

UNC Asheville Housing and Residence Life Guide

2026-2027



UNC ASHEVILLE
HOUSING & RESIDENCE LIFE

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Section 1: Housing and Residence Life Leadership

Assistant Vice Chancellor for Student Affairs, (AVC) – Responsible for the entirety of Housing and Residence Life, Emergency Management, and other Student Affairs responsibilities. The AVC for Housing and Residence Life directly supervises the Director of Housing and Residents Life and other leadership staff within the department.

Director of Housing and Residence Life - Oversees the Housing and Residence Life department. With the support of the AVC, the Director of Housing and Residence Life sets goals and utilizes long-range planning to ensure the mission, vision, and values of the department are upheld and achieved. The Director facilitates and leads large-scale events such as First-Year Student Move-In and Late Night Exam Breakfast.

Associate Director of Housing – Serves as a member of the Office of Housing and Residence Life leadership team and is responsible for the day to day activity of the office. The Associate Director is responsible for occupancy management, residential access control, and the RockyCard Office.

Associate Director of Residence Life – Serves as a member of the Office of Housing and Residence Life leadership team and is responsible for the health and safety of the residential community. The Associate Director of Residence Life also serves as the leader of the Residence Life team and directly supervises the two Assistant Directors of Residence Life.

Assistant Director of Residence Life (AD) – Serves as a member of the Residence Life leadership team. The primary responsibility of the AD position is to supervise the living and learning experience of students who live on campus. As a vital part of the Division of Student Affairs, ADs oversee the day-to-day residential operations of their area(s), as well as manage Resident Assistant and supervise a full-time Residence Life Coordinator.

Residence Life Coordinator (RLC) – Serves as a member of the Residence Life team. RLCs are responsible for the daily operations of a designated residence hall, as well as manage Resident Assistants while under the supervision of an Assistant Director.

Resident Assistant (RA) – Undergraduate student staff members employed by the Office of Housing and Residence Life. RAs are responsible for establishing and sustaining strong, healthy, and safe residential communities for all residential

students. RAs serve under direct supervision of an Assistant Director or Residence Life Coordinator. The RA is responsible for the oversight of a designated hall or floor in one of UNC Asheville's residential communities. The RA serves as a facilitator of connection and prioritizes creating and encouraging a positive, welcoming, safe, and healthy living environment for the residents of their respective community.

Front Desk Assistant (DA) – Undergraduate student staff members employed by the Office of Housing and Residence Life who work under the supervision of an Office Manager. Front Desk Assistants support the UNC Asheville community by being a representative and point of contact for students' questions or needs regarding on-campus housing, and Student ID card (RockyCard). Specifically, Front Desk Assistants monitor our telephones and emails, assist students who have lost their room key or RockyCard, and support the Housing and Residence Life team by performing various administrative tasks.

Section 2: **Residency Requirements and Room Selection**

First-time, first-year students are required to live on campus their first academic year or, if coming in as a new student for Spring semester, the entire Spring semester. The live-on requirement also applies to students who were early/middle college attendees. Students may request a waiver for an exemption to this policy in the Housing portal. Requests must meet our criteria for exemption:

Exceptions:

- 1) Married students
- 2) Students with dependent children living with them
- 3) Students 22 years of age or older
- 4) Veterans
- 5) Living with parent(s)/guardian(s) within 30 mile driving radius

First year students, who wish to request an exception, must submit a Housing Waiver Request form, located in the housing portal. Waivers are subject to the approval by the Housing and Residence Life Office. Only UNC Asheville students enrolled and attending classes are eligible to live in University residence halls.

To live in on-campus housing, a student must be enrolled as a full-time student (12+ credit hours) during each semester. Exceptions to this policy are for extenuating circumstances and must be approved by the Dean of Students. Any student intending to drop below 12 credit hours must meet with the Dean of Students to

review the circumstances and discuss the risks and consequences of taking this action. The Dean of Students reserves the right to deny the request for a student taking fewer than 12 hours to remain in the residence hall.

Students who cancel their housing for an unapproved reason, may be subject to the full cost of the room rate for the remainder of the contract period, or a \$750 breach of contract fee. Students who are required to vacate their residence hall due to withdrawal from the university, or other university-related reasons, will not be billed for the remainder of the contract period or a breach of contract fee. Prorated refunds will be issued until the 6th week of classes.

Continuing students who are not registered for classes by June 1 (Fall) or December 1 (Spring), will have their room and board cancelled. Students who are not registered full-time by the end of the add/drop period will be dropped from housing and will need to move out within 24 hours.

At the end of the add/drop period, students who have never attended any of their classes will be administratively dropped per university policy. Students who have been administratively dropped from all their classes will be dropped from housing and will need to move out within 24 hours.

2.1 Residents with Nine to 11 Credit Hours

Residents who request to drop to nine to 11 credit hours, or who are not performing satisfactorily at nine to 11 credit hours, are required to meet with the Dean of Students to explain the reason(s) for failure to maintain full-time active enrollment and to determine the need for on- and/or off-campus support services. Based on a review of the appropriate documentation and the outcome of the meeting, at the Dean of Students' discretion (which may involve consultation with other professional staff and administrators), a resident may be asked to leave the residence halls or be allowed to complete a Nine- to 11-Hour Agreement for special circumstances.

Note: Reasonable efforts are made to identify students who are not performing satisfactorily in their coursework; however, not every student can be identified.

2.1 Residents with Senior Status – Credit Hour Requirements

A student in their senior year will be permitted to be enrolled in nine to 11 credit hours and remain in the residence halls by completing a special request form through the Office of Housing and Residence Life. Seniors in their graduating semester who may have special circumstances placing them under nine credit hours may meet with the Dean of Students for approval to remain in on-campus housing.

2.2 Residents with Fewer Than Nine Credit Hours

Residents who drop below nine credit hours, or who are not performing satisfactorily in at least nine hours of coursework, are not allowed to remain in the residence halls. The Dean of Students, upon review of the daily report and/or other appropriate documentation, will immediately notify Housing and Residence Life leadership about any student who has dropped below nine credit hours, or if there is reason to believe the student is not performing satisfactorily and/or attending classes regularly in at least nine hours of coursework. The student will be required to meet with the Dean of Students to determine the nature of the issue. Depending upon the history of the situation, time of the semester, and/or reasonable ability for academic recovery, the student may be given a conditional opportunity to try to complete the semester. Should the student not meet the conditions or there be no reasonable chance for academic recovery, the student may be required to leave University housing and/or withdraw from the University. Should this be the case, staff will notify the student immediately to begin making preparations to move out of the residence halls. Upon notification, the student will have at least 48 hours (including weekend days) to make arrangements for off-campus housing and remove his or her belongings from the residence hall.

Note: Reasonable efforts are made to identify students who are not performing satisfactorily in their coursework; however, not every student can be identified.

2.3 Occupancy Status

For the purposes of this policy, occupancy begins when the student accepts their room key and terminates when they turn in the key according to proper check-out or room change procedures. During occupancy, the student accepts responsibility for their assigned room. For this reason, it is important that the necessary procedures be adhered to in effecting any changes. It is understood by the resident and the University that the resident's assigned room/apartment is used for no other purpose than as living quarters.

2.4 Force Majeure Events

If, at any time during the term of the housing contract, UNC Asheville determines that closure of University residence halls is necessary or advisable to preserve the health and safety of residents and the campus community due to a force majeure event, UNC Asheville may terminate or suspend or adjust the housing contract. UNC Asheville will not be responsible for any loss or damage to residents, and will not be deemed in default of the contract, as a result of any delay or failure to perform any terms or conditions of the contract or modification to accommodations due to any force majeure event. Suspension of the

housing contract does not extend the scheduled term.

Upon cessation of the force majeure event, as determined by UNC Asheville, the contract suspension will cease, and the housing contract and all of its terms and conditions continue in full force and effect. A force majeure event is defined as an act of God; war; act of terrorism; fire; explosion; natural disaster, to include without limitation, hurricane, flood, and tornado; utility malfunction; loss of electricity or power; strike, lockout, or commandeering of materials, products, plants or facilities by the government or other order (both federal and state); interruption by government or court order (both federal and state); present and future orders of any regulatory body having proper jurisdiction; civil disturbance, to include without limitation, riot, rebellion, and insurrection; epidemic, pandemic, or other national, state, or regional emergency; and any other cause beyond the reasonable control of UNC Asheville.

In the event UNC Asheville requires residents to vacate University housing as a result of a force majeure event, residents will be responsible for removing all valuable personal items at that time or as designated by the University. In certain circumstances, UNC Asheville may remove possessions and/or furnishings from residence hall areas, in order for those residence hall areas to be used for other emergency purposes. UNC Asheville will not be responsible for loss or damage to residents' personal items that must be moved and stored in such instances.

2.5 Room Selection

Room selection and assignment for the following academic year occur each Spring for currently-enrolled residents. Requests for a special building, room, and/or roommate will be honored whenever possible for residents who follow the proper room sign-up procedure but cannot be guaranteed for all housing assignments. The room selection process is published and distributed beforehand to all residents.

Residents will reserve a room for the next academic year by logging into their OnePort account, then logging into their Housing Portal during the designated room selection periods and completing their reservation in the Housing Portal. Cancellation of a room reservation at any time after the form is submitted will automatically generate a room reservation cancellation charge of \$750 to the student's account. This \$750 cancellation charge is non-negotiable, so residents should consider their plans carefully before selecting a room.

Residents who do not request a room assignment during Spring room sign-up will automatically have their housing contract canceled at the end of Spring semester.

2.6 Voluntary and Involuntary Withdrawal from On-Campus Housing

When a resident withdraws from on-campus housing they must first cancel their housing contract in writing. A residence hall withdrawal request will only be approved if the resident has also withdrawn from classes at UNC Asheville. Once a resident has withdrawn from all classes, they must check out of their residence hall within 24 hours. Non-enrolled students and students who are enrolled but are not attending classes can be removed from the residence halls. A room and meal plan refund will be assessed using a refund percentage based on the date of withdrawal. After a certain point in the semester, no refunds will be issued. This period follows the same timeline that the University follows for tuition refunds.

The University reserves the right to suspend a resident's housing contract, temporarily or permanently, if the University determines the resident is a threat to self or others or is a detrimental disruption to the residential community. A student may be denied on-campus housing or have on-campus housing immediately suspended if the University determines that, to be assured of the student's safety or well-being, the student may require more care or supervision than the University can provide in a residential environment.

As a general rule, no refunds will be given to students whose housing contracts are canceled due to disciplinary reasons; however, exceptions may be made at the discretion of the Dean of Students.

