



DEPARTMENT OF HOUSING  
Guide to Community Living  
2016-2017

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## Campus Services Mission Statement

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Campus Services facilitates the creation of a vibrant learn, live, work, play community and enhances the quality of campus life for students, faculty, staff and guests through the delivery of extraordinary services, programs and facilities.

We support the strategic direction of Georgia Tech and foster an atmosphere of collaboration with the Institute and its global partners. We seek to set the standards for excellence on the campus and in the country by continuously refining and improving Campus Services in a market driven environment.

Our diverse departments support the well-being of students, encourage students to develop personal responsibility as consumers, citizens and leaders, and assist in creating an environment that fosters academic success.

Campus Services provides legendary customer service for the campus community by attracting and retaining world-class talent. We develop dynamic leaders and apply innovative, efficient solutions to complex problems. As conscientious stewards, we attract the necessary resources for future growth and development to enhance the excellence of education and research at Georgia Tech.

## Department of Housing Mission Statement

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The Georgia Institute of Technology Department of Housing creates a living environment that fosters intellectual growth and learning, stimulates social interaction and involvement, and enriches the personal growth and development of our residents. Through the creation of vibrant and diverse living-learning communities focused on leadership and civic responsibility, we complement the academic goals of the Institute.

We provide world-class accommodations with safe, clean and well-maintained facilities and customer-focused programs and services for our students and guests. In setting the standard for college housing, we promote innovation and technology, efficiency, operational effectiveness and fiscal responsibility.

## Residence Life Vision Statement

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As Residence Life, we commit to the creation of environments in alignment with the Institute's values by facilitating purposeful opportunities for residents to live, learn, work, and play. Such environments, and their activities, will motivate students to serve as Georgia Tech leaders in society. The residential experience provides a powerful laboratory where students can grow in the areas of community involvement, global civility, and personal development.

## Residence Life Educational Priority: *Civic Responsibility*

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Through their experience in Georgia Tech residence halls, students will learn how to become an involved member of their surrounding community by exploring how they can contribute to the issues affecting themselves and greater society.

## Commitment to Diversity

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Diversity is a community value at the Georgia Institute of Technology. Inclusion, equity, diversity, and justice are the core of our academic mission. Tech aspires to be an Institute that pursues excellence and embraces and leverages diversity in all of its forms. At Georgia Tech, students can benefit from our increasingly diverse environment. We will recruit, develop, retain, and engage a heterogeneous cadre of students, faculty, and staff with a wide variety of backgrounds, perspectives, interests, and talents creating a campus community that exemplifies the best in all of us in our intellectual pursuits, diversity of thought, our personal integrity, and our inclusive excellence.

# Community Living

## Where Can I Get Help?

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### Where to Get Help

The Department of Housing and Residence Life organizes itself into four residential communities. They are the East Community, the North Avenue Apartments Community, the West Community, and the North Community. Each one has a Community Office where administrative functions occur.

**The East Community** has traditional, suite, and apartment-style residence halls in addition to Freshman Experience residence halls. The East Community Housing Office is located in Field Residence Hall at 711 Techwood Dr. and is open from 8:00am until 8:00pm, Monday through Friday. The Freshmen Experience Office is located in Field residence Hall on the ground level. The buildings in this area are below:

- Suites and Apartments: Harris Hall, Fourth Street East, Hayes House, Stein House, and Goldin House.
- Freshman Experience: Glenn, Cloudman, Towers, Harrison, Howell, Smith, Brown, Field, Matheson, Perry, Hopkins, and Hanson Halls.

**The North Avenue Apartments Community** consists of apartment-style residence halls. The North Avenue Apartments Housing Office is located in the North Avenue Apartments North Building at 120 North Avenue, and is open from 8:00am until 8:00pm, Monday through Friday. The buildings in this area are below:

- Apartments: North Avenue Apartments North, South, East, and West

**The West Community** has traditional, suite, and apartment-style residence halls and Freshman Experience residence halls. The West Community Housing Office is located next to Fulmer Residence Hall at 871 McMillan St. N.W., and is open from 8:00am until 8:00 pm, Monday through Friday. The buildings in this area are below:

- Apartments: Zbar Apartments., Maulding Apartments, Nelson-Shell Apartments, Eighth Street Apartments, Center Street Apartments., and Crecine Hall
- Traditional and Suites: Woodruff North and South and Fulmer Halls.
- Freshman Experience: Armstrong, Caldwell, Fitten, Freeman, Folk, Hefner, and Montag Halls

**The North Community** consists of family and graduate apartment-style housing. The North community Housing Office is located in the Graduate Living Center at 301 Tenth St. N.W., and is open from 8:00am until 8:00pm, Monday through Friday and 10:00am until 5:00pm Saturday and Sunday for mail and packages. The buildings in this community are below:

- Graduate Living Center
- Tenth and Home Apartments

### Community Staff

There is a full complement of staff available in each community to provide support for residents. The following is a list of those staff members and their roles:

**Associate and Assistant Directors (AD) for Community Areas** are professional staff members who are responsible for Community Offices, facility management, and supervision of the Area managers and Hall Directors.

**Community Office Managers** are professional staff members who manage the Community Offices, including supervising student staff and maintaining the administrative functions for the office.

**Area Managers (AM)** are professional staff members who supervise Hall Directors. They are also responsible for facility management, support and crisis response for residents, and serve as Housing Conduct Administrators for the Housing Department.

**Hall Directors (HD)** are professional staff members who live in the residence halls and assume responsibility for the operation of a residence hall. This includes supervising student staff, advising and counseling individuals and groups, managing crisis, enforcing Residence Hall Community Policies, and serve as Housing Conduct Administrators for the Department of Housing.



# Information for a Successful Residential Experience

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## Room and Apartment Configuration

Residents and their roommate(s) may configure the beds in four ways depending on the building and its furniture: low, medium, high, and bunked. For specific information on each configuration, the approved configurations for residence halls, and information on how to request a configuration change, please review the information on **Lofts** in this document. Some rooms may have different configuration due to design differences and renovations. All rooms have the same compliment of furniture and residents are encouraged to organize their room in a comfortable arrangement as long as it is safe and does not cause damage to the room, is not a fire/life/safety violation, or a health hazard. Student staff members are available to help residents determine the best way to arrange the room. Below are some items residents can consider for their space in order to feel comfortable while maintaining a safe environment:

- Bring a fan
- Rearrange the furniture
- Bring a carpet or a rug
- Hang posters and wall decorations with removable putty or tape that won't damage the walls
- Bring a computer and television

It is not permitted for residents to do the following in their room/apartment:

- Remove a window screen
- Block exits, windows, vents, or AC unit
- Construct/erect lofts
- Paint or panel walls
- Make holes in walls
- Use halogen lamps
- Set up/store a waterbed
- Remove assigned furniture from the bedroom and/or apartment

When a resident moves into her/his room, a student staff member will complete a room inventory form. If there are any damages or missing items, the resident shall ensure they are documented on this form. The resident is responsible for any damage(s) or missing furniture not documented on the report at the time of checking out of her/his assignment.

Traditional, suite-style, and apartment residents have paid for only a part of the living space. If at any time a resident is without a roommate or an apartment mate, the room, common areas, kitchen, and bathroom areas must be ready for someone else to move in. Students often move throughout the academic year, which means that at no time during the semester may personal belongings take up more than one resident's space of the furniture or floor space in a traditional room or more than a reasonable amount of the common area space in apartment kitchens, bathrooms, living room, and other areas.

## Lofts

Lofts may not be constructed or erected in any residence hall room. However, most rooms do contain beds that can be arranged in multiple configurations. A description of the different configurations approved for each residence hall can be found at the Department of Housing's website under policies:

<http://housing.gatech.edu/policies/ResidenceLifePolicies/Pages/default.aspx>.

In general, traditional and suite-style beds will allow multiple configurations while apartment style beds do not. Housing Facility Staff should perform all bed reconfigurations. To request a reconfiguration, complete a Maintenance Request online at: <http://housing.gatech.edu/Pages/maintenance-request.aspx> or contact the Housing Facilities Work Center at 404.894.0520.

## Roommate Success

Roommates generally come to college with different values, beliefs, and customs. Differences can be exciting, but they can also offer new challenges with interpersonal skills. Building a foundation of open communication can enhance roommate

success. Roommates are encouraged to begin the roommate relationship by becoming acquainted with each other before roommate contracts are created. Some of the goals of sharing a space are to create an atmosphere where both roommate's personal and academic needs can be met, and it is nice if a friendship can develop as well. Residents should keep in mind that roommates/suitemates/apartment mates are not going to be the same. It is important to communicate, adjust, and compromise throughout the roommate relationship.

## **Roommate Contracts**

Roommate contracts may be utilized by Residence Life staff to help facilitate community living. This can be done at the beginning of the academic year or anytime throughout the year. All roommates will discuss and come to an agreement of the contract. The terms of the contract must be honored. A violation of the contract may result in a referral to the student conduct process.

