwriters Laboratories which performs safety testing for the Occupational Safety and Health Administration.)

viii. Open Heating Elements

Any appliance or device typically used at home or in an office environment that has an open heating element and does not have an automatic shut off feature is prohibited. If your assigned space includes a kitchen, you may bring small countertop appliances that have an automatic shutoff feature engaged at all times as long as it does not disrupt the academic environment and meets the approval of your Community Coordinator.

ix. Pets

No pets are permitted in the residential facilities with the exception of fish contained in a tank equal to or less than ten (10) gallons (per apartment, suite or room). A fish is defined as legless, cold-blooded, aquatic vertebrate animal with fins, gills and scales. Pets belonging to guests and family members are prohibited from visiting the residential facilities. The resident will be responsible for all costs associated with the possession and removal of the animal (i.e. damaged furniture, cleaning fees, pest control, etc.). Residents are restricted from feeding or leaving food outside the buildings for animals.

Emotional Support Animals (ESAs) must receive approval through the Office of Accessibility and Disability Services prior to bringing the animal into the residential community. While Service Animals do not require approval, residents are encouraged to communicate with University Housing in advance of moving in. To review the Service and Companion Animals policy (STUD-CLSE-340) in detail, consult the University Policies website at coastal.edu/policies.

x. Smoking/Tobacco

Coastal Carolina University is a Tobacco-Free Campus and prohibits smoking in all campus buildings including all residential facilities. The Tobacco-Free Policy prohibits the use of all forms of tobacco and smoke-related products. Smoking is prohibited in all residential facilities spaces and/or common areas. A minimum charge of $50 will be assessed if evidence of smoking is found in a room/apartment or any interior common area/space. To review the Tobacco-Free Campus policy (UNIV-EHS-431) in detail, consult the University Policies website at coastal.edu/policies.

xi. Wireless Routers and Internet Switches

High quality internet service is provided throughout the residential facilities. Residents who plug in their own personal router can create a security hole for hacking the network. Additionally, routers are often connected to the network in reverse which results in a
failure of the entire network. Residents are therefore prohibited from setting up a wireless router or internet switch in their room or apartment. Ultimately, these devices will disrupt the continuity and security of the provided network.

v. Quiet Hours / Courtesy Hours
In order to maintain an environment conducive to study and sleep, residents are responsible for turning down sound systems or discontinuing noisy activity immediately if requested by others to do so. Please remember that other residents may live above, below, and beside you in every direction and you have a responsibility to prevent noise and activity that can be heard by other residents whenever possible. Noise heard two doors away in Eaglin and Ingle halls or from outside one’s apartment/suite door in every other community will generally be understood to be a violation of quiet hours. Furthermore, car stereo volume and general noise exterior to the building may have a negative impact on interior residential environments.

Quiet hours are as follows:
- Sunday – Thursday: 10:00 p.m. to 10:00 a.m.
- Friday and Saturday: 11:00 p.m. to 11:00 a.m.
- 24/7 quiet hours are in effect from the evening prior to Study Day through exam week at the end of each semester and will be clearly posted and strictly enforced.

It is important that each resident make an attempt to confront any resident that may be creating a disturbance before contacting your RA or CC so long as you are confident your safety is not in question.

Additionally, any noise or distraction that disturbs residents is not conducive to academic success and personal health and, therefore, courtesy hours are in effect 24 hours a day and seven days a week throughout the year. Excessive noise will never be tolerated no matter the time if day or night and will be subject to documentation without warning. Please reference this community standard when requesting that your fellow residents cease any loud or distracting behavior.

w. Roommate Agreements
Failure to uphold, respect or abide by a roommate agreement is unacceptable. Roommate agreements are not intended to be exhaustive contracts between roommates, but they do serve as clear statements of expectations between those living together and the staff who support them.

x. Screens and Windows
Using a window as an entrance or exit is prohibited (unless in case of emergency). Also, removal of any screen or window is prohibited and the cost of replacement/repair will be charged to the responsible resident. Items including banners, signs and posters may not be hung in windows. In respect for the greater community, residents are restricted from decorating or posting any materials on windows. This includes window paint and decals. This is also to ensure the health and safety of residents and emergency personnel. Residents may not take any action that may cause damage to the window or screen. If in need of repair, the residents should submit an online maintenance request. In order to protect those individuals who may be walking outside the facility, no objects of any type may be thrown, dropped, pushed out of, placed outside of, or allowed to fall from any residential space.
y. **Trash / Littering**
   All trash must be deposited in the dumpsters provided. Residents will be charged $25 for each bag, box or uncontained item found in public areas such as hallways, breezeways, lobbies or anywhere other than the designated dumpster. Littering is also prohibited (this includes paper, cans, bottles, bags and boxes of trash).

z. **Weapons, Projectiles, Ammunition, and Explosives**
   Coastal Carolina is a weapon-free campus. This applies to the residence halls and apartments. University Housing strictly prohibits the use, possession and storage of weapons of any kind in the residential facilities. Weapons include but are not limited to firearms, simulated firearms, BB guns, pellet guns, water guns, dangerous chemicals, any explosive device (including fireworks), ammunition, nun chucks, brass knuckles, butterfly knives, sling-shots, swords, knives with a blade larger than 3 inches, paintball guns/equipment, bows and arrows, darts and other materials that can be used to intimidate, threaten or endanger others are prohibited on campus. Possession of a weapon may subject you to eviction from the residence halls/apartments as well as the University. Furthermore, throwing any object or trash from/toward windows, ledges, roofs, or balconies is prohibited.