Section 3: Residence Halls and Rooms

All residence hall rooms have air-conditioning and Wi-Fi internet connection. Common areas have standard features such as study rooms, lounges, laundry facilities, computer labs, wireless connections, and vending machines. All residence halls are smoke-free. Virtual tours of each hall are available online at unca.edu/housing.

- **Founders Hall** – recently renovated and houses 290 students in single and double rooms with a shared bathroom. Founders Hall, which is primarily a first-year student residence hall, is located near Brown Dining Hall and is adjacent to Highsmith Student Union.
- **Governors Hall** – houses 187 students, both first-year and continuing students, in single and double rooms arranged in suites. A residential courtyard, satellite

fitness room, and proximity to the academic quad are often mentioned by students as favorite features of Governors Hall.

- **Mills Hall** – houses 296 students within suites in a mixture of single and double rooms with a shared bathroom and a living room. Mills Hall is primarily a first-year residence hall and students love the proximity to Highsmith Student Union, and the sand volleyball court and picnic area located between the hall and the Botanical Gardens.
- **Ponder Hall** – our largest residence hall both in square footage and number of residents. Nearly 300 students live in a mix of single and double rooms within suite configurations. Ponder Hall is primarily for continuing students and is the home to The Down Under, a late-night dining destination available to all residential students in a central location.
- **South Ridge Hall** – a wellness community that houses just over 100 students. A mixture of first-year and continuing students share double rooms in semi-suites. Living in a wellness community means that students choose to refrain from the use of substances such as tobacco products and alcoholic beverages anywhere in these residential areas, including their own rooms. The Ridges (West Ridge Hall and South Ridge Hall) are situated in a beautiful wooded area near the Botanical Gardens.
- **West Ridge Hall** – houses 144 students who share double rooms in semi-suites. A mixture of first-year and continuing students love the lounges, study spaces, and third floor patio in West Ridge Hall. The Ridges (West Ridge Hall and South Ridge Hall) are situated in a beautiful wooded area near the Botanical Gardens. Additionally, West Ridge 3rd floor is home to our Honors Housing for incoming First-Year students
- **The Village** – collection of five smaller residence hall communities. Each hall houses 20 students with a shared laundry, kitchen, and lounge area. The Village is adjacent to the Student Recreation Center and Straus Track and is primarily available to continuing residents. Gardner Residence Hall is designated as a first-year student community and is only available for incoming first-year students.
- **The Woods** – collection of five apartment-style communities.. Full kitchens in each apartment, laundry facilities in each of the five buildings, a 24-hour fitness center, convenient parking, and a location adjacent to the Botanical

Gardens, Reed Creek, and Mullen Park make the Woods a great place to call home.

3.1 Furnishings and Decor

Residence hall rooms are furnished with beds, desks, chairs, chest of drawers, window blinds, MicroFridges®, and closet space. Apartments in The Woods include full kitchens, including full-size appliances. It is the responsibility of the resident to maintain the living area. Residents are accountable for all University property in their rooms. Room furniture should never be left in study areas or halls. Furniture from common areas should never be taken to individual rooms or suite living spaces.

Upon assuming occupancy of a room, residents complete a Room Condition Report detailing the state of the room and furnishings. Residents must be thorough in their inspection. Damaged or missing items not noted on the Room Condition Report at the beginning of the year will be billed to the student account during hall closing procedures.

We encourage students to personalize their rooms in a way that makes it their home. However, we cannot allow certain modifications due to fire codes and University regulations. A charge will be assessed and the room restored to the proper condition upon initial notification of a policy violation. Removal of door closures; disassembly of furniture; painting; removal of closet doors; hanging anything from sprinkler heads, lights, or doorways; or defacing furniture is prohibited.

While there is the opportunity for students to express individuality in decorating their rooms, the following guidelines must be followed in order to prevent fires, protect the facilities, and keep residents and their possessions safe:

1. The use and/or presence of candles, incense, hookah, or any flame-associated product is strictly prohibited. A primary cause of residence hall fires has historically been from burning candles or incense.
2. Highly flammable materials, such as hay, straw, Spanish moss, and cloth-ceiling coverings, are prohibited.
3. Items attached to, hung from, wrapped around, or obstructing light fixtures, doorways, or sprinkler heads are prohibited.
4. Placing decorations on/in windows, the fire system, or in a way that causes tripping hazards, blocks egresses, or otherwise poses a safety concern is prohibited.
5. Placing decorations in a way that can be viewed from outside their assigned space, including on any outward facing doors, windows, walls, balconies, porches, etc. is subject to removal.

- a. Decorations displayed within mutually assigned spaces must be agreed upon by all assigned residents of that space.
6. Strings of electric lights and tube lights that contain halogen bulbs are prohibited.
 - a. String lights that contain LEDs or light strips that are LED are allowed in residence hall rooms.
 - b. The number of light sets that are plugged into one another cannot exceed three sets. If the manufacturer's specifications indicate less than three, residents must follow those specifications.
 - c. Approved LED string lights/LED strips cannot be placed over doors that function as fire exits for that space, or attached to lights, University furniture or fire prevention/protection devices like sprinklers or alarms.
 - d. String, tube, or decorative lights must be turned off or unplugged when residents are sleeping or away from the room for extended periods of time.
7. Residents will be billed for any decor that stains, alters, or otherwise damages their room. This includes, but is not limited to: nail holes; tape marks; stickers on walls, ceilings, floors, and doors.
8. Students should not paint rooms, hallways, bathrooms, or any part of residence hall areas.

3.2 Liability and Renters Insurance

The University does not assume liability for the loss, damage, or theft of personal property, or damages resulting from negligence of occupants of the building. Residents wishing to protect themselves from the possibility of such losses should cover their belongings with the appropriate insurance. It is to the student's advantage to contact their insurance company and obtain renter's insurance. In some cases, students may find they are covered by their parents under the terms of an existing homeowner's policy.

3.3 Special Living Units

We are committed to providing a residence hall environment that responds to the varied needs and interests of the students and the University. There are several living options provided for the current school year and others planned.

3.4 Housing Assignments

All of our residence halls offer a choice of living on any floor. Bedroom and suite selections are available according to the student's sex. Co-ed housing is not permitted per [UNC System Policy 700.8.1](#).

3.5 Accessible Housing and Accommodations

It is the policy of UNC Asheville that no qualified person may be discriminated against because of disability. Consistent with Section 504 of the Vocational Rehabilitation Act of 1973 and with the Americans with Disabilities Act (ADA) of 1990, UNC Asheville provides accommodations which work toward ensuring equal access for students with disabilities. Campus architectural and program barriers have been steadily removed since 1973.

The Village, Ponder, Mills, Founders, West Ridge, South Ridge, and Governors have been equipped to accommodate students with mobility impairments. Accessible parking spaces throughout the campus are designated “blue zones.” The following buildings have elevators: Lipinsky Hall, Owen Hall, Carmichael Hall, Karpen Hall, Rhoades-Robinson Hall, Zaiger Hall, Ramsey Library, Highsmith Student Union, and Brown Dining Hall. Mills Hall, West Ridge Hall, South Ridge Hall, Founders Hall, Ponder Hall, and Governors Hall are also equipped with elevators.

UNC Asheville will provide reasonable housing accommodations for qualifying students registered and approved with the Office of Accessibility. Students may request housing accommodations based on disabilities or medical conditions at any time. Space availability may be limited for students who request housing accommodations. It is recommended that students submit their request as soon as possible. Documentation must be presented to the Office of Accessibility and is used in the determination of reasonable accommodations. The staff of the Office of Accessibility is responsible for the reviewing of documentation and all information will remain confidential. The provision of documentation of a disability does not guarantee housing accommodations.

A housing application must be completed and on file with the UNC Asheville Office of Housing and Residence Life. Documentation will remain with the Office of Accessibility, kept confidential and will not be part of the Housing and Residence Life operations file.

Note: The intent to request housing accommodations that the student includes on the “Request for Accommodation” form DOES NOT take the place of the housing application required by the UNC Asheville Office of Housing and Residence Life.

Section 4: Facilities, Amenities, and Campus Services

4.1 Kitchens

There are full-service community kitchens in The Village, Founders, Mills, Ponder, South Ridge, West Ridge, and Governors available for resident use. Residents must provide their own dishes, supplies, and utensils; limited kitchen tools are available for check-out via RA. Kitchens may have specific guidelines or limitations applied to them to ensure proper use and expectations for sanitation.

4.2 Maintenance

resmaint@unca.edu is an e-mail system that allows residents to submit any maintenance or operational requests 24 hours a day, seven days a week. Work orders are issued and completed when a repair is needed or a request for service is made. Routine maintenance requests are usually completed within 24 hours. Students will be informed if repairs will take longer than normal. For emergencies or serious problems, contact the RA on call for the appropriate area (see *Important Numbers* section) or University Police at (828) 232-5000.

4.3 Laundry and Vending

Washers, dryers, and vending machines are available only for residents in all residence hall areas. Refunds for vending machines are available by contacting the support number that is located on the vending machine.

The costs for use of washers and dryers are included in student housing costs, therefore payment is not required to wash or dry clothes. Students should have a full load of clothes each time they use the machines for best results. Because the washers are high-efficiency front loading, students should only use H-E detergent. Notifications on the status of each hall's washers and dryers is available for free through the [SpeedQueen App](#). Personal belongings that are left unclaimed in laundry rooms for multiple days will be removed by Housing and Residence Life Housekeeping staff and will be held for a maximum of two (2) weeks. After two (2) weeks, these items will be disposed of if unclaimed.

4.4 Elevators

Elevators are located in every residence hall except for The Village. Misuse of elevators and elevator emergency equipment is prohibited. Damage to elevators may be billed to all residents as common-area damage if responsible parties are not identified. Housing and Residence Life staff reserve the right to disable elevators in the residence halls for any period of time.

4.5 Technology and Computer Labs

UNC Asheville provides residents with free wireless and wired Internet connections. All students are expected to adhere to the acceptable-use policies set by Information

Technology Services (ITS). A detailed version of these policies can be found at its.unca.edu/usage-policies.

Computer labs are located in Founders Hall, Mills Hall, Ponder Hall, West Ridge Hall, South Ridge Hall, Willow Hall, and Governors Hall. Computer labs are available 24 hours a day for use by residents only. Residents must supply their own paper for lab printers. Food and drinks are not allowed in the labs. Violation of this policy may force the closure of labs.

ITS also provides complementary support services for residents. ITS helps students keep computers virus- and spyware/adware-free. Drop off machines for service at the Student Technical Services Center, 118 Ramsey Library. For computers running slow, suspected viruses, or any other computer or network issue, please contact the ITS Help Desk at (828) 251-6445 or helpdesk@unca.edu; or contact resmaint@unca.edu and the issue will be forwarded to the ITS Help Desk.