## **Room Search**

The Department of Housing reserves the right to search a student's room. Such a search will occur only after clearly specifying the reason for the search and the objects or information that is sought. In addition, the Executive Director of Housing, or her/his designee, must agree that there is justifiable cause for the search and give approval for such an action. Law enforcement officials may also legally search private residential living areas after presenting a court order or duly ordered search warrant to the Executive Director of Housing or her/his designee, or if given permission to search by the resident.

## **Room Entrance**

Authorized Institute personnel may enter student rooms for health and safety inspections, for maintenance purposes, in the event of an emergency that jeopardizes the well-being of the occupant or other students, or to maintain a quiet environment where residents may sleep and study. The Executive Director of Housing or her/his designee may also enter rooms when a reasonable belief exists that the room is being used for an illegal purpose or for a purpose that would interfere with conduct action and/or personal safety.

## **Storage of Personal Items**

Storage space for personal items or Housing furniture is not available in the residence halls. It is expected that residents will keep their Housing-issued furniture in their rooms/apartments. Removal of Housing-issued furniture will result in fines and conduct proceedings for residents.

## **Insurance**

*The Georgia Tech Department of Housing does not provide insurance for personal belongings while residents live in the residence halls or apartments. Residents are encouraged to research individual and/or family personal property insurance to make sure that it covers personal belongings while living in the residence halls. If it does not, residents are encouraged to purchase renter's insurance.*

## **Collective Liability**

Residents are responsible for the condition of their room and any shared spaces. The Residence Life staff works hard to attribute damage and vandalism charges to the individuals responsible, but when it cannot, all members of an apartment, suite, room, hall, or building may be charged equally for any damages. It is the Department of Housing's hope that residents will provide information to Housing staff to assign these charges to the individual(s) responsible. There are no appeals of a collective liability charge.

## **Tobacco-Free Policy**

Georgia Tech is a tobacco-free campus in adoption of the Georgia Board of Regents' tobacco and Smoke-Free Campus Policy. The goal of this policy is to protect and improve the health, comfort, and environment of students, employees and any persons occupying University System of Georgia (USG) campuses. Georgia Tech supports healthy lifestyles but understands that using tobacco is a personal choice. The Tobacco-Free Campus Policy does not require students to quit using tobacco; however, the policy does prohibit students from using all forms of tobacco, including: cigarettes, cigars, chewing tobacco, snuff, pipe tobacco, e-cigarettes, etc., on all USG property. All Georgia Tech residence halls have been





# Technology Services

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## General Information

The Wreck Techs are your free technology support resource available to all Georgia Tech Housing residents. Our student residential technology advisors serve as your central point of contact for all of your technology needs within the residence halls. This includes wireless/wired internet connections, cable TV, and personal computer support. Our staff will also assist you with connecting all of your networkable consumer electronics to the Georgia Tech network including gaming systems, smart phones, tablets, and streaming devices. Everything you need to know about our services including detailed connection guides for many popular devices can be found at our website at <http://wrecktechs.gatech.edu>.

### What to Bring – Technology

- A personal laptop as specified in the student computer ownership guidelines (<http://sco.gatech.edu>)
- Cat5e or Cat6 Ethernet cable to connect your computer to the wired network port in your room.
- A router (wireless disabled) if you want to connect multiple devices to the wired port in your room.
- RG-6 quad shield coax cable to connect your television to the cable jack in your room/common area.

## Network

### Wireless Internet

The Georgia Tech wireless network is available throughout all residence halls. Connecting to “GTwifi” should be used for most computing devices including laptops and smart phones/tablets. To connect, select the wireless network named “GTwifi” and enter your GT username (i.e. gburdell3) and password when prompted. For devices not compatible with WPA2 Enterprise Encryption, including gaming systems and streaming devices, Georgia Tech provides a wireless network named “GTOther”. For more information about how to connect most popular devices to this network, please visit <http://wrecktechs.gatech.edu/internet-access>. Please note that residents should not attempt to repair or tamper with wireless access points or wired network ports in the residence halls.

### Wired Internet

For the fastest and most reliable internet on campus, residents may connect their computer or gaming system to the wired data port in their room. To connect to the wired internet, insert an ethernet cable from the data port on the wall to your device. Visit <https://start.gatech.edu> and follow the registration instructions and the device will now be able to connect to any data port on campus. Each resident may register up to five devices to the wired network at a given time. **Important Note:** The network and phone jacks in your rooms are physically identical. It is very common for people to accidentally connect their computer to the phone jack during move-in. In general, the bottom or right jack is reserved for network service and the top or left jack is reserved for telephone service.

## Responsible Computing

### Security Policies

Responsible participation in leading academic research network places a few requirements on individual users. For the comprehensive Georgia Tech computer and network usage policy please visit <http://policies.gatech.edu/computer-and-network-usage-and-security>

### Anti-Virus Protection

In addition to the guidelines provided in the usage policy, users of the residential wired and wireless networks are strongly encouraged to download and install FREE anti-virus software necessary to prevent computer virus and malware infections. The Wreck Techs and the Office of Information Technology can provide recommendations for FREE Anti-Virus software. You can see these suggestions on our website, <http://wrecktechs.gatech.edu/anti-virus>. If you are having trouble with your computers performance, the Wreck Techs are here to help! Stop by one of our locations with your device or submit a help request through our website.



## Safety and Security Tips

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Living on campus presents students with the unique opportunity to live and learn among a diverse group of peers and have a variety of experiences. In an effort to make this experience a positive one for students, the Department of Housing takes steps to ensure that certain needs are met, among them the need for safety and security. These steps include keeping exterior doors locked 24-hours a day and making sure that a student staff member (Resident Advisor or Peer Leader) is on duty in each area when the community offices are closed 8:00 pm to 8:00am Monday through Thursday and 24-hours a day on the weekends and Institute holidays. Even though Georgia Tech takes these precautionary steps, there are additional steps residents should take to remain safe on campus. In order to have more effective results when it comes to combating crime in the halls, residents must take proactive steps to ensure their security. Developing safety habits from the moment a resident arrives on campus can help alleviate problems and lower the risk of being a victim. Below are some suggested steps the Department of Housing recommends residents take:

- **LOCK DOORS AND CARRY KEYS AT ALL TIMES.** Residents should do this when leaving the hall, visiting a neighbor on the floor, or going to the study lounge.
- **Do Not Prop Open Exterior Doors Or Allow Them To Be Propped Open.** When residents anticipate a guest/visitor coming over, they should wait inside the lobby or at an entrance door for the guest/visitor to arrive. The guest/visitor should always be escorted by the resident who granted access to the building. Those who can do harm in the residence halls may look like or even be a student, so do not let someone inside who is not a resident of the building.
- Some buildings have Emergency Exit Only doors and gates within the stairwells. These doors and gates are to be used only in the case of a true emergency. These doors are alarmed and most are under video surveillance. Any student or guest/visitor caught using these doors improperly may be referred to the student conduct process and/or removed from Housing.
- **Keep A Record And Register A Bicycle, Computer, Laptop, And Stereo With The Georgia Tech Police Department.** It is also helpful to keep pictures of these items. Residents may also consider engraving these items with their initials or GTID number. Engraving equipment is available from the Georgia Tech Police Department. Residents can find information about registering personal items on-line at <http://police.gatech.edu/services/property/>. Taking these steps can be of great help in identifying valuables if stolen and recovered anywhere in the USA.
- **Do Not Walk Alone At Night.** The Georgia Tech Parking office operates the Stingerette Escort service at night. Call for a safe ride and spend a few minutes waiting.
- **Protect Items Such As Credit And ATM Cards.** Residents should not write personal pin number on any credit or debit card. It helps to keep credit cards, cash, and checks in a safe place out of sight in rooms/apartments.
- **Report Theft.** When a resident has a valuable stolen, the first thing s/he should do is file a report with the Georgia Tech Police Department by calling 404.894.2500. The victim can then give them the serial numbers and copies of pictures taken of valuables, or let them know that the items are registered in their database. Following this report, it is recommended the victim contact her/his student staff member who can then fill out an incident report. The incident will then be on record with the Department of Housing.
- **Do Not Leave Clothes Unattended In The Laundry Room For An Extended Period Of Time.** Because students will be sharing a laundry facility with others, the potential for having someone accidentally pick up clothes that do not belong to them is fairly high. Use the online system to check laundry's progress online.

Taking the aforementioned steps may reduce the chances of crime occurring in the residence halls. Deterrents to crime work when all residents take the initiative and responsibly to put them into practice. For up-to-date information, check out the website for safety at <http://housing.gatech.edu/policies/Safety/Pages/default.aspx>.



# Housing Student Conduct Process Overview

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The following describes some of the privileges and regulations for residents in the Housing community. Each resident is responsible for this information. These expectations are a supplement to the Student Code of Conduct, the Housing Contract, and state, federal, and local laws. Violation of any policy may result in a referral to the student conduct process.