Terms of Acceptable Technology Use:

1. All activities must be legal and adhere to all federal, state, and local laws.
 - a. In some cases, hacking is a federal offense and will not be tolerated at UNC Asheville.
 - b. Hacking is not limited to computers to which you gain full access; it also includes unsuccessful attempts to gain control.
2. If you are not authorized to access a computer, do not attempt to use it.
3. All copyright laws must be obeyed.
 - a. No uploading or downloading of copyright-protected files that you do not own or have permission to use.
 - b. File formats that sometimes contain questionable material include mov., .MP3 and .avi.
4. UNC Asheville's *eduroam* computer network cannot be used for commercial or business activities. Servers providing external services or bandwidth-intensive services are prohibited.
5. Domain names are not permitted to be run from computers residing on or connected through the campus.
6. No virus, trojans, or remotely controlled programs are permitted unless you have received authorization by the administrator, owner, or designated representative of every computer you wish to access.
7. You must not cause the network to be congested or become unavailable to other students.
8. Only authorized wireless access points provided/managed by UNC Asheville ITS should be used.
 - a. There are no ITS wireless access points supporting the ResNet environment.

- b. Unauthorized wireless access points and routers are subject to disconnection by ITS.
- 9. Use caution when running IRC-related programs. These programs can consume an enormous amount of bandwidth due to the large file sizes associated with audio and video files.

4.6 Storage

The University is unable to store student personal belongings. Residents must make necessary arrangements to remove all belongings when they move out of campus housing. Personal property must not be left in rooms over the summer. Housing and Residence Life has contact information for local storage companies for students who need this option. If a student fails to remove their belongings in an assigned timeframe communicated by HRL, the Office of Housing and Residence Life reserves the right to remove/dispose of the items that are present in the space.

4.7 Mail

The Student Mail Center is located in Highsmith Student Union between the bookstore and the food court. All student mail and packages will be received and picked up at this location. Students will receive a UNC Asheville mailbox number upon arrival to campus and that address remains the same for the duration of a student's residence on campus. Individual mailing addresses will follow the example below:

Student Name
UNCA Box # xxxx
2500 University Heights
Asheville, NC 28804

For questions regarding student mail, contact the Student Mail Center at (828) 258-7679. Additionally, there is an Amazon Locker located outside the first floor of Highsmith Student Union for Amazon deliveries. This locker is accessible 24 hours and seven (7) days a week.

4.8 Secure Access

All residence halls are locked and monitored for security; students' RockyCards are used as the key to enter residence hall buildings on campus. Students should never loan their RockyCard to any individual; it should only be used by the card owner. RAs can assist with temporary loaner cards in the event of misplaced RockyCards. The temporary access card will provide access to the appropriate residence hall until a replacement card is issued.

For lost or stolen RockyCards, the student must contact the RockyCard office immediately at (828) 251-6767 or visit the office in Governors Hall during normal business hours (Monday through Friday, 8 a.m. to 5 p.m.). Individuals are responsible for all financial activity generated by the use of the lost or stolen RockyCard until it is deactivated. For students' protection and the safety of the University community, it is important that the student deactivate their RockyCard in the RockyCard portal at rockycard.unca.edu. There is a \$25 fee for replacement cards.

4.9 Important Phone Numbers

All routine business is conducted through the Office of Housing and Residence Life during normal business hours (8 a.m. to 5 p.m.); the office number is (828) 251-6700. In addition, each area is overseen by an Assistant Director (AD) or a Residence Life Coordinator (RLC) who is able to assist with questions or concerns about students' residence hall experiences. Their numbers are:

- o Founders Hall & Mills Hall AD – (828) 251-6577
- o The Woods and Ponder Hall AD – (828) 232-5034
- o Governors Hall and The Village RLC – (828) 250-3861
- o The Ridges RLC – (828) 250-2374

For assistance after normal business hours or on weekends, contact the RA on call for the appropriate residence area. Their numbers are:

- o Founders Hall – (828) 620-0139
- o Governors Hall and The Village – (828) 620-0140
- o Mills Hall – (828) 620-0137
- o Ponder Hall – (828) 620-0138
- o The Ridges Halls – (828) 620-0136
- o The Woods – (828) 230-4705

4.10 Campus Contacts

UNC Asheville's campus is filled with many helpful staff members who can assist with various student needs. Common numbers are listed below:

- o Campus Bookstore – (828) 251-6416
- o Cashier's Office – (828) 251-6664
- o Financial Aid – (828) 251-6535
- o Health and Counseling Center – (828) 232-6520
- o Highsmith Student Union – (828) 251-6600
- o RockyCard Office – (828) 251-6767
- o Academic Success Center – (828) 350-4501
- o Recreation Center – (828) 232-5650

- o University Police – (828) 232-5000

4.11 Dining on Campus

All residents (except residents in The Woods) are required to have a meal plan through Dining Services. For information about meal plan options, dietary accommodations, or menu information, call (828) 251-6183 or visit dineoncampus.com/unca.

Dining services are not available during Thanksgiving, Winter Break, Spring Break, Maymester, and during semester transitions. During Summer School sessions, dining hall hours are greatly reduced and students are not required to purchase a meal plan but may do so at an additional cost. Students must arrange for transportation ahead of time and leave campus by the time the residence halls are closed for breaks, and may not return until the halls reopen.

Section 5: Rights of the Resident and Agreement Form

When living in a community environment, each UNC Asheville resident possesses certain individual rights and responsibilities which are held in high regard. The following “Bill of Rights” is intended to define the minimum a resident can expect. Primary rights of the resident include:

1. The right to read and study free from undue interference in your room. One of the basic purposes of the University is the dissemination and application of knowledge. Unreasonable noise and other distractions inhibit the exercise of this right.
2. The right to sleep, the right to one’s personal belongings, the right to free access to your room and suite facilities during the period that the residence halls are open, and the right to a clean environment in which to live.
3. The right to experience optimum physical conditions as they support, reinforce, and provide positive conditions in which to learn and live.
4. The right to impartial and fair adjudication of grievances and the right to be free from retribution, intimidation, and imposition of sanctions apart from due process. If the academic and residence hall communities are to function in the most educationally profitable manner, the right to initiate actions and referrals for impartial and fair adjudication of grievances is held to be paramount.
5. The right to be yourself as long as your behavior does not infringe upon the rights of others or threaten harm to yourself or others.

Secondary rights of the resident are those which should be protected, unless they infringe on the reasonable exercise of the primary rights defined above. These secondary rights include:

1. All persons should have freedom from interference with their personal activities, and should be able to maintain privacy for nonacademic reasons.
2. All students should have the opportunity to maintain personal contacts and friendships with others to fulfill their needs for socialization. Guests are to respect the above-stated rights of the resident's roommates and of other residents.

A resident's housing contract is renewable each year at the discretion of Housing and Residence Life. The Office of Housing and Residence Life reserves the right to refuse housing to any resident who becomes delinquent in housing payments, or who has demonstrated an unwillingness or continual inability to abide by community standards, regulations, and policies within the residence hall community.

5.1 Roommate/Suitemate Agreement Form

All residents are required to submit a roommate/suitemate agreement form. The agreement form is intended to serve as a means of compromise between roommates and/or suitemates, while ensuring that each individual's rights are respected. Your enjoyment and satisfaction with residence hall living will largely stem from thoughtful consideration that you demonstrate for one another. As living mates, you should work together and voice your opinions honestly to create a positive and lasting agreement; one that you will continue to hold each other accountable for. This document will help you reach some agreements on how to have a successful living arrangement throughout this year. You should complete this agreement with your roommate(s) and suitemates(s) as soon as possible when arriving at UNC Asheville. The form will be kept with your Community's Supervisor (AD/RLC). Failure to adhere to these agreements should be first handled between the roommates themselves. If needed, contact your RA for additional assistance with this agreement or with any concerns you may have.

Section 6: Checking In, Room Changes, and Checking Out

6.1 Checking In

All residents must check in prior to moving into a room on campus. At check-in, residents will receive room key(s) and a Room Condition Report (RCR) which can be found in the Housing Portal. If there are damages or maintenance needs for the

room upon move-in, the RCR should be completed immediately. Residents will be held responsible at check-out for any damages not listed on the RCR completed at check-in. Residents are responsible for cleaning their own rooms and bathrooms. Maintenance needs should be submitted by the student to resmaint@unca.edu as soon as possible.

Residents who have not checked in by 8 a.m. on the first day of each semester's classes and have not notified the Office of Housing and Residence Life may have their room assignment canceled.

When a room is vacated, residents are responsible for returning the room and its contents to its original condition. Failure to do this will result in a \$250 improper check-out fee that is charged to the occupants of the room. The RCR completed during check-in will be compared to the condition of the room at check-out. If the room or its furnishings, including the doors and windows, are damaged, the costs will be billed equally to all occupants of the room, unless those individuals responsible are identified. For example, tape marks, stickers, glue, toothpaste, self-adhesive plastic hooks, nails, and screws on varnished or painted surfaces are considered damages. The occupants of a room will be charged for any restorative services (e.g., tape removal, wall washing and/or painting, surface refinishing on room doors, desk, dresser tops, etc.). Charges may be assessed depending on the severity of the damage and posted to the resident(s)'s account.

6.2 Consolidation

After each semester begins, University staff may contact residents who are in double occupancy rooms without roommates (due to cancellation or withdrawals).

Residents may choose one of the following options:

1. If space allows, keep the room as a single by paying a single room upcharge.
2. Consolidate with another resident who is also without a roommate. The involved residents will decide which individual moves.
3. Stay in the current room and expect a roommate to be assigned at any point during the semester.

Under some circumstances, Housing and Residence Life reserves the right to move students to other on-campus housing locations. Students are not permitted to occupy an entire suite as a single occupant, and will be required to consolidate with other students. Additionally, Housing and Residence Life staff may charge a prorated room fee if the resident(s) of a room refuses to accommodate a student who is approved to move in. This charge will be assessed to the remaining resident(s).

6.3 Room Changes and Freeze Period

Room changes will not be permitted for approximately two weeks after the check-in period, which is called the “freeze period.” The purpose of the freeze period is to 1) allow time to locate unexpected vacancies so that any students on the waiting list may be notified that housing is available, and 2) provide a period in which the residential population may stabilize.

Students will be notified when the freeze period is over and when room changes may be requested. At this time, two days will be allocated for students to move if they have obtained approval. Unauthorized room changes will result in a \$50 fee to each resident involved, and those residents may be required to return to their original room assignments.

During a period of full occupancy, room changes may not be possible, but students are permitted to swap rooms with other current residential students.

6.4 Vacating the Residence Halls

Residents must leave the residence halls within 24 hours after their last scheduled exam or by 9 a.m. the day after exams end for the semester, whichever comes first. RAs will contact residents to confirm final exam schedules. If residents require extra time in the halls, special arrangements must be made in advance (approximately two weeks ahead of the hall's closing) with the AD or RLC of the appropriate residence hall.

Students who request an exception to stay in the residence halls during a period when the halls are closed must submit a late stay request form, which can be found in the housing portal. If the request is granted, the student may be assessed a daily charge. Employment does not provide justification to stay in the residence halls during break periods. If a student is approved to stay on campus after the residence halls close, they may be required to relocate to another residence hall for their duration on campus.

Residents participating in commencement (graduating students, marshals, and members of performing groups) must be packed and ready to move out of the residence halls by 9 a.m. following the day of commencement, unless otherwise approved.

Hall closing and reopening times are well-publicized and residents will be notified in advance of each closing. The dates the residence halls are closed for breaks are listed at <https://new.unca.edu/housing/>. Residents must make plans to leave the residence halls during breaks when the University is closed. Residents do not need to remove

belongings from their rooms during Fall, Thanksgiving, Winter, or Spring breaks. During Winter Break, residents will not have access to their rooms while residence halls are closed. Housing staff may enter rooms during breaks to perform maintenance and housekeeping. .

First-class mail will be forwarded to the resident's permanent address listed with the Registrar's Office (unless the student is a UNC Asheville summer resident). Resident mail may be forwarded to a different address by contacting the Student Mail Center. It is the resident's responsibility to notify the Student Mail Center before leaving campus for the summer, or in the event the resident permanently leaves campus housing.

6.5 Checking Out

Students will be required to check out of their rooms, and return their room key, at the end of the year and/or any time they permanently vacate the room (i.e., room change or withdrawal).

There are two (2) ways to check out of the residence hall.

1. Check Out with a Resident Assistant (RA)

- a. **After attending the Closing Meeting with an RA at the end of each semester, students can sign up for a time to complete the check out process.**
- b. **During this process, the RA will confirm the student has completed all check-out tasks (see below).**
- c. **Once the RA has confirmed completion of all check out tasks, the student will sign their name on the Check Out slip on their door**
 - i. **If the student is vacating the residence hall at either Fall or Spring semester, they will give the room key and mail key to the RA.**

2. Express Check Out (not with RA)

- a. **After attending the Closing Meeting with an RA at the end of each semester, students can notify the RA that they choose to check out via the Express Check Out option.**
- b. **Students choosing Express Check Out will not set up a time with an RA to check out of the residence halls.**
- c. **It is the student's responsibility to complete all the check out tasks (see below).**
- d. **Once the student has completed all check out tasks, they will sign their name on the Check Out slip on their door**

- i. **If the student is vacating the residence hall, they will return their room key and mail key to the key drop off box in the residence hall in one of the provided envelopes**
- e. **The room will be checked by Housing and Residence Life staff after the student has officially checked out**
- f. **Please Note: Students completing Express Check Out waive their right to appeal damage charges assessed at semester and end of year closing.**

6.5.1 Check Out Tasks

Residents should follow the proper check out process:

1. Empty all trash
2. Clear all personal items from the space, including the bathroom
3. Take down all posters, stickers, and other wall hangings
4. Remove any items from the door(s)
5. Remove all personal items including rugs and carpets
6. Clean all surfaces, including bathroom and bedroom floors
7. Return furniture to its original position
 - Do not change the height of your bed
8. Clean and defrost the Microfridge®
 - Please do this at least 24 hours prior to your departure
 - To defrost, please unplug Microfridge® and leave doors open with towel on the floor to collect any water
 - i. *Only defrost Microfridge® when vacating in May*
9. Sign your name at the bottom of the check-out sheet attached to your suite door to signify you have vacated your space

Failure to check out by the designated and approved time will result in an improper check-out fee of \$250 in addition to any charges for damage or failure to return keys. If items appear to be abandoned, the items will be held for a 24 hour period. If items are not collected or claimed, items will be donated.

Section 7: Housing and Residence Life Procedures

7.1 Maximum Room Occupancy

Fire regulations require no more than six individuals be in a Founders, West Ridge, South Ridge, Governors, or Village room at one time. No more than ten individuals should be in a Mills, Woods, or Ponder Hall suite at once.

7.2 Common Areas

Common areas (lounges, corridors, recreation areas, etc.) are for the use of everyone in the hall. No individual or group should engage in an activity that inhibits the use of these common areas by other residents unless approved in advance by an AD, RLC, or Housing and Residence Life staff member. Lounge furniture provided in common areas may not be removed from the area for which it was provided. This furniture is for the comfort of all residents. If lounge furniture or any displaced University property is found in individual students' rooms, the occupants may be charged the cost of returning the items. This misappropriation fee may be followed by disciplinary action. When damages occur in the common areas of the floor or building where individual responsibility is difficult to determine, students and staff will work together to determine the most probable source of responsibility. Depending on the circumstances, the University may collectively assess groups, suites, or entire floors on a prorated basis for common area damage.

7.3 Building Security

For the security of all residents, each residence hall is locked at all times. Residents can access their halls through all entrances that have an electronic card reader by using their RockyCard. All residence halls have multiple access doors that can be used for entrance into the building until 8 p.m. each day. After 8 p.m., all residence halls should be accessed through the main entrance area. Exceptions to this policy will be made as needed by the AVC for Housing and Residence Life.

Do not prop, wedge, or modify any door to keep it from closing, latching, or locking. Persons found propping or modifying any exterior doors are subject to disciplinary action and/or removal from the residence halls.

7.4 Lockouts and Lost Keys

If residents find themselves locked out of their room or suite outside of business hours, they should first exhaust all possibilities for locating the room key, including waiting for roommates to return home if the key was left in the room. If a room key is impossible to locate and/or access, contact an RA to assist with entry to the space. Locked out residents must show their RockyCard or other appropriate photo identification to the responding staff member to verify residence of the room accessed.

Loaner keys may be checked out from the Office of Housing and Residence Life during normal business hours. Loaner keys must be returned to the Office of Housing and Residence Life by 5 p.m. the same day or by 8 a.m. the following

morning. If a loaner key must be returned after 5 p.m., complete a key envelope, place the loaner key in the envelope, and place the envelope in the black drop box by the main entrance to the Office of Housing and Residence Life. A student's first lockout of each semester is free of charge. The second lockout is \$5.00 and each subsequent lockout will increase by \$5.00.

If the key cannot be found or a loaner key is not returned by the designated times, the Office of Housing and Residence Life will submit paperwork for a lock change to the room. The resident will be billed for the lock change. Please call University Police at (828) 232-5000 to ask if any keys have been turned in before requesting a lock change. The cost of a lock change (\$75) as well as the lost key (\$25) is always the responsibility of the resident and applies whether the key(s) has been lost or stolen.

7.5 Parental Notification Policy

Under the Family Educational Rights and Privacy Act (FERPA) of 1974, it is permissible for institutions of higher education to notify parents of underage students (under 18) when those students are found responsible for alcohol and other drug-related incidents. For students who are 18 or older, parents will not be routinely notified of alcohol or drug violations. However, parents/guardians will be contacted if a student is determined to be, or to have been at the time of the incident, a danger to themselves, others, or property. Parents/guardians of these students may also be contacted if any incident requires the student to receive emergency assistance or to be transported to the hospital. Any changes or individual exceptions to this policy may be made by the Vice Chancellor for Student Affairs or their designee.

7.6 Psychological Statement

Housing and Residence Life and the Dean of Students are committed to working with students who require support and care related to psychological wellness. Housing and Residence Life and the Dean of Students will make all feasible efforts to connect students with the resources available to promote academic success and emotional well-being.

At the same time, all students are expected to abide by university policies and conduct themselves in a manner consistent with UNC Asheville's educational mission. In accordance with the university's Student Code of Responsibility and related policies, residents may be required to move out of the residence halls immediately if they harm or threaten to do harm to themselves or others, or if the university has reasonable cause to believe that a resident presents a risk to the interest, order, health, safety, or general well-being of the residential community.

In accordance with university policy, In situations where a student has engaged in behavior that presents a risk to their safety or the safety of others, the student may be required to complete a psychological assessment conducted by an appropriate licensed mental health professional. The results of this assessment will be used to determine whether the student is able to safely reside in a residential environment and to inform any conditions for continued or future housing. If a student is removed from the residential community in accordance with university policy, no additional housing charges will be assessed beyond the date the student's room is unoccupied.

7.7 Personal Safety

Residents are encouraged to be mindful of their personal safety and that of their possessions. Residents should lock their rooms at all times and report any concerns for safety and security to both Housing and Residence Life staff and the University Police. When moving around the campus at night, use caution, travel with friends when possible, stay in well-lit areas, and be aware of your surroundings. Blue emergency call boxes are prominently located throughout the campus for contacting University Police in emergencies or for an escort. University Police will provide escorts during the day for medical emergencies only. They will provide escorts after dark by request.

Be sure to download the SafeZone app using your smartphone or tablet; this helpful app can be used to call or text University Police for help, report suspicious activity, request safety escorts, set safety checks with "Check In Timer," access the campus shuttle schedule, and more. Information can be found at <https://police.unca.edu/safezone/>.

7.8 Residence Hall Inspection and Search Policy

Entry by University employees into occupied rooms of University residence halls is divided into four categories: inspection, search, emergency, and non-emergency. University employees include, but are not limited to: Housing and Residence Life staff, Student Affairs staff, University Police officers, and Facilities Management staff.

7.8.1 Inspection

Defined as the entry into an occupied room by University employees in order to ascertain the health and safety conditions in the room, to check on the physical condition of the room, to make repairs, or to clean. Residents are expected to maintain their rooms in a state of cleanliness, with floors cleaned and trash emptied regularly. Scheduled inspections by Housing and Residence Life Staff, with the exception of cleaning or repair operations, shall be preceded, if possible, by 24-hour notice to residents. During the inspection, there will be no search of personal belongings, closets, or drawers. All rooms are inspected by staff before each

scheduled building opening and after each scheduled building closing. Examples of health and safety inspection violations are, but not limited to: general lack of cleanliness (excessive trash, dirty rooms, bathrooms or commons spaces, or kitchens), placement of common area furnishings in a student's room, suite, or apartment, possessing prohibited items, appliances, or grills, extension cord with more than one device plugged into it and without a power strip, and any other policy violation. Policy violations will also be documented and may result in disciplinary action. In specific scenarios where a concern must be addressed immediately, Housing and Residence Life may not be able to provide notice of an inspection.