Georgia Tech views the student conduct process as a learning experience which can result in growth and personal understanding of one's responsibilities and privileges within the Institute community. To this end the policies and hearing procedures attempt to balance our understanding of resident needs and behaviors with the needs of the residential community. There are some behaviors and actions that cannot be tolerated because they seriously interfere with the basic purpose, necessities and processes of the academic community or with the rights essential to other members of the community. By formulating a general code of ethics, rules and regulations, the Institute does not absolve residents from accepting responsibility for their behavior. Rather, it affirms the principle of student freedom that is coupled with an acceptance of full responsibility for individual action and the consequences of such action by the Institute and may impact the status of the Housing contract. Residents are not only members of the academic community and residential community; they are, additionally members of the larger society and thus retain the rights, protections, guarantees and responsibilities that are held by all citizens. Therefore, a resident may be prosecuted by local, state, or federal enforcement agencies whether or not the Institute takes action on the violation.

## Student Rights and Responsibilities

Georgia Tech is an academic community in which all persons share responsibility for the community's growth and continued welfare. As members of the Housing community, residents can reasonably expect the following:

- Residents have the right to freedom from unlawful discrimination on the basis of race, color, gender, sexual/affectional orientation, age, religion, creed, political affiliation, and national origin.
- Residents may have the opportunity to participate in the formulation of policy directly affecting residents through membership on appropriate committees as determined by administrators, or other recognized constitutional groups within the Institute.
- Residents should have accurate and plainly stated information regarding Housing policies, procedures, and requirements.
- In all instances of general student conduct action, the student has the right to fair and impartial treatment.

As members of the Housing community, residents have the responsibility to:

- Keep room/suite/apartment and buildings safe by locking doors, not allowing strangers into the building and helping to identify unsafe areas.
- Respect the rights of others to study and sleep by observing noise policies.
- Communicate wishes and preferences about sleep, studying, and guests/visitors with roommates and set a room standard within housing policy guidelines.
- Know and abide by Institute and Housing policies, and local, state, and federal law.
- Notify staff members of concerns and cooperate with them to find solutions.
- Read Housing Community Guide, Residence Hall Community Policies, the Student Code of Conduct, Housing Contact, and the Housing web page.

## Housing Student Conduct Procedures

Housing staff will initiate student conduct action upon discovering the alleged violation(s) of Institute rules or Residence Hall Community Policies. All communication (such as requests for meetings, notifications, and notice of hearings) will be provided via the official Institute e-mail address, as defined by the Office of Information Technology. If the Accused is not currently enrolled, the notification will be sent via U.S. Postal Service to the last known address on file with the Registrar. Throughout the conduct process, the Accused is granted the following rights:

- to seek information from a Housing Conduct Administrator about the investigation and resolution process;
- to be informed of the violation(s) and alleged misconduct upon which the violation is based;
- to be informed of the information upon which the charge is based and afforded an opportunity to offer a relevant response;





- Serves as chief representative for the Georgia Tech Residence Halls in matters concerning the student conduct system and resident rights.
- Represents Georgia Tech at student and professional meetings concerning student conduct systems.
- Calls and presides over special meetings of the RHA for purposes of removal hearings for executive officers, as prescribed in the RHA constitution and by-laws.
- The Chief Justice will be appointed before the first Legislative Council meeting of the fall semester.

#### Decisions of the RHA Conduct Board

Decisions will be found by a majority vote. In the case of a tie, the Chief Justice will have the deciding vote. Decisions are recommendations to the Coordinator of Student Conduct or her/his designee.

#### Tenure of RHA Conduct Board Members

All RHA Conduct Board Members, including the Chief Justice, shall serve one year terms. A member shall resign immediately upon becoming a Housing staff member or if s/he moves out of Georgia Tech Housing.

#### Decisions and Sanctions for the RHA Conduct Board

The RHA Conduct Board is convened when either the Housing Conduct Administrator or the Accused elects this form of resolution and used only for high level cases. The RHA Conduct Board, after convening a hearing, recommends a decision to the Coordinator of Student Conduct. The Coordinator of Student Conduct or his or her designee, after reviewing the case, renders a decision of 1) Not Responsible, which closes the case or 2) Responsible for one or more violations with an appropriate administrative sanction and one or more from among the educational sanctions. The administrative sanction will be Housing reprimand, Housing warning, or Housing probation. The Accused, after being notified of the decision, may submit an appeal to the Assistant Director of Residence Life for Staff and Community Development or her/his designee according to appeal procedures.

#### Scheduling of RHA Conduct Board Hearing

After the case is forwarded to a RHA Conduct Board, the Complainant(s) and the Accused(s) will be notified of available dates and times for a hearing. The Accused may indicate preferences from among the available dates and times, which will be considered by the Coordinator of Student Conduct if received within three (3) business days.

This official notice will be provided at least five (5) business days prior to the hearing and will include the time, date, and location of the hearing. In addition, the notice will specify the Complainant(s), Witnesses, and nature of the alleged misconduct. The Accused may waive the notification timeline in order to expedite the hearing process. Upon request, the Accused may meet with a Housing Conduct Administrator and/or the Chief Justice to review information and hearing procedures.

#### Hearing Participants and Attendees

- RHA Conduct Board hearings shall ordinarily be closed except for the Accused(s), the Complainant(s), Advisor(s), and Witnesses. Exceptions may be made at the discretion of the Chief Justice. Witnesses are allowed at the discretion of the Chief Justice. The Chief Justice may excuse any person, including the Accused, who disrupts a hearing.
- An Accused who fails to appear after proper notice will be deemed to consider themselves as not responsible to the charges against him/her and to have exercised the right to remain silent without prejudice. At the discretion of the Chief Justice, the hearing may be conducted in the absence of the Accused(s) and all the information regarding the alleged misconduct shall be presented and considered.
- The Complainant(s) and Accused(s) have the right to be accompanied by an Advisor. The Complainant(s) and/or Accused(s) should select an Advisor who can attend the hearing at the scheduled date and time. Delays are not usually granted due to the scheduling conflicts of an Advisor. The Accused(s) must notify the Coordinator of Student Conduct at least 72 hours prior to the hearing of any witnesses and/or Advisors s/he is bringing.
- Subject to the Chief Justice's control of the hearing, the Complainant(s), Accused(s) and their Advisors, shall be allowed to attend the RHA Conduct Board hearing, but shall not be allowed to attend Board deliberations.
- In RHA Conduct Board hearings involving more than one Accused, the Coordinator of Student Conduct may permit the RHA Conduct Board hearings concerning each student to be conducted either separately or jointly.
- A maximum of two (2) character witnesses will be allowed in a hearing.



- All other witnesses must have direct knowledge or information that will assist the RHA Conduct Board in determining the facts of the case.

### Hearing Procedures

- The Chief Justice shall exercise control over the proceedings to achieve orderly completion of the hearing.
- Advisors are restricted to private communications with their advisee(s). Any communication by the Advisor that is audible to the RHA Conduct Board may be viewed by the Chief Justice as disturbing the hearing.
- All questions by the Complainant(s) and Accused(s) must be directed to the Chief Justice, rather than to the Witness directly. Questions of whether potential information will be received shall be resolved at the discretion of the Chief Justice.
- In addition to the investigatory packet provided by the Coordinator of Student Conduct, the RHA Conduct Board, at the discretion of the Chief Justice, may accept additional pertinent information and testimony (including impact statements). Any letters of recommendation submitted by the Accused will be admitted for consideration at the discretion of the Chief Justice and, if admitted, will be viewed only during panel deliberations.
- All procedural questions arising during the meeting are subject to the final decision of the Chief Justice.
- The RHA Conduct Board's standard of proof shall be a Preponderance of the Evidence.
- The RHA Conduct Board in consultation with the Coordinator of Student Conduct may reasonably accommodate concerns for the personal safety, well-being, and/or fears of confrontation of the Complainant(s), Accused(s), and/or Witnesses during the meeting.
- The RHA Conduct Board shall make a summary transcription of the proceeding, which will serve as the official record of the hearing. No other recording will be permitted. The Accused or the Complainant may request a copy of the recording upon payment of the cost to reproduce the recording, or may listen to the original recording in a location designated by the Coordinator of Student Conduct at no charge. The record shall be the property of the Institute.

### **Conduct Sanctions**

Sanctions are provided when the Accused is found responsible for one or more violations of the Residence Hall Community Policies and/or the Housing Contract. Sanctions are determined by the severity of the case and the student conduct history of the Accused(s). A student found responsible for a violation will receive an administrative and educational sanction as part of the conduct process. Below are descriptions of potential sanctions assigned to residents found responsible for violating Residence Hall Community Policies:

Housing Reprimand is usually assigned to less severe policy violation. The resident is reminded that his or her future conduct in Housing must reflect better judgment.

Housing Warning is a strong written warning that should the resident become involved in other violations of Housing or Institution policy, the resident can expect more severe disciplinary action.

Housing Probation means that any further housing or Institute conduct violations within housing will likely cause a resident's removal from Housing. Probation may include, but is not limited to, revocation of all hall privileges including the right to hold Hall Council office, participate in hall activities, open house, Hall Councils or committees. Probation is for a specific period of time.

Housing Contract Cancellation involves severe or repeat behavior issues which merits the resident's removal from Housing. In unusual cases where a violation is so serious or a resident's presence is considered of danger to either themselves or any other member of the Georgia Tech community, a resident may be required to vacate their space in the residence hall immediately. In either case, all rent moneys or deposits paid shall be considered forfeited and a recommendation may be made to the Dean of Students for the suspension of the student from Georgia Tech.

Denial of re-contracting is used in cases that occur close to the end of the semester and/or a hearing may not be possible due to impending exams and breaks, a student may be denied the privilege to re-contract for campus housing for the subsequent semester or school year.

Removal from the Residence Hall Housing system is issued where a violation is so serious or a student's presence is considered a clear and present danger to either her/himself or any other member of the Georgia Tech community, a student may be ordered to vacate her/his space in the residence hall immediately. In such a case, all rent moneys or deposits paid shall be considered forfeited.

Relocation of the resident is issued for cases where a violation is so serious a student's presence is considered to be disruptive to the residential hall community, a student may be relocated to another building within the residence hall housing system. In such a case, the student will not be allowed to enter the previous residence hall in any capacity (as a guest/visitor or to attend a program/event) for a stipulated period of time.

Restitution is reimbursement of expenses to a department or office at the Institute that has incurred damages to property. Restitution is limited to exact amount of the damage incurred.

Fee is monetary amount paid to the Institute for participating in an administrative sanction. Fees are associated with the administrative sanctions of the Institute's Alcohol and Other Drug Sanctioning Model.

Educational sanctions may include community service, a reflection paper, and/or intentional efforts to educate others on Housing policy. The purpose of educational requirements is to provide an additional educational opportunity for residents involved in conduct cases.

Additional requirements may be assigned to a student as part of the sanctions portion of the conduct process.

### **Record Keeping and Release of Information**

Student conduct records of residents found responsible of violating Housing policy are retained for seven (7) years from the date of the contract. Student conduct records containing records of cancellation of a student's Housing contract will be permanently retained. A case referral results in the creation of a student conduct file in the name of the Accused. This file shall be voided if:

- The student is found not responsible for the violation(s), or
- The case is determined to be an informational file only. An informational file is not included in background checks, but can be used in future sanctioning if the behavior continues.

The complete student conduct file will be forwarded to the Office of Student Integrity when a resident's case is heard by this office.

### **Release of Information**

Student conduct records shall be governed by the Family Educational Rights of Privacy Act 20 U.S.C. & 1232g.

### **Parental Notification**

Parents of residents under the age of 21 may be notified when a resident is found responsible for violating the alcohol and drug policies when either of the following occurs:

- A resident endangers her/himself or others while under the influence of alcohol or other substances. Specific instances include, but are not limited to driving under the influence, fighting, alcohol poisoning, becoming sick in the residence hall from alcohol consumption, and hospitalization.
- When a Housing Conduct Administrator determines that any future violations of Housing or Institute will likely result in removal from Housing.

# Residence Hall Community Policies

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## II. Alcohol

Residents who are of legal drinking age (21) may possess and consume alcoholic beverages, but only as a private activity in their own private living areas (room and/or suite/apartment). Residents are legally responsible for their actions in all mental and physical conditions including those induced by alcoholic beverages. Residents who display intoxicated behaviors (examples may include glazed eyes, stumbling, and slurred speech) that make it reasonable to believe they consumed alcohol, or residents who require assistance due to consumption of alcohol, shall be subject to student conduct action. Also refer to the Georgia Tech Alcohol and Drug Policy. Georgia Tech also prohibits the following:

- A. The use/possession of alcohol by anyone under the legal drinking age of 21.
- B. The transport, possession and/or consumption of alcohol in opened containers in any public area including any property that surrounds a residence hall.
- C. The manufacture or sale of alcohol.
- D. Failure to abide by the Institute's policy on student organization use of alcohol.
- E. Public intoxication.
- F. Providing alcohol to anyone under the legal drinking age of 21.
- G. Common containers (such as kegs, party balls, and trash cans). Beverages must be used in individual containers.
- H. The possession or presence of empty alcohol containers in rooms where any resident is under the age of 21, even if the alcohol container is intended for decoration.
- I. Guests and visitors from consuming or possessing alcohol in the room or common areas of a resident under the age of 21. Of age guests (resident or non-resident) may consume alcohol only in the private bedroom where the resident(s) of the bedroom are of legal drinking age. If residents share a room over and under 21 years old, it must be clear that the alcohol is being consumed only by those 21 years or older.

## III. Damage to Property

The Department of Housing expects all residents to take ownership for their living area by properly caring for, maintaining, and respecting Housing, Institute and state property. Residents will be charged with the cost of restoring to its proper condition any property which through their negligence or misuse has been damaged or is missing. All such damages should be reported to a Housing staff member. When individual responsibility cannot be assigned, the members of the group to whom a space has been assigned or property supplied may be charged (as individuals) for the cost of repairs or replacement, and may be subject to disciplinary action. Also refer to the Housing Contract for collective liability. The following are considered damage to property:

- A. Destroying, removing and/or vandalizing individual or Institute property, equipment or furnishings including but not limited to plants, window screens, pictures, public space furniture, hallways, walls, elevators, fitness center equipment, and individual room furniture.
- B. Tampering with cable television, Ethernet and/or telephone equipment in the residential areas.

## IV. Disorderly Conduct

The Department of Housing strives to facilitate the development of responsible communities in and around the residential facilities. To this end, the following are defined as disorderly conduct:

- A. Disrupting any student's attempt to study or sleep and/or disrupting residential activities. This includes the violation of noise policies.
- B. Impeding vehicular traffic on or near the residential facilities.
- C. Disrupting and/or obstructing administrative functions by blocking reasonable access to or exit from any residential facility or building on campus.
- D. Behaving in a publicly lewd or indecent manner in any campus area.
- E. Scaling building exteriors or accessing unauthorized areas including, but not limited to attics, roofs, utility rooms, ledges and windows.
- F. Shouting out of the windows of our residential facilities.

- G. Playing sports or using sport equipment in the hallways or common areas (examples include but are not limited to Frisbees, footballs, golf balls, basketball, baseball, and softball)
- H. Engaging in activity of any nature that leads to the disruption to the community or a resident.

## V. Drug Use

Georgia Tech and the Department of Housing prohibit:

- A. Selling, possessing, furnishing, or using any substance currently classified as a dangerous drug by the Georgia Controlled Substance Act or classified as illegal by state or federal law.
- B. Possession of paraphernalia used for drug use.

## VI. Harm to Persons and Harassment

Violations include:

- A. Placing another person in reasonable fear of his/her personal safety through words or actions directed at that person, or substantially interfering with the working, learning, or living environment of that person.
- B. Unjustifiably pushing, striking, or otherwise intentionally causing reasonable apprehension of such harm to any person.
- C. Behavior that endangers any person(s), including self.

## VII. Keys and Access Cards

Residents are responsible for the safety of their room keys and other access materials. Thus:

- A. Residents may not loan, duplicate, misuse, or give their residence hall keys or access cards to anyone at any time.
- B. Loaner Keys and staff response to lock outs are provided for safety and customer service. A student may not check out a loaner key or call for a staff response to a lock out more than three times per semester.

## VIII. Noise and Quiet Hours

All Residents are expected to respect the rights of others by refraining from making loud noises or causing other disturbances that interfere with study or sleep. The right to quiet supersedes the right to make noise.

- A. All residents are expected to respect 24-hour courtesy hours. If a student makes a reasonable request of another student to be less noisy, that student should comply. No disturbing or unreasonable noise should be heard outside of a student's room/suite/apartment. Noise generated by activities in common areas is acceptable provided it is associated with the area's intended purpose.
- B. Campus-wide Quiet Hours are 10pm until 10am Sunday through Thursday and 12am until 10am Friday and Saturday. Changes to Quiet Hours can be voted on by Hall Council members, but is limited to the following regulations: Sunday through Thursday Quiet Hours may start as late as 12am and end as early as 8am; Friday and Saturday Quiet Hours may start as late as 2am and end as early as 8am. Until this occurs Campus-wide Quiet hours will be in effect.
- C. During exam periods, Quiet Hours are extended to 24 hours. This regulation also applies to areas outside the residence halls and residence hall lobbies.
- D. In the event that a person or a group makes a disturbance, staff will ask persons to disperse and may seek disciplinary action against violators. Examples of a disturbance include but are not limited to game playing, high volume on TV/stereo, yelling loudly, or the playing of musical instruments.