7.8.2 Search

Defined as the entry into an occupied room by University Police officers for the purpose of investigating suspected violations of campus regulations and/or local, state, or federal law. University Police policy states that officers may enter student rooms with consent, a warrant, or probable cause. For more information about room search laws, policies, and procedures, contact University Police at (828) 232-5000.

7.8.3 Emergency

Defined as any situation that exists where probable cause suggests an emergency situation. This includes but is not limited to:

1. Crisis intervention, including suicidality based on threats, gestures, or remarks
2. Excessive noise or partying that is disruptive to others on the hall and where a lack of cooperative behavior among the residents exists
3. Smell, sound, or information received that would indicate a potential emergency

7.8.4 Non-Emergency

Defined as any situation that causes concern, but does not pose immediate danger. This includes but is not limited to:

1. Performance of health and safety inspections by staff
2. Performance of wellness checks by staff if a student is reported sick or missing
3. Verification whether or not a student's belongings, or unapproved animals, are in a room to determine if a room has been occupied without approval or has been vacated without notice
4. Impromptu follow-up visits by Housing and Residence Life staff to verify that previously documented policy violations have been corrected.

A request for a legal search may be made by the Vice Chancellor for Student Affairs or their designee, Dean of Students, AVC for Housing and Residence Life, Director of Residence Life or by two RAs, when reasonable cause exists to suspect that a violation of regulations or state, federal, or local law is occurring or has occurred.

Initiating authorities will contact their supervisor(s) and a University Police officer to request a search. A final decision to proceed will be made in consultation with University Police.

Section 8: **Resident Policies and Code of Conduct**

The UNC Asheville Student Code of Conduct is outlined in the Student Handbook and at <https://studenthandbook.unca.edu/>. Students are advised to be familiar with this code and act accordingly. Residents who are found to be in violation of University and Housing and Residence Life policies and regulations will be held accountable for their behavior in accordance with this code.

8.1 Bullying and Harassment

The Office of Housing and Residence Life and UNC Asheville does not condone bullying or harassment on campus. If there is evidence of bullying, harassment, or forcing another student to move out of a residential space will result in students going through the Student Conduct Process. Additionally, the alleged students, pending the result of Student Conduct, may result in removal from on-campus housing or the revocation of their on-campus housing assignment.

8.2 Quiet and Courtesy Hours

To ensure the right to study, read, or sleep without interruption from disturbing noise, the following policies have been established:

8.2.1 Quiet Hours

During designated quiet hours, doors to rooms should be closed and all noise from conversations, stereos, televisions, etc. should be contained within hall rooms. Maintaining quiet hours in the hall is the responsibility of each resident, as well as the residence hall staff. Violations of quiet hours can result in disciplinary action. Quiet hours may be extended (but not reduced or shortened) by a majority vote of floor residents. Designated quiet hours are:

1. Sunday through Thursday: 9 p.m.–9 a.m. (next day)
2. Saturday and Sunday: 1 a.m.–12 p.m.

8.2.2 Courtesy Hours

In effect, any time not specifically designated as quiet hours, courtesy hours are a matter of common sense. Quiet floors observe 24-hour quiet hours, with the exception of Monday through Thursday from 4–7:00 p.m., and Friday and Saturday

from 12 p.m.–12 a.m. These hours are applicable to noises both inside and outside the residence hall.

1. If you are making noise loud enough to disturb your neighbors or be heard outside your room or suite, you are in violation of courtesy hours. Thus, loud stereos, televisions, disruptive conversations, and other disturbances will not be tolerated.
2. Organized events and activities are also included in this policy. Violations will result in disciplinary action.
3. Playing musical instruments is permitted daily from 4–8 p.m. During these hours, the volume of the instruments should not disturb your neighbors. A music practice room is available in West Ridge Hall for use from 4–8 p.m. Email the Ridges RLC to reserve this space.

Noise is considered a disturbance if it is audible outside of your room/suite (e.g., in the hallway or adjacent rooms) with the door closed.

8.3 Guest Policy

Residential students are permitted to host guests in their rooms. Agreements with roommates and suitemates are recommended to ensure a respectful and safe environment for all residents. Residents must escort guests at all times and are responsible for their guests' behavior while they are in the residence halls. Guests of the opposite gender are permitted. Overnight guests are permitted for up to three consecutive nights on campus in a 30 day period. Housing and Residence Life does not permit cohabitation. Having a guest overnight for more than three consecutive nights in a week period is considered cohabitation. If the guest must park on campus for their visit, the resident student can visit [UNCA Parking Permit Website](#) for more information on Visitor Passes.

Residents of a residence hall floor or of a Woods or Village building may establish stricter visitation regulations by a majority vote at the beginning of each semester.

Violation of the Guest Policy may result in loss of visitation privileges and referral to the Student Conduct Process. The Dean of Students and/or AVC for Student Affairs reserve the right to designate more restrictive hours in individual rooms if needed to protect the primary rights of any resident.

8.4 Posting Policy

Posters for advertising or marketing purposes may be placed only in specified areas, with prior approval from the AVC for Housing and Residence Life. No posters may be taped to walls or windows unless consent is given, and special non-marking/damaging tape must be used. Students who have posted notices are

responsible for taking them down within 24 hours after the advertised event has occurred. The front doors of each building are reserved for official Housing and Residence Life notices only.

8.5 Solicitation Policy

University property, including residential rooms, may not be used to raise money or support for any individual or organization other than officially-recognized campus organizations or non-profit organizations with approval from appropriate University administrators.

Residents may not operate businesses from their residence hall rooms. A business is defined as any activity involving exchange of goods or services for money or compensation. For questions related to this policy, please contact the AVC for Housing and Residence Life at (828)-251-6700.

8.6 Electrical Appliances and Halogen Lamps

Residence halls are arranged for compliance with fire regulations as well as individual comfort. Refrigerators and microwaves are provided in all student rooms. Please review the wattage listed below when plugging in appliances and other items into outlets. Halogen lamps are not permitted in the residence halls and are considered a fire hazard.

8.7 Approved Items

Because of an increase in the number of fires associated with cooking in residence hall facilities across the state and concerns of the North Carolina Insurance Commissioner's Office, the following standards have been set for residence halls at UNC Asheville:

- o Approved items that have an auto-shut-off feature include:
 - o Hot air popper
 - o Slow cooker/crock pot
 - o Blender
 - o Electric can opener
 - o Single use coffee makers
 - o Refrigerator (limited to 220 watts and 10 cubic ft.)
 - o Hair dryer
 - o Electric razor
 - o Microwave (limited to 600 watts)
- o Approve items for kitchens located in the Woods and The Village - ***these items must remain in the kitchen at all times***
 - o Air fryers
 - o Cooking Knives

- Toasters
- Toaster ovens
- Coffee pots/keurigs
- Waffle irons
- Rice cookers
- Slow cookers/crock pots
- Panini presses
- Tea/hot water kettles
- Blenders
- Prohibited items include:
 - Any appliance capable of heating grease or oil to a burning point (e.g. deep fryers, popcorn machines, etc.)
 - Aquariums with tanks over 10 gallons
 - Candles with wicks, incense, or other items that create an open flame
 - Cats, dogs, and other non-fish pets except for approved ESAs, Service Animals, and those in pet-friendly housing. ESAs are not permitted in any University facilities other than the bedroom to which the owner is assigned
 - Ceiling tapestries
 - Any adhesive hooks, strips, or other items that are not Command™ Strips or poster putty.
 - Additional door locks (e.g. chain, deadbolt, padlock)
 - Flammable items (charcoal, lighter fluid, open flame grills, butane torches, fireworks, etc.)
 - Gas powered, electric powered, and/or battery powered scooters (including but not limited to lithium ion batteries) are not permitted in any residential facility. Thus, such devices may not be stored in a resident's room/apartment/suite.
 - Halogen lamps/bulbs
 - Live trees or shrubs larger than a potted plant
 - Personal loft beds or loft kits
 - Multi-plug extension cords that do not have a fuse
 - Multi-plug wall outlets that do not have a fuse
 - Non-UL approved devices
 - Oil burning lamps
 - Antennas
 - Personal wireless internet routers
 - Weapons as defined by [N.C.G.S. §14-269.2](#).
 - Open coil burners/hot plates

- Transportation devices with Lithium Ion Batteries (e.g. hoverboards, skateboards, scooters, etc.) unless the device is approved through the Office of Accessibility
- 3D Printers/laminators
- Recording devices such as Ring Cameras

The U.S. Consumer Product Safety Commission has documented over 120 fires and multiple deaths due to the use of halogen lamps. Because of this serious concern about safety in the residence halls, UNC Asheville bans the use of halogen bulbs or lamps in the residence halls.

For questions or additional clarification regarding the appliance policy, please contact your RA or AD/RLC.

8.8 Recreational Equipment

The use of skateboards, skates, bikes, paint or water guns and similar recreational equipment is prohibited in residence halls. Walking pads are not allowed in the residential space. The use of balls (tennis, golf, soccer, basketball, football, Frisbees, etc.) is also prohibited in residence halls; bouncing any ball is considered a violation of the Noise Policy.

Bikes may not be stored in residence hall stairwells, hallways, or other public areas. Bike racks are located in each residence hall area. There are covered bike rack locations at Highsmith Student Union, Governors Hall, and Ridges parking deck.

8.9 Window Policy

University Staff are concerned with potentially serious risks regarding windows. Therefore, the following policies have been established:

1. Residents who throw anything from a window may have their housing contracts suspended and will be subject to further disciplinary action.
2. Under no circumstances are residents permitted to place objects on outside window ledges.
3. Placing decorations on/in windows, the fire system, or in a way that causes tripping hazards, blocks egresses, or otherwise poses a safety concern is prohibited.
4. Placing decorations in a way that can be viewed from outside their assigned space, including on any outward facing doors, windows, walls, balconies, porches, etc. is subject to removal.
 - a. Decorations displayed within mutually assigned spaces must be agreed upon by all assigned residents of that space.

5. No objects (plants, antennae, air-conditioners, laundry, etc.) are permitted outside windows.
6. Screens are never to be removed from windows.
7. Access to roofs, either through windows or by any other means, is strictly prohibited.

8.10 Firearms and Fireworks

Possession or use, whether open or concealed, of any weapon while on public or private University-owned property is a felony, and a violation of state law, punishable by a fine of up to \$500 or six months imprisonment, or both.

Possession of a Concealed Weapon Permit does not entitle individuals to carry concealed weapons of any kind on University-owned property. Weapons include, but are not limited to, guns, rifles, pistols, explosives, paintball guns, BB guns, bowie knives, crossbows, daggers, switchblade knives, metal knuckles, throwing stars, or knives of more than six inches when opened.