## IX. Official Requests

Residents are expected to comply with and respond appropriately to the reasonable and lawful requests of Institute officials in the performance of their duties. Violations include:

- A. Failure to comply with official requests made by Residence Hall Staff and/or GT Police, or other emergency personnel.
- B. Failure to provide proper identification when asked.
- C. Giving false and/or inaccurate information.
- D. Harassing and/or verbal abuse of staff members.

## **X. Pets**

Housing does not permit residents to have animals, other than harmless aquatic fish in 10 gallon aquarium, in the residential facilities. This includes pets. Pets registered through the Georgia Tech ADAPTS office, such as seeing-eye dogs, are the only exceptions. This policy does not apply to emotional support and service animals that have been approved by the Assistance Animal Review Committee, through the Office of Disability Services.

## **XI. Tobacco Products Policy**

Georgia Tech is a tobacco-free campus in adoption of the Georgia Board of Regents' tobacco and Smoke-Free Campus Policy. The goal of this policy is to protect and improve the health, comfort and environment of students, employees and any persons occupying University System of Georgia (USG) campuses. Georgia Tech supports healthy lifestyles but understands that using tobacco is a personal choice. The Tobacco-Free Campus Policy does not require residents to quit using tobacco; however, the policy does prohibit residents from using all forms of tobacco, including: cigarettes, cigars, chewing tobacco, snuff, pipe tobacco, e-cigarettes, etc., on all USG property. All Georgia Tech residence halls have been smoke-free for more than ten years. This new tobacco-free policy does not change this and makes smoking anywhere on USG property a violation of policy. Residents are encouraged to support each other in a positive, non-confrontational manner as the campus transitions to a tobacco-free campus.

## **XII. Solicitation**

The Department of Housing prohibits any and all solicitation in the residential facilities, unless explicitly authorized by the Department of Housing. This includes the unauthorized posting of advertisements. Information for posting is approved through the East, West, and North Avenue Community offices and the Graduate and Living Center office. Door-to-door and phone solicitation are also prohibited. The Executive Director of Housing or his/her designee must approve any other solicitation. Providing access to solicitors is prohibited.

## **XIII. Safety and Security Procedures**

In order to promote the safety and security of building occupants, these behaviors are prohibited:

- A.** The misuse fire-safety equipment, including but not limited to fire extinguishers, hoses, horns, bells, conduit sections, alarm-pull trigger devices, pulling fire alarms, fire sprinklers, central-relay control bases, and glass covers for fire extinguishers.
- B.** The misuse of safety equipment, including but not limited to ground level security screens or roof access doors (except in cases of emergencies), removing insect screens or tampering with window or door hardware.
- C.** Entering or exiting an "emergency exit only" door during a non-emergency situation.
- D.** Damaging or removing window stops from high rise buildings.
- E.** Starting a fire.
- F.** Obstructing hallways, sidewalks, or stairwells that might impede the evacuation from a building during an emergency.
- G.** Securing bicycles to hand rails in stairwells or any other location that might impede the evacuation from a building during an emergency.
- H.** Possessing of chemicals or substances which are potentially dangerous or highly flammable, including but not limited to gasoline, propane, lighter fluid, and torches.
- I.** Throwing or projecting any object or liquid into or out of windows.
- J.** Leaving food cooking unattended.
- K.** Failing to vacate the building when the fire alarm system is activated.
- L.** Propping outside entrance doors.
- M.** Affixing, propping, or placing objects on the exterior of the building (but not limited to satellite dishes, plans, and holiday decorations). This includes hanging objects out of windows or other unauthorized displays on state property.
- N.** Storing property on exterior window ledge, or entering/exiting a building through an exterior window ledge except in case of an emergency.
- O.** Allowing non-residents access to the building (tailgating or piggy-backing).
- P.** Leaving, placing, or disposing of trash in the hallway or other common areas of your building.
- Q.** Storing, leaving, or placing motorcycles, mopeds, or other gasoline operated means of transportation in bike racks, bike rooms, bike storage, buildings, or rooms.

#### **XIV. Room Personalization and Safety Procedures**

- A.** Residents are encouraged to personalize their rooms and make them feel as comfortable as possible. However, to ensure the safety and security of all residents, the following behaviors are strictly prohibited:
- B.** Using items that are potentially dangerous and/or flammable, including but not limited to: halogen-torchiere lamps, improper wiring, fireworks, the use of open flames (including candles, incense) and open element appliances.
- C.** Creating or allowing excessive trash in a room or personal trash in common areas in or out of the building which could be considered hazardous to health and well-being of all residents. All trash should be disposed of in a designated dumpster, trash room (in North Avenue) or recycling bin.
- D.** Possessing or using of a waterbed within any apartment, traditional, or suite-style building.
- E.** Removing furniture in a room, bedroom, or living room. If a student wishes to supplement GT furnishings, he or she may do so only if the original furniture stays in the room.
- F.** Constructing lofts or platforms in any residence hall space.

#### **XV. Weapons**

Georgia Tech and Housing regulations prohibit:

- A.** Using of any weapon or object as a weapon that can cause bodily harm either to the bearer or another individual. The context in which a particular object was used will determine whether it is a weapon.
- B.** Possession in the residential areas (this includes the residence halls and surrounding areas such as sidewalks, and parking garages) of any object designed to inflict injury. \*Included in this category (but not limited to) are firearms, explosives, fireworks, incendiary devices, bows and cross bows, arrows, and bolts, pellet guns, B.B. guns, blow guns, stun guns, swords or other sharp blades, nun chucks, throwing stars, spear guns, tear gas, explosive chemicals, switch blades, paint ball guns, and ammunition associated with weapons. This list is not meant to be exclusive. The Department of Housing reserves the right to determine if an object is a weapon. Electroshock weapons (tasers), meeting state Board of Regent specifications, are exempt from this policy.

#### **XVI Wrongful Utilization of Goods, Services, or Information**

Violations include:

- A.** Stealing from another person, group of people, the Department of Housing or Institute any property or services.
- B.** Embezzling, defrauding or procuring any money, goods, or services under false pretense.
- C.** Purchasing or receiving property, money or services knowing them to have been stolen or embezzled.
- D.** Issuing a check knowing that it will not be honored when presented for payment.
- E.** Unauthorized entry into a building, resident room/suite/apartment, office or other facility.
- F.** Conveying false information for the purpose of cheating or defrauding any person or obtaining money, property or information to which the individual is not privileged or entitled.
- G.** Unauthorized use of any long distance access or unauthorized use of the computer network. Refer to GT Computer Usage Policy.
- H.** Failing to abide by the Space Reservation policy for that Community.

#### **XVII. Visitation/Guest and Residential Escort Policies**

Residents may allow guests of any sex to visit their room/apartments with agreement from the other residents in their room/suite/apartment. Roommates, suitemates, and apartment mates have the veto power over all guests. Residents are expected to accompany their guests at all times and accept responsibility for their behavior. Hosts should meet their guests at the building entrance and escort their guests at all times while in the building. At no time should any resident provide entrance to the building to someone who is not his or her guest. Visitation privileges may be revoked for individuals or groups who violate the visitation policies. Hall councils and roommates may develop rules that are supplementary to, but not in conflict, with the established guidelines. In order to facilitate safety and privacy, the following behaviors are prohibited:

- A.** Use of community bathrooms (including shared bath areas in suite/apartment) by members of the opposite sex.
- B.** Guest(s) (including other GT residents) staying in a resident's room more than three consecutive nights in a seven-day period, or more than 10 nights per semester. Residents must always have their roommate(s)'s permission for overnight guests.
- C.** Proceeding or allowing guests to proceed through the residential facility unescorted. Residents who are visiting other on campus residents must have an escort when not in their assigned building.



- D. Hosting a guest who violates Housing or Institute policy.
- E. In order to remain within fire safety recommendations of the fire code, apartment guests exceeding the number below is prohibited:
  - Traditional rooms 6 guests
  - 2-bedroom apartment 6 guests
  - 3-bedroom apartment 9 guests
  - 4-bedroom apartment 12 guests
  - 5-bedroom apartment 16 guests
  - 6-bedroom apartment 18 guests
  - 7-bedroom apartment 21 guests

**XVIII. Housing Contractual**

Violation of a Housing policy or provision within the Housing Contract and/or Technically Speaking which is not stated within the Residence Hall Policies of Technically Speaking.

# ***Facility Services Guide***

## **We Provide Your Maintenance and Housekeeping Services**

The facilities team in the Department of Housing provides routine and emergency maintenance and housekeeping services to GT residence halls.

Because many factors can affect how, and when services are provided, this guide has been prepared to help you understand what you can expect in typical situations that may arise while making your home in our residence halls.

### **We, of Housing Facilities, Will Strive to...**

- Deliver the highest standards of safety, cleanliness and comfort for those who live and work here.
- Work each day to improve services and the residential environment now and for the future.
- Build direct and satisfying relationships with customers.
- Create and maintain a reputation for competent, reliable, and responsive service.
- Support the academic mission of the Institute and the achievement of academic excellence by individuals.
- Serve as advocates for facilities issues and the needs of residents.
- Show a genuine respect for individuals and their differences.
- Make our organization a good place to work.
- Participate in programs and activities that benefit individuals, the campus, and the community.

### **Our staff**

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Some of our staff are based in each of the communities, while other staff respond to calls by traveling from a central campus location.

Housekeeping staff can be seen on every floor of traditional halls several times a day. Housekeeping staff working in suite and apartment style halls work primarily in public areas, however, these staff members also visit apartments at least once per semester to clean bathrooms.

Maintenance staff, whether community-based or from our central staff groups, will be on floors when responding to work orders and emergencies, conducting walk through/checks, and participating in tours.

### **Regular Hours of Operation for Housekeeping and Maintenance Staff:**

**Monday—Friday      8:00 am—4:30 pm**

At any other time, students are encouraged to speak with their PL/RA for assistance or contact the PL/RA on duty if it is an emergency. Yellow duty cards are located near front entryways with the person's name and contact numbers.

### ***Ways to Identify Our Staff***

While at work, all Housing Facilities employees are expected to carry a GT ID card, and many of them wear a blue, gray, or brown department-issued uniform. Supervisory staff often wear black pants and white polo shirts, while our maintenance staff wear green uniforms. Staff members who are not provided with a uniform, outside contractors, and other campus service staff are required to display a ID tag at all times and be in their company logo uniform.

### ***Sometimes We Must Refer Problems***

While our staff repairs the vast majority of work requests we receive, there are times we need to redirect work to other campus departments (e.g. Physical Plant, Environmental Safety, Information Services), off-campus service companies (e.g. vending machine companies, elevator maintenance contractors), or renovation contractors (e.g. for buildings that reopen after large or small renovations such as replacing a roof.) It is our responsibility to contact all other campus agencies and outside contractors and by maintaining our ongoing relationships with these service providers, we are typically able to follow up and secure repairs within a reasonable time.



In some instances, we opt to hold work until it can be combined into a larger, more efficient project or contract, examples include: room painting, carpet replacement, etc.

Students experiencing lost funds from vending machines, washers or dryers, can call laundry services at 404-894-4357.

## Reporting Problems

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### ***We Want YOU to Call Us!!***

We prefer for students to contact us directly to report a maintenance or housekeeping concern, so that we can contact the person who is most affected or has the best information to describe the issue. Most problems will be assessed within 2-12 hours of your reporting it to the Housing Facilities office. Routine reports made on Friday or during the weekend will be followed up on the next business day. You can contact us by:

- Phone: 404-894-0520
  - Dial 404-894-0520
  - Speak with the attendant or leave a message on the Voice Mail System.
    - Please speak slowly and clearly.
    - Leave your name and phone number
  - Provide the exact location of the problem (i.e. toilet clogged—Eighth St. Apts.—East Building—Room 255—C/D side Bathroom). The more detailed you are about the location and problem, the faster the response time.
- Web: <http://housing.gatech.edu/Pages/maintenance-request.aspx>
  - Click on “Submit Maintenance Work Request”
  - Select the appropriate information required, i.e. building, room number, etc.
  - Fill out Maintenance request with as much detail as possible and select “Submit”

**Fires and medical emergencies should always be reported directly to GTPD at 404-894-2500 and the on-call Residence Life staff (do not use 911—on-campus emergencies are coordinated through GTPD).**

Common areas are all part of your home away from home and we ask that you take the time to request work for problems you see in areas such as bathrooms, floor lounges, hallways, stairwells, lobbies, and exterior doors. When requesting work for public areas, you can help us by looking for the door number (e.g. 6<sup>th</sup> St. E125A), hallway number or by giving the bathroom, laundry or lounge room number that’s either painted on the wall next to the door or on a plastic room number sign.

Should interruption to utility services occur, i.e. electricity, water, etc., touch base with a member of the Residence Life staff to receive updates. When these situations occur, they are often outside the control of the institution and department, however, we work closely with the city to rectify the situations as quickly as possible. As we have information, it will be relayed to our Residence Life staff to provide you with updates.

### ***What to Expect When you Contact Us***

We typically ask for the following:

- Your name and phone number, in case we need to contact you.
- Your address (building and room number)
- A detailed description of the problem.

We ask for enough details to help our staff decide who should receive your request and to help our service staff understand as much as possible about the problem before they arrive. For example, a closet door off its track is referred to Community Maintenance for a minor adjustment, but a hole in a closet door goes to the Carpentry shop to have the hole repaired or the door replaced. Also, the size of a hole may assist the carpenter in deciding what materials to bring to the hall or if measurements should be taken instead of have a new door built.

If there is an emergency situation, you can contact the Residence Life staff for assistance. Emergency requests will be addressed using the first available staff, or within the same day/24-hour period. Emergency problems include:

- No power

- No heat
- No A/C
- Resident locked out
- No water
- Person stuck in elevator
- Flood
- No lights at all

All other requests can be submitted via the maintenance request system, outlined above.

### ***Things to Consider:***

1. Please inform your roommate(s) and/or suitemate(s), that you submitted a maintenance request. This will eliminate duplicate requests for the same problem.
2. All calls are recorded by the Caller Identification System, please be considerate of the attendant receiving the call.
3. If you are calling to report a problem in a common area (i.e. kitchen, lounge, or bathroom), please leave your own name and room number in the event the maintenance worker has a question that needs to be addressed.

Prior to your arrival our staff walk through rooms and report issues they find and in these cases, workers may arrive without prior notice. If you're not sure we know about a problem, please report it so that we can be sure a work order is generated.

## ***Planning and Starting Work***

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### ***Now We Know Your Problem...What's Next?***

Depending on the urgency of each problem, operations desk staff will write routine work orders, contact maintenance staff in the field. For most work, we currently do not schedule repairs the way that some agencies do, i.e. "Someone will be there between the hours of 9:00 and noon on Tuesday." Some staff members may attempt to contact residents to advise them of anticipated dates and times when workers may arrive. Our pest control contractor will always schedule in advance due to the nature of their work, however, most repair staff will arrive unannounced.

### ***We Expect Our Staff to:***

- Knock and announce themselves as "Housing Facilities" or "Housekeeping"
- Identify themselves personally if asked
- Leave the space in the condition it was found, cleaning any mess we create
- Answer any questions you may have
- Provide an "I was here" form if no one was present in the room.
- Lock the door.

### ***When We Enter Your Room***

Please understand that by submitting a request, you are giving our staff permission to enter your space. We do have, however, a responsibility to maintain our facilities year-round and will enter student spaces to fulfill certain routine procedures, i.e. replacing air filters, etc. While our Housing team works together to inform residents of these times, it is possible that our team may arrive without notice to complete these tasks. Every effort will be made to minimize this inconvenience and, we train our staff to understand that private living spaces may only be entered for cause, almost always with a work order or in response to emergencies. When we know that tours must be conducted while the halls are occupied or over semester breaks, we will post notices advising residents of our intent to enter residential space. Any time our staff enter a room, they will leave the "I was here" hang tag behind on your room door to let you know why they were there.



At times, we arrive and cannot seem to find or are unable to reproduce the problem as written on the work order. Our staff may contact you for more information or close the work order. If closed, an email will be sent and you can respond if the problem persists.

### ***Some Services Are Not Provided...***

There are some services we are not able to provide to residents. Below is a list of examples of some of the services we are unable to provide:

- Orthopedic backboards
- Mattress pads
- Installing locks on bi-fold closet or wardrobe doors
- Storage of personal property
- Removal and storage of Institute room furniture
- Repairs to personal property
- Running new electrical service into existing rooms
- Installing additional telephone jacks

Our highly trained housekeeping and maintenance team complete well over 80,000 work orders per year, in addition to several thousand projects each summer in preparation for fall opening. While some maintenance requests may take time, we always strive to provide the best service possible with high levels of communication.

## **Resident Satisfaction**

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### **We Want to Hear from You!**

Our goal is to provide student-centered service in a timely manner that helps you to feel confident and comfortable in your home away from home. We value your ideas and feedback and want to hear about how we are meeting your needs. There are two main methods of providing us with your ideas and feedback:

#### ***Comment Sheets***

Our customer comment sheet displays and return mailboxes are located in the main entrance lobby of each residence hall.

Comment sheets are best used to:

- Compliment a staff person about the services they provided you.
- Suggest a different or better way we could do our work.

## **Quality Service Surveys**

After we complete a work order in a student's room, you will receive an email with a customer survey to complete and we ask that you take a few moments to complete it. This provides us with regular feedback on our service and helps us to identify areas in which we can improve.

Should you wish to provide more comments, you can also speak with your Hall Director, Area Manager, or Community Supervisor directly. Additionally, you can email us at [facilities@housing.gatech.edu](mailto:facilities@housing.gatech.edu) to provide additional comments and thoughts.

If you feel that any of our staff treated you in an unprofessional or discourteous manner, we encourage you to speak with your Residence Life staff or Community Supervisor.