Weapons, ammunition, fireworks, gasoline, oil, and other combustible or explosive materials are not permitted in or around the residence halls. Knives other than those used as kitchen tools are prohibited in the entire residential area. Any student using fireworks or smoke bombs, or found to be in possession of a weapon, may be removed from the residence halls immediately and will be subject to the UNC Asheville Student Conduct Process.

8.11 Smoking Policy

In accordance with the University Smoking Policy, smoking (including electronic cigarettes) is not allowed in any University building. Smoking is also prohibited within 100 feet of University buildings, outdoor athletic facilities, and outdoor recreation facilities. There are no designated smoking areas on campus. Hookahs and smoking accessories are not permitted in residence halls.

8.12 Alcoholic Beverage Policy

North Carolina Alcoholic Beverage Control laws make it unlawful for anyone under 21 years of age to purchase, possess, or consume (or for anyone to aid such a minor in purchasing, possessing or consuming) alcoholic beverages. All members of the University community are responsible for obeying state laws indicated above and state laws pertaining to the transportation of alcohol and the consumption of alcohol in public places (General Statutes 18–51). Students are further expected to follow the University's Alcoholic Beverage Policy as referenced in the Student Handbook and this guide. The University discourages drunkenness and other abuses of alcoholic beverages by any person. Being under the influence of alcohol and disorderly

conduct is considered a serious breach of conduct, and students who violate these standards are subject to disciplinary action as outlined in the Student Handbook. The University prohibits consumption of alcohol by persons under 21 years of age.

Students who are not of legal drinking age are prohibited from possessing, transporting, and/or consuming alcoholic beverages at any time. No alcohol is permitted in South Ridge Hall, regardless of age. Items prohibited from all residence halls include:

1. Open alcoholic beverage containers, as well as alcoholic beverages in open containers, in transport
2. Empty containers (if used as decoration, bottles must be clearly designated)
3. Kegs or common containers
4. Caffeinated alcohol beverages or pre-packaged alcoholic beverages designed for rapid consumption of high alcohol volume content

Residents of legal drinking age (21 years of age or older) will be permitted to drink alcoholic beverages in their living space or if they are an invited guest (21 years of age or older) in another resident's living space if that resident is 21 years of age or older.

For residents of legal drinking age who choose to drink:

1. It must be clear that the beverage is the possession of a person of legal age. This includes residents leaving open or empty containers in a space where possession is not clear.
2. It is the responsibility of residents of legal drinking age not to put underage residents at the risk of violating the alcohol policy.
3. Residents may not consume alcohol in any public area or in public view. If consuming alcohol in their room, residents should have the door closed so that alcohol consumption is not visible to the public or from a public area. Consumption of alcoholic beverages in residence hall common areas (TV rooms, study rooms, lounge areas, etc.) is not permitted.
4. Students may not brew beer or other alcoholic substances.

8.13 Drug Policy

Students, faculty members, administrators, and other employees of the University are responsible as citizens for knowing and complying with the provisions of North Carolina law that make it a crime to possess, sell, deliver, or manufacture those drugs designated collectively as "controlled substances" in Article 5 of Chapter 90 of the North Carolina General Statutes. For UNC Asheville students, this includes the illegal or abusive use or possession of any other chemical substance, compound, or combination. The term "illegal use or possession" means use or possession that is unlawful under either federal or state laws. The term "abusive use" means use of a chemical substance primarily for the recreational purpose of altering one's mood, emotion, or state of consciousness as opposed to use that has been prescribed for

treatment of the user by a licensed health care attendant or that is specified by the manufacturer's labeling.

Any member of the University community who violates this law is subject to both prosecution and punishment by the civil authorities and to disciplinary proceedings by the University. Disciplinary proceedings against a student, faculty member, administrator, or other employee will be initiated when the alleged conduct is deemed to affect the interests of UNC Asheville. Penalties will be imposed for violation of the policies of UNC Asheville only in accordance with procedural safeguards applicable to disciplinary actions against students, faculty members, administrators, and other employees. The penalties that may be imposed range from written warnings with probationary status to expulsions from enrollment and discharges from employment.

Every student, faculty member, administrator, and other employee of the University is responsible for being familiar with and complying with the terms of the policy on illegal drugs adopted by the Board of Trustees. A copy of the full text of the policy appears in the UNC Asheville Policy and Procedures Manual. Summaries of the policy are found in the Faculty Handbook, the Student Handbook and the Employee Guide.

Controlled Substances/Drug Violations:

1. Possession, use, and/or misuse of any controlled or illegal substance or drug, as defined by the North Carolina General Statutes § 90-86 through § 90-113.8.
2. Possession and/or use of a prescription drug if the prescription was not issued to the person.
3. Manufacture, cultivation, distribution, and/or sale of any controlled or illegal substance or drug.
4. Distribution/sale of a prescription drug to a person to whom the prescription was not originally issued.
5. Possession and/or use of any drug paraphernalia, including, but not limited to bowls, hookah, pipes, bongs, homemade smoking devices, and any other smoking device or smoking paraphernalia.

8.14 Marijuana and Cannabis Odor Policy

UNC Asheville is committed to providing a healthy, safe, and comfortable living and learning environment for all residents. The use or possession of marijuana and cannabis derived products (including, but not limited to, Delta-8, Delta-9, and CBD smoking products) is prohibited on all University property, including residence halls, regardless of off-campus legality.

The distinct odor of marijuana or any cannabis related product in any area of a residence hall, including individual rooms, suites, apartments, bathrooms, hallways, and common areas is considered a violation of this policy. This is because the odor can be disruptive, infringes on the rights of other residents to enjoy their living space without unwanted interference, and is indicative of a substance with an offensive odor being present on University premises.

Section 9: **Animals in Residence Halls**

Executive Summary:

In consideration of the personal safety and well-being of the UNC Asheville campus community, and in accordance with applicable state and federal laws, this Policy establishes requirements for accessibility, behavior, and treatment of animals on campus.

9.1 Introduction

The University of North Carolina Asheville recognizes that students may decide to bring their Domestic Animal or their approved Emotional Support Animals (ESAs) to campus; students who use Service Animals or Service Animals in Training may find it necessary to bring those animals on campus. In consideration of the personal safety and well-being of the UNC Asheville campus community, and in accordance with applicable state and federal laws, this Policy establishes requirements for accessibility, behavior, and treatment of animals on campus.

The University of North Carolina Asheville provides reasonable housing for qualified individuals with disabilities. The Office of Accessibility and the Office of Housing and Residence Life strive to provide equal access to housing for all residents in accordance with Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), the Fair Housing Act (FHA), and other applicable federal and state regulations.

Accommodations are determined on a case-by-case basis due to housing availability. Requests are subject to availability, and neither the presence of a disability nor approval for housing accommodations guarantees on-campus housing. Office of Accessibility staff will notify the student and the Office of Housing and Residence Life of an approved accommodation.

The Office of Housing and Residence Life determines any specific room assignment within a residence hall may be completed by Housing and Residence Life staff.

Roommate selection and assignment are addressed by the Office of Housing and Residence Life and their application process, not by the Office of Accessibility.

9.2 Policy

No person may bring an animal into University housing except for:

- A. Service Animals and Service Animals in Training as defined in Section 9.3.2 and 9.3.3 below and as provided in Section 9.5.1 below;
- B. Approved Emotional Support Animals (ESAs) in on-campus housing, as defined in Section 9.3.4 and pursuant to the procedures in Section 9.4.2 below;
- C. Domestic Animals, as defined in Section 9.3.5 below and as provided in Section 9.5.4 below;
- D. Animals that are brought on campus for a purpose specifically approved and under conditions established by the Chancellor's Office or a vice chancellor.

9.2.1 Unapproved Animals Residents suspected of housing an unapproved animal will be notified and required to remove the animal and its belongings from University housing within 24 hours of by the next business day. The resident may also be referred through the Student Conduct Process. Possession of animal-related items (i.e. crates, cages, food/water bowls, litter boxes) that indicate the presence of an unapproved animal must also be removed and may result in a referral through the Student Conduct Process.

This Policy does not apply to animals on campus solely for the purpose of instructional use.

9.3 Definitions

9.3.1 Handler

The owner of or individual responsible for the Service Animal, Service Animal in Training, Emotional Support Animal (ESA), or Domestic Animal/Pet.

9.3.2 Service Animals

Service Animals are dogs that are individually trained to respond to an individual's needs and to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to

the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as Service Animals under the Americans with Disabilities Act. When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two (2) questions: (1) is the dog a Service Animal required because of a disability, and (2) what work or task has the dog been trained to perform.

It is unlawful under North Carolina law (N.C.G.S. § 168-4.5) to disguise an animal as a Service Animal or a Service Animal in Training.

Students are responsible for reviewing UNC Asheville's Animals on Campus Policy which can be found [here](#).

9.3.3 Service Animals in Training

A Service Animal in Training is a dog in training to become a Service Animal when the animal is accompanied by a person who is training the Service Animal; the animal's presence is for the specific purpose of training to become a service animal; and the animal is wearing a collar and leash, harness, or cape that identifies the animal as a Service Animal in Training. Under North Carolina law (N.C.G.S. § 168-4.2(b)), as long as the above provisions are implemented, a Service Animal in Training has the same protections as a Service Animal. Under the ADA, they do not.

9.3.4 Emotional Support Animals

An Emotional Support Animal (ESA) is an animal prescribed to a student with a disability by a healthcare or mental health professional to play a significant part in the student's treatment process (e.g., in alleviating symptoms of that individual's disability). An ESA does not assist a person with a disability with their activities of daily living and does not accompany a person with a disability at all times or to locations on campus other than in the student's assigned on-campus housing unit. An approved ESA may live with a student in their on-campus housing only if approved in advance, pursuant to the procedures provided in Section 9.5.2 below. Only one ESA is permitted per student unit unless prior approval is given by the Assistant Vice Chancellor of Student Affairs.

Please Note: The ESA must be an animal commonly kept in households and appropriate for living in communal housing. Examples of a common household animal include a dog, cat, small bird, rabbit, hamster, gerbil, other rodent, fish, turtle, or other small, domesticated animal traditionally kept in the home for pleasure. Generally, and per U.S. Department of Housing and Urban Development (HUD) guidance, reptiles (other than turtles) are not considered common household animals.

9.3.4 Domestic Animals

Domestic Animals are those species of animals that normally and customarily share human habitat and are normally dependent on humans for food and shelter, including dogs and cats. Service Animals, Service Animals in Training, and ESA are not considered Domestic Animals for the purpose of this Policy. Domestic animals are only approved to reside in the residence hall area designated by the Rocky Pet Program in Section 9.4.