Through programs like these, we hope to learn more about how you view our services and find ways to pinpoint where to improve individual and group performance.

## **Selected Facilities Topics and Services**

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### ***Heating and Air Conditioning***

Newer residence halls and apartment buildings are equipped with HVAC systems that are controlled automatically. Normally, during moderate conditions, both heated water and chilled water is available to condition the spaces in these buildings. This system allows occupants to switch between heating and air conditioning at their discretion.

Several of our older residence halls and apartments have a different system that is transitioned for the entire building, based on temperatures outside. For example, when the temperature outside goes below 55, the system in these buildings will automatically change over to produce hot water for heating; however, if the temperature outside goes above 55, the system in these buildings will automatically change over to produce cold water for cooling. Because the system controls the entire building it takes approximately two hours for the temperature to change inside the buildings. Below is a list of the builds that possess such systems:

- Brown, Cloudman, Matheson, Field, Perry, Hanson, Hopkins, Smith, Woodruff North and Woodruff South
- Fourth St. possesses an electric system that works similarly to the system above

### ***Tips for Ensuring Proper Operation for Heating/Air Conditioning units:***

1. Keep the area below and in front of units clear of obstructions, this will ensure that air may flow through the unit and make it easier to access if problems arise.
2. Do not place any items on top of units or attach any items to the circulation grills within your room, which may impede air circulation, this will ensure that air may flow fully through the room.
3. Periodic filter changes are scheduled for all buildings on campus to ensure the proper functioning of the unit. Please assist this operation in allowing access to the unit during the buildings schedule time period. Housing staff will be posting information one week in advance of the time they will be doing the filter change.
4. Be advised that your heating and air conditioning units will not be as effective if your windows are opened. This is particularly true in warm weather during conditions of high humidity. Opening your windows in the 'cool of the morning' will flood your room with moisture saturated air which is difficult for your HVAC system to remove. As a result, it will take several hours from the time you close your window (after it starts getting warm) for your air conditioning unit to return your room to a normal comfort level.
5. The Department does not permit installation of supplemental window air conditioning units in residence halls and suites due to electric load constraints.
6. The system is designed for standard comfort zones which means around 76 degrees for AC season and 68 degrees for heating times.

## ***Common Area/Bathroom Cleaning***

During each normal workday, housekeeping staff enter common area bathrooms at least once to clean and disinfect the plumbing fixtures and shower areas. Once a week a thorough cleaning is scheduled and additional tasks are performed to maintain the cleanliness of our bathrooms.

We will post a sign on each bathroom door when it will be closed and not available for use due to cleaning. We need to close the bathrooms to avoid injury to residents while we clean. Our cleaning generally leaves the floor wet, slippery, and dangerous.

## ***Carpet Cleaning in Suites and Apartments***

We recognize that accidents happen and that dirt and stains are part of living. We ask that residents make every effort to clean up spills and dirt as quickly as possible to avoid stains setting into carpet fibers and becoming permanent. Some carpet cleaning products and stain removers can be purchased at local stores are effective, if used immediately, however, some spills and stains may be of a sufficient magnitude to require professional treatment. If you are unable to remove a stain, we ask that you submit a maintenance request and request our assistance. Our housekeeping section will respond and assess how to prevent further permanent staining, and if necessary, they will schedule a time to clean your carpet.

We continue to improve our resident spaces by replacing the most damaged and severely stained carpeting, however, this work is expensive and ultimately causes costs for housing to rise. We hope to avoid charging residents and to keep costs to a minimum by providing assistance. Residents will remain responsible for replacement costs if permanent staining or other damage has occurred. We will continue to use outside contractors to replace badly stained or soiled carpeting or if carpeting is damaged by bleach or burns and the cost for this work will be issued to the residents responsible.

## ***Elevators***

Our elevators are mechanically sound and meet or exceed applicable codes. If an elevator stops between floors, people inside the car can use the phone in the elevator panel to directly connect to staff 404-894-0520 or campus police at 404-894-2500 so staff will be dispatched to let the people out.

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

## ***Vandalism, Graffiti, and Pranks***

As part of a community, every resident has a responsibility to treat the property provided with respect and to uphold community living expectations. Damages and destruction of property will not be tolerated. Residents have a responsibility and obligation, as good neighbors, to report negligent behavior by others so that the appropriate person can be held responsible for their actions and financial remuneration can be made.

## ***Flood Clean-up***

Flooding happens upon occasion, at times the result of vandalism and other times a break of some sort causing water to flood an area. After a flood, our team will remove water from floors in public and student spaces to prevent mildew and damage to floor tile or personal property. To assist in the recovery process, we often need to enter student spaces to determine the extent of flooding. When water has entered a room, residents will be asked to carry their personal rugs to a lounge, basement or exterior location so we can extract water from the room. If opportunity presents, our team will extract water from personal rugs, at no charge. Rugs may remain somewhat damp and require a few days to air-dry.

## ***Furniture***

### ***Upholstered Furniture***

As with carpeting, residents need to act immediately to blot up spills and remove food on upholstery before permanent staining set. We invite residents to call 404-894-0520 or submit a maintenance request on-line after having tried and failed to remove stains. We offer to respond if resources are available to see if we can prevent permanent staining. If sufficient

resources are available to send staff to clean your stain, we will do so, in most instances we will not charge for this assistance, however, residents will remain responsible for replacement costs if permanent staining or other damage has occurred.

## ***Beds and Other Furniture***

Our study rooms and lounges are updated with new furniture on a regular basis and our team oversees the furniture it remains in good working condition. Residents are asked to respect the spaces by not removing the furniture and limiting the use of food or drinks to avoid spills and stains in the common areas. Additionally, residents are not permitted to remove institutional furniture from their bedrooms.

## ***Mattresses***

Our mattresses are made using one of the highest flame-retardant stands in the country. We buy one standard mattress. The size of the mattresses is generally a 80"—XL twin dormitory size.

## ***Pests: Roaches and Mice***

Just like your own home, residence halls have plenty of spaces for small insects and mice to hide. Our department has contracted a local service to provide pest control and they are available multiple times a week to address complaints. Often, the lifestyle choices of individuals can impact others in a building by not removing trash, abandoning cardboard boxes, leaving scraps of food on the floors and a general lack of cleanliness. These types of behaviors increase the chances of attracting pests to your living spaces and, too often we are unable to trace problems to individual resident rooms.

Though incidents of bugs or mice can occur in communal halls like ours, residents can help manage and control situations by avoiding these behaviors and keeping screens on windows.

One of the most common actions that contribute to pest problems is the accumulation of garbage by your building entrances. Although most of our building entrances have small trash receptacles close to the door, these receptacles are for pocket trash, soda cans, candy wrappers, and similar small items. Please do not leave garbage bags of trash by these cans, which invite rodents and other pests to the easiest entrance to your home. Please deposit all of the garbage from your room using tied trash bags in the large metal dumpsters located on the street or parking areas close to your buildings or in the rash rooms (for North Ave. Apartments).

We also ask that residents not park in a manner that restricts access to dumpsters for garbage trucks. The dumpster contract permits garbage removal during a wide timeframe; if the truck cannot access the dumpsters because of improperly parked vehicles, housing still pays for the service, whether they can empty the dumpster or not and you may end up being towed/ticketed by parking.

We use only pesticides that have been registered with the federal Environmental Protection Agency and the Georgia Agriculture Department, however, many products often require personal protection to be worn by our pest control service personnel (i.e. goggles, respirators, etc.). Should you have any questions about the chemicals being used, you can feel free to contact us at [facilities@housing.gatech.edu](mailto:facilities@housing.gatech.edu).

## ***Treatment of Bed Bugs in Georgia Tech's On-Campus Housing Facilities***

### **How do bed bugs get into your room or apartment?**

Bed bugs must be carried into an environment, as they do not fly or jump and they are usually brought into your room or apartment after visiting a location that is already infested. They are often carried in on personal belongings such as luggage, backpacks, furniture, boxes, and electronics and they spread by crawling and traveling within walls by latching easily onto fabrics and upholstered items.

### **How can you tell if you have a bed bug problem?**

If you notice any of the following things, you may have a bed bug problem:

- Blood spots about the size of a pencil tip on mattress or linens



- Small black dirt specks (bed bug feces) in seams, cracks or crevices of beds and furniture
- Small white-ish casing (eggs/exoskeletons) in seams, cracks or crevices of beds and furniture
- Actual bugs present (bed bugs are small and flat, about the size of a common wood tick)
- Unexplained rash on your body. Bed bug bites resemble mosquito and flea bites and tend to appear in a straight line

### **What should you do if you think you have bed bugs in your room or apartment?**

If you suspect bed bugs in your room or apartment, report the problem immediately to your Peer Leader (PL) or Resident Advisor (RA). Go on-line and submit a maintenance request at: <http://housing.gatech.edu/Pages/maintenance-request.aspx> or call the Facilities Work Center at 404-894-0520. Once a Request is submitted, a pest control expert is called in and responds within 24 hours to confirm if there is an infestation. An infestation is defined by pest control experts as finding one live or dead bed bug.