For on-campus housing, UNC Asheville has the follow qualifications for domestic animals:

1. Cats and dogs are the only pets allowed in approved campus housing.
2. Dogs may not exceed forty pounds in weight when fully grown.
3. The following breeds or mix of breeds are not permitted in campus housing:
 - a. Akita
 - b. American Pit Bull/Staffordshire Terrier
 - c. Alaskan Husky/Alaskan Malamute
 - d. Bullmastiff
 - e. Chow
 - f. Doberman Pinscher
 - g. German Shepherd
 - h. Great Dane
 - i. Huskies (all breeds)
 - j. Presa Canario (Canary Dog)
 - k. Rottweiler
 - l. St. Bernard
 - m. Wolf Hybrid.
4. Wildlife Rehabilitation animals are not covered under this policy and are not permitted in the residence halls.
5. Only one pet is permitted per student unit unless prior approval is given by the Assistant Vice Chancellor of Student Affairs or their designee.

9.4 Rocky Pet Program

9.4.1 Purpose

The UNC Asheville Housing and Residence Life (HRL) Pet Policy allows resident students the privilege of bringing their family pet (a cat or dog) to live on campus while the student is enrolled in classes. It is the purpose of Housing and Residence Life to provide a safe environment for members of the UNC Asheville Residential community, and to protect, maintain, and regulate the pet ownership privilege enjoyed by members of the community. It is the responsibility of the pet owner to

protect the rights of all students as well as the physical beauty of the campus. The HRL Pet Policy provides the guidelines by which this can be accomplished. By bringing a pet to campus, the student has indicated an understanding of the policy and has agreed to the conditions and penalties therein. Every pet owner is encouraged to consider carefully the advantages and disadvantages of the campus environment for their individual pet.

Please Note: This policy does not cover Service Animals, Service Animals in Training, or Emotional Support Animals. Pets are a privilege and not a right.

9.4.2 Registration and Inoculation

All dogs and cats residing on campus under this must be registered with Housing and Residence Life. The pet registration and cleaning fee will be \$250 per year. The pet registration and cleaning fee and all supporting documentation must be processed prior to the approved pets arrival on campus. This pet registration and cleaning fee is charged for every approved pet and will be used to perform special post occupancy cleaning of the residence hall suite following the owner and pet's departure. The pet registration and cleaning fee does not cover the repair of any damages to the unit that might be caused by the pet. Any damages to the room/suite will be charged separately to the pet owner on their student account at the end of their residency based on their room inspection. Pet registration and cleaning fees must be paid in advance and are due by June 1 for Fall occupancy, or the registration will be cancelled.

All pets must be registered prior to residing on campus. All pet registrations are valid for one academic year (August to May). UNC Asheville ID tags will be provided to the pet during the pet registration process, and it is required that the pet will wear this ID tag at all times. Certification of all appropriate vaccinations and a photograph of the pet must be submitted when registering the pet. Housing and Residence Life strongly encourages Owners to obtain personal liability insurance for their pet while residing on campus. The pet Owner is liable for the pet's behavior.

9.4.3 Permitted Animals

Animals that are permitted for the Rocky Pet Program are outlined in Section 9.3.4 under the Domestic Animals definition. Animals not listed in Section 9.3.4 are not allowed to live in the Rocky Pet Program.

Only one pet is permitted per student unit unless prior approval is given by the Assistant Vice Chancellor of Student Affairs.

9.4.4 Permitted Location

Animals in the Rocky Pet Program are permitted only in the 2nd floor breezeway of Governors Hall. Domestic Animals are not allowed free reign within this designated building. They are approved to be in the room/unit of the student approved to have the pet and the most direct path to the exterior of the building. Domestic Animals are not allowed in public lounges, kitchens, dining facilities, other campus buildings, or non-designated pet residence halls. All students are eligible to apply for a pet-approved housing assignment, pending the availability of a pet approved space, provided the animal meets the pet requirements.

9.5 Requirements

9.5.1 Service Animals and Service Animals in Training

In University housing:

1. Service Animals and Service Animals in Training must be under control as set forth in Section 9.5.3.1 below in a manner that does not interfere with the animal's work. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. A Service Animal in Training must be on a lead and under control at all times.
2. Use of a Service Animal or Service Animal in Training may be prohibited if the use of the animal poses a direct threat to the health or safety of other persons.
3. Use of a Service Animal in Training may be prohibited if the presence of the Service Animal in Training will result in a fundamental alteration of the educational program or activity involved. Questions about the impact of the Service Animal on an educational program or activity should be addressed with the Assistant Vice Chancellor of Institutional Integrity and Access in consultation with the Office of Housing and Residence.
4. When it is not obvious what service an animal provides, University officials may ask only two questions:
 - a. Is the animal a Service Animal required because of a disability?
 - b. What work or task has the animal been trained to perform?Housing and Residence Life staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task.
5. Housing and Residence Life staff may ask an individual to remove a Service Animal or Service Animal in Training from University residence halls if:
 - a. The animal poses a direct threat to the health and safety of others;
 - b. The animal is out of control or disruptive and the animal's handler does not take effective action to control it; or

- c. The animal is not housebroken.
6. Service Animals in Training must meet the requirements set forth under Section 5.3 below, except as otherwise provided.

9.5.2 Emotional Support Animals

Students may bring an Emotional Support Animal (ESA) into their assigned on-campus housing only upon approval by the Office of Accessibility (OA) and Housing and Residence Life (HRL) . Having an ESA in on-campus housing without approval is not permitted.

Students interested in bringing an ESA into on-campus housing must follow the approval process set forth by the Office of Accessibility.

Subsequently, if OA staff approves the ESA, OA staff will notify Housing and Residence Life (HRL) of the OA approval of a student request for an ESA in on-campus housing. HRL officials will review the approval and make the final determination if the ESA can be allowed in the residence halls. If approved, HRL staff will process the request and counsel the student on HRL expectations and requirements of an owner/handler of an approved animal, and as appropriate, will assign the student on-campus housing. Only after the student completes the final step, the HRL animal agreement, may they bring their ESA to campus.

9.5.3 Additional Requirements

Except as otherwise set forth below, the following requirements apply to all Service Animals, Service Animals in Training, Emotional Support Animals in Campus Housing, and Domestic Animals:

1. All animals must be under control while on campus grounds, and restrained by a leash or other appropriate device that does not exceed six feet in length and that is under the control of their handler or by another responsible person. At no time is an animal permitted to wander off leash or be let out of control by the handler.
2. Resident students with an approved animal living in an on-campus residential community have access to two Approved Animal Exercise Areas. These areas are intended to provide approved animals with an enclosed space to exercise off-leash. Only the residential student listed as the owner of the animal is permitted inside the exercise area with their animal.
3. All animals in dwelling units of campus residences, campus buildings, or on campus grounds must be fully inoculated in accordance with Buncombe County and City of Asheville regulations, if such inoculation is required by Buncombe County and City of Asheville, with the burden of proof on the owner or handler.

4. All animals must wear the provided collar tag by Housing and Residence Life at all times as well as have the "Animal in Residence" sticker visible on the suite/bedroom.
5. Approved animals may not be left overnight in University Housing to be cared for by any individual other than the Owner. If the Owner is to be absent from their residence hall overnight or longer, the animal must accompany the Owner. The Owner is responsible for ensuring that the Approved Animal is contained, as appropriate, when the Owner is not present during the day while attending classes or other activities. Should the animal be left alone for an extended period of time beyond normal working/class hours, Housing and Residence Life will attempt to contact the resident or emergency contact to remove the animal. If this is not successful, Animal Control will be contacted to have the animal removed. All costs associated with removing the animal shall be the responsibility of the resident.
6. Fecal matter deposited by any animal brought onto campus must be removed immediately and disposed of properly by the owner or handler. The burden is on the animal handler to arrange for removal of fecal matter if they are personally unable to perform the task.
7. With the exception of animals permitted in residence halls under Emotional Support Animal in Campus Housing Student Agreement, Domestic Animals may not enter any:
 - a. Campus building, including all residence and non-residence buildings;
 - b. Enclosed or delineated outdoor athletic or recreational facility; or
 - c. Officially reserved or scheduled outdoor event on campus.
8. Animals found tethered, unattended, or abandoned may be humanely impounded in accordance with all applicable laws and regulations.
9. In the event of endangerment to the animal or others, or public nuisance, the animal's handler or owner is subject to citation and the animal may be humanely impounded.
10. Residence halls rooms that have an approved animal are subject to weekly or biweekly health and safety inspections of the animal and the living conditions for said animal. If the living conditions are not to health and safety standards, then the student will have written notification of any violations and have 24 hours to correct those violations. If the health and safety standard is not met, the animal must be removed from on-campus housing.
11. Animals must have appropriate behavior while in the residence halls. If there is anything about the condition, health, or behavior of any animal in on-campus housing that is deemed by HRL staff to be a direct threat to the health or safety of any member of the campus community or to any other animal, if the owner cannot control the animal, if the animal is disruptive, or if the animal is not housebroken, then that animal may be removed from campus in any manner deemed necessary by University officials. Such action

may be taken regardless of whether the animal posing a threat would otherwise be permitted on campus under this Policy.

9.6 Violations of this Policy

All members of the campus community share the responsibility of implementing all aspects of this Policy. To report the presence of an animal in violation of this Policy, call the Office of Housing and Residence Life at 828-251-6700. Failure to comply with implementation of this Policy will result in the following consequences:

1. Any person who brings an animal onto campus in violation of this Policy will be required to remove the animal from campus immediately.
2. Any person who feeds or attracts animals on campus in violation of this Policy may be subject to disciplinary action in accordance with the disciplinary Policy applicable to the person's status as a student, or employee. Those who are not students or employees may be trespassed from the campus.
3. Any person who allows their animal to stray or be unattended may have such animal turned over to the local Animal Control Shelter.
4. If the living conditions of the residence hall room are not up to health and safety standards, then the animal must be removed from on-campus housing.

Failure to abide by the Policy, may result in the Owner's referral to the Office of Student Conduct.

9.7 Housing Deadlines

Students wishing to bring an approved Emotional Support Animal to on-campus housing must submit documentation to the Office of Accessibility as soon as possible. The Office of Accessibility clearly articulates to the student that the approval process is two-fold: 1) the Office of Accessibility determines the eligibility of the ESA as a potential reasonable accommodation, and 2) the Office of Housing and Residence Life determines whether the ESA may reside in a residence hall as an accommodation. The OA does not make the final determination of whether the ESA can reside in a University residence hall. Distinct from the Office of Accessibility's process, documentation for housing accommodation requests should be submitted by June 1 for the Fall semester and by December 1 for the Spring semester. Requests for housing accommodations submitted after those deadlines will be reviewed on a case-by-case basis; however, options become more limited and space is subject to availability.

Because ESA requests have an impact on others in the residential unit, timeliness of the request is important. Requests for ESAs received by Housing and Residence Life less than eight (8) weeks from the last day of the final exam period for the current semester will be reviewed on a case-by-case basis. Those requests can be considered for the following semester, provided documentation remains appropriate. Once housing assignments are made, requests may be subject to availability.

Section 10: **Emergency Procedures and Disrupted Operations**

10.1 University Police

Based in Weizenblatt Hall, University Police officers are in service 24 hours a day. Any problems concerning public safety or traffic and parking information should be directed to the University Police office. Officers are also available to provide escort services if needed. If you notice anyone who does not belong in the residence halls, report it to Housing and Residence Life staff and/or University Police at (828)-232-5000.

Remember to always lock your suite door and your individual room door when leaving your room unattended, even if you think you will only be gone for a few minutes. Keep your vehicle locked at all times and place valuables out of sight.

10.2 Emergency Procedures

10.2.1 After-Hours Emergencies

RAs on call are available to assist each community outside of normal business hours from 5 p.m. – 8 a.m. on week nights and all day on Saturdays and Sundays. They provide an additional layer of response by staffing the Residence Hall service desk from 8am-midnight and are generally located at the main entrance to each residence hall. They monitor entrances, conduct walk-throughs of the residence halls, respond to emergency situations, and do reports of any maintenance issues or other notes of interest.

For assistance after normal business hours or on weekends, contact the RA on call for the appropriate area. The numbers are:

- o Founders Hall – (828)-620-0139
- o Governors Hall and The Village – (828)-620-0140
- o Mills Hall – (828)-620-0137
- o Ponder Hall – (828)-620-0138

- o Ridges Halls – (828)-620-0136
- o The Woods – (828)-230-4705

10.2.2 Evacuation Procedure

In the event of a fire alarm in the residence halls, ensure your safety and evacuate the building via the nearest and safest exit. Please remember to always use the stairs during a fire alarm and evacuate to the predetermined evacuation locations. Please see section 10.2.3 for specific evacuation locations for each residence hall.

If you have an approved animal, please ensure you have completed your emergency plan for the case of you not being present during an emergency or evacuation.

In accordance with North Carolina policy, Emergency Evacuation drills will be conducted at least four times per year. These drills are for resident safety; please take them and all alarms seriously and follow the procedures in the building including evacuation locations, as outlined below. Once an alarm is silenced, residents must wait for clearance from Housing and Residence Life staff and/or University Police before returning to the hall. Failure to evacuate a building when required may result in disciplinary action.

Excerpt from the Emergency Planning and Preparedness of the North Carolina State Building Code: Fire Prevention Code, an excerpt from those requirements include *"...the first emergency evacuation drill of each school year shall be conducted within 10 days of the beginning of class" and that "emergency evacuation drills be conducted at different hours of the day or evening, during the changing of classes, or during other times to avoid distinction between drills and actual fires. One required drill shall be held during hours after sunset or before sunrise."*

Misuse of fire prevention and control equipment in University buildings has the potential to cause harm, injury, and inconvenience to individuals, as well as damage to property. For these reasons, the University supports the following position:

It shall be unlawful for any student to misuse, tamper with, or otherwise disturb without proper cause any fire prevention and control equipment including, but not limited to, thermal detectors in the ceilings of University buildings, fire alarms or fire extinguishers, and sprinkler heads. Any resident found guilty of such may be immediately removed from the residence halls, be held responsible for financial restitution, and be subject to the Student Conduct system. The guilty party may also be subject to prosecution through the local judicial system as well.

10.2.3 Evacuation Locations

- **Founders Hall:** parking lot P20 (section closest to Highsmith loading dock only)
- **Governors Hall:**
 - Street side: parking lot P17 (across from Governors shuttle stop)
 - Soccer side: parking lot P4 (Ridges deck)
- **The Village:**
 - Bird and Moore Halls: intramural/track field
 - Ray, Gardner, and Scott Halls: parking lot P16 (by Karpen Hall)
- **Mills Hall:** Highsmith Plaza and parking lot P19 (along University Heights)
- **Ponder Hall:** Parking lot P4 (Ridges deck) and soccer field (if open)
- **The Ridges:**
 - South Ridge Hall: parking lot P4 (Ridges deck)
 - West Ridge Hall: parking lot P4 entrance (Ridges deck, Ponder Hall side)
- **Woods Area:**
 - Willow Hall: parking lot P19 (along University Heights)
 - Beech and Magnolia Halls: parking lot P20 (by Highsmith loading dock)
 - Aspen and Cedar Halls: parking lot P22 (by Magnolia Hall)

10.2.4 Campus Relocation

In the event campus is closed due to significant hazards or situations on campus or the surrounding community, students must relocate. It is required that all residential students complete the Evacuation Information Form that is located in their Housing Portal.

If campus relocation becomes necessary, residential students will be notified via Bulldog Alerts, Resident Assistants and signage within the residence halls.

There are two (2) ways in which students will relocate:

1. Self-Relocation
 - a. Students will relocate on their own with a safe destination in mind.
 - b. Students who choose this option, do not need assistance with transportation or other means to safely relocate.
2. Assisted Relocation
 - a. Students who need assistance with relocating to a safe destination.
 - b. Students need assistance with transportation, resources, etc.
 - c. There will be designated assembly sites on campus for students needing assistance with relocation (i.e. Reed Plaza, Highsmith Student Union, Kimmel Arena)

In the event residential students must relocate, it is important to pack light and only bring essentials with you. Please follow the Six (6) P's for packing:

1. People and Pets
2. Papers, Phone Numbers, Important Documents
 - a. IDs

- b. Passports
 - c. Insurance cards
 - d. Social Security cards and other government documentation
- 3. Prescriptions
 - a. Current supply of prescriptions
 - b. Other health items - vitamins, glasses, contacts
- 4. Photos, Personal Items
- 5. Personal Computer/Hard drives
- 6. Plastics (Debit/Credit cards, Cash)

Once you arrive at a safe relocation destination, please complete the Arrival at Relocation Destination form in the Housing Portal.

Please continue to monitor Bulldog Alerts and the University website for updates.

10.2.6 Medical Emergencies

Should any medical emergency arise, contact the RA on call for help. Always call University Police at (828)-232-5000 if it is an emergency and/or if medical transportation is needed.

10.2.7 Missing Student

If you have reason to believe a resident is missing, you should immediately notify University Police at (828) 232-5000. The University will investigate any report of a missing student who resides in on-campus housing. Students have the option to register a confidential contact person to be notified if they are determined to be missing. For students under 18, and not emancipated, the University is required to notify a custodial parent or guardian.

10.3 Disrupted Operations

10.3.1 Power Outages

While outages at UNC Asheville are not common, they do occur and if power is not restored quickly, we encourage students to be prepared. In the event of a power failure, there is backup security lighting in most public areas (hallways, stairwells, etc.), but individual rooms can be dark. The following are some suggestions for personal safety and protection of property:

- o Keep a flashlight and batteries in an easy-to-find place. The University does not provide flashlights or batteries, so residents should keep both on hand.
- o Candles and lanterns are fire hazards and are prohibited.
 - o *Unless it is an LED candle/lantern.*
- o Always use surge protectors with any electrical equipment.
- o Unplug all electrical equipment if there is advance notice of a power outage.

- o Treat all alarms as emergencies and follow evacuation procedures. Residence hall fire alarms are powered so that they still operate when the campus is without electricity.
- o If a power outage occurs without advance notice, please report the situation immediately to University Police at (828)-232-5000.

In the event of loss of power the residence halls are equipped with emergency natural gas generators. These generators power life safety and essential equipment within the residence halls. The following equipment are powered via generator:

- Fire alarm, notification, and protection systems
- Emergency lighting (commonly located in the hallways and exits)
- Limited electrical outlets, commonly in hallways
- Water circulation pumps
- Some elevators

Residence hall door access will continue to operate on a limited basis during a loss of power as they are on battery backup. The time that access will continue to operate during a power loss is largely determined by how often the specific door is used.

In the event of a power outage, points of entry to residence halls will be limited to the following:

- Founders Hall: 2nd Floor main entrance
- The Woods: Willow Hall 2nd Floor main entrance
- Mills Hall: 2nd Floor main entrance
- Ponder Hall: Lobby main entrance
- South Ridge Hall: 2nd Floor main entrance
- West Ridge Hall: 2nd Floor main entrance (courtyard side)
- Governors Hall/The Village: Clock Tower entrance (street side)

Resident Assistants will be stationed at these entrances to assist with access to the residence halls and other buildings (The Village and The Woods)

Keeping refrigerators/freezers closed is the best way to keep food cold and preserved. An outage of 3-4 hours should not impact food in refrigerators/freezers if those are kept closed. If there is a power outage that goes longer than 4 hours, any perishable food in the fridge (milk, eggs, meat, etc.) should be discarded in a dumpster outside the building. If there is a power outage longer than 24 hours, any food in the freezer should be discarded in the dumpster outside the building.

10.3.2 Water Disruption

In the event of a water disruption, impacted areas will be determined and information will be communicated directly via Housing and Residence Life or by Bulldog Alert.

Water disruptions may include the following:

- Boil Water Advisory
- Loss of Water
- Water main/break burst or leak
- Discoloration
- Loss or irregular pressure

10.3.3 Adverse Weather

Adverse weather is defined as any condition that impacts daily operations, presents or creates a safety hazard, and disrupts transportation. Adverse weather includes:

- Accumulation of snow
- Tornadoes
- Heavy rains and high wind
- Earthquakes
- Flooding

The University monitors weather for campus and the surrounding area. In the event that adverse weather affects campus and its operations, the University will coordinate campus wide operations and communicate via Bulldog Alert with recommended actions. Due to the dynamic nature of adverse weather and potential impact, the University will identify and address impacted areas. Operational changes to the impact area will be communicated via Bulldog Alert (including dining, academic schedule, facility availability, campus pathways/routes, egress/ingress).

10.3.4 Information Technology Disruption

Communication disruption refers to any interruption to wireless internet, ethernet, cellular service, RockyCard services.

For wireless internet and ethernet disruption please refer to updates and guidance from UNC Asheville ITS.

In the event of a widespread cellular disruption, the University will provide information as it becomes available. Information will be communicated through available channels such as the public address system, digital signage, and communication hubs in the residence halls (main entrances and residence hall service desks).