### **What is Georgia Tech Housing doing to keep bed bugs at bay?**

Georgia Tech Housing is taking proactive measures to prevent and contain bed bug infestations, such as purchasing encasement style mattresses, which have no crevices for bugs to hide in, making them bed bug proof. In addition to the on-site chemical and heat treatments used once an infestation is reported, materials will be distributed to students, staff and guests to inform and educate them about potential bed bug problems. Georgia Tech Department of Housing is using the latest information and treatments regarding bed bug prevention and eradication.

### **How can you reduce the risk of bringing bed bugs back to your on-campus room or apartment?**

Residents can help keep bed bugs out of residences by following the precautionary measures listed below:

- When traveling, take precautions to avoid bringing bed bugs back to your room by inspecting the bedding and furniture where you are staying. Use hangers or hooks to keep all clothing off of the floor and bed. Do not put your luggage or backpack directly on the bed or floor—keep them elevated using a luggage stand, tabletop, or other hard surface. Keep your luggage closed and zipped.
- Before returning to campus, inspect clothing and other items before packing. Check crevices in luggage and backpacks for signs of bed bugs.
- After returning to campus, re-check all traveling gear and items. Unpack your luggage directly into a plastic bag and immediately take the clothing to clothes dryer and dry for 20 minutes at a high heat cycle of at least 120 degrees. Do not store your luggage or backpack on your bed or any carpeted surface. If possible, store luggage in a large plastic bag and seal tightly, keeping it isolated from all other belongings.
- Don't bring second-hand or discarded furniture such as bed frames, mattresses, box springs and upholstered furniture into the space where you are living. These are common breeding grounds for bed bugs.
- Clean and reduce the clutter in your room to eliminate places for bed bugs to hide during the day.
- Wash clothing and linen frequently in high temperatures to kill bed bugs. Both the water temperature and drying temperature should be 120 degrees or higher.

### ***Paintings and Wall Damages***

Our maintenance team paints student bedrooms and common spaces on a regular schedule, to provide a clean and esthetically pleasing living environment, and residents are not permitted to paint spaces in our halls. Whether on drywall or cinder block, the use of commercially available adhesive wall putties (such as Hold-It) virtually guarantees not to mar paint finishes or drywall surfaces, allowing residents to avoid possible charges for wall damages, however, most double-sided tapes are difficult to remove, can damage paint and should be avoided.

If you are not sure, ask your Area manager or Hall Director what is appropriate. You could get charged for damages to repaint/fix walls caused by your negligence. Your room and areas must be returned in the same state you received them or you could be billed for non-normal wear and tear.

### ***Equal Access***

We work with Disability Services for Tech Students and assistive devices may be available based on an individual's needs. Several spaces in residence halls have been equipped for mobility impaired students and several others have been fitted with devices for the hearing impaired or for those who have vision difficulties. We are often able to retrofit student rooms, bathrooms and most kitchen areas with fixtures that enable all residents to use our facilities equally. Changes can usually be made to fire alarm systems and campus telephones, as needed, and strobe lights, bed shakers and even doorbells are possible for many locations.

Residence Life staff can also be made available to assist mobility-impaired students in gaining access to many residence hall areas.

## ***For Your Health***

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### ***Products We Use***

Pesticides, cleaning agents and disinfectants are but a few products which staff use sometime during each day. All of our other operations comply with regulations, and work methods approved by the different regulatory agencies, whether at the federal, state or campus level. Products used by our employees are required to be reviewed for safety reasons, and the Materials Safety Data Sheets required by law are available for supervisors and employees to use.

As we receive information on regulatory changes in work methods and the use of chemicals that can affect personal or resident safety, our managers will initiate the appropriate changes to be in compliance and to assure the safety of residents and workers alike. We have been making great strides in completely replacing all our items with "green certified" products.

## ***Energy Conservation***

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Servicing nearly 3,000,000 gross square feet of building space and nearly 400 acres covered by miles of pedestrian and vehicular pathways, the energy needs to heat, cool and light the academic, administrative and student operations are inevitably large. With up to 25,000 staff, students, residents and visitors on campus, most of whom are engaged in critical or recreational activities that consume energy, Georgia Tech is much like a small city. Conservation succeeds through the cooperation of two groups: the campus building managers and the users of the buildings. Building managers strive to keep their building systems operating efficiently and, when opportunity presents, pursue energy conservation renovations to improve energy consumption in future years. The daily choices all residents make regarding use of water, electricity, and other utilities, add up over time, to more than 8.9 million dollars annually, therefore, we residents to assist us in keeping our costs and usage to a minimum, keeping in mind that conservation of resources helps everyone in the long run. Energy conservation not only saves our environmental resources but, it saves your money as well. In residence halls, we are increasingly committed to finding and using better means to conserve or avoid energy costs. We need your help to be more successful.

### ***Here's What you Can Do...***

Most hallway lights in residence halls can be switched off during daylight hours. Thermostats in study rooms can be reset to a higher or lower temperature to use less energy at night or when not in use. Most lights can be turned off in lounges and bathrooms when the last person leaves since many of these spaces have one light fixture on at all times for safety.

Leave the circulating fan in your room fan coil unit on (or on the lowest setting) when no one is in the room or else mildew and mold will grow causing other problems. Keep the temperature setting on the highest comfortable setting when someone is in the room to conserve energy, cooling an empty room is a waste of energy. Report stuck control valves to 404-894-0520 if they cannot be opened or closed. Never place your bed across the front of the room's convector or block with furniture or personal belongings, this blocks natural air convection through your room's heating unit and will make your room cooler.

### ***What else can you do...?***

- Turn off your room lights when you're not in your room.
- When studying, use your desk lamp, preferably with a fluorescent bulb, instead of the light in your room.
- Radios, televisions, computers and other electric devices do not need to be on when you're not in your room.
- Conserve water by taking shorter showers



- Keep sink faucets and shower fixtures from dripping and report those that do.
- Open your blinds only when necessary and see that they are closed when the sun is shining on the glass
- Encourage other residents to conserve resources.

Some residents add additional lighting in their rooms or apartments. While halogen torchiere lights are inexpensive, please do not use them, as they create a fire hazard. Fluorescent Torchiere lamps are now commonly available and produce equivalent light at 20% of electrical consumption. Use of fluorescent lamps will also decrease your fire hazard and keep your room more pleasant during the cooling season. Every person makes a difference. Share your energy conservation ideas with us at [afacilities@housing.gatech.edu](mailto:afacilities@housing.gatech.edu).

## ***Recycling, Sustainability and the Environment***

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The Department of Housing utilizes single-stream recycling in all residence halls and apartments, which allows you to “mix your recyclable materials” in one container. So, instead of separating your glass, plastic, metal and paper, you can place it all in one bin.

A few tips:

1. We realize that many students take their recycling out in plastic or paper bags on their way to class or their car. If you do so, please rip open the bag, dump your recycling into the new bin, then throw the bag in separately
2. We still need to keep actual garbage/rubbish from that being recycled. When actual garbage is thrown away with recyclables, the entire container can be declared “contaminated”. The entire batch is then placed in the landfill, defeating everyone’s good actions. So, please place your recyclables in the labeled bins, and your garbage into regular dumpsters.

## ***Security and You***

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Building security is a responsibility we share with each resident. Your personal choices can do as much (if not more) to jeopardize the safety of building occupants as our actions can while we attempt to do work. Be conscientious and do not let people you do not know into your building, and do not try to slip into other halls without a key or using your buzz card since it’s both against housing rules and sends the message that tail-gating (following behind people not known to you) is okay.

If you approach your hall and see people who appear to be our staff or other campus staff near the entrance door, don’t hold the door open for them, let them sign-out entrance keys and use them. Similarly, you should expect we wouldn’t hold exterior doors open for you since most of our staff won’t be able to identify who lives where. And of course, never prop open doors for any reason.

Finally, please call the campus police, 404-894-2500, to report any crime in the residence halls. Provide them with whatever details, facts and suspicions you have. Be as clear as you or your floor mates can be in responsibly describing the person seen on the floor, including physical description, clothing, tools, and other distinguishing features. You should also notify your community staff as well.

As an additional security measure both the GT police and housing owns and periodically uses hidden close circuit TV cameras and other surveillance devices in and around our residence halls. We have neither the desire nor the capability to be the “big brother” that watches you, but periodically, surveillance is used to deter and sometimes catch possible thieves and other security threats.

## ***Insurance Claims***

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

## Looking Ahead

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Frequently we are asked about rental rates and new buildings. Contrary to popular belief, the Olympics did not pay for the new apartment style residence halls. Nor did the Department of Housing or the University pick up a “wind fall” of funds by hosting the Olympics. We did use the Olympics as a high profile justification to add an additional 4,000 bed spaces to our previous capacity which puts us far ahead of the available resident spaces to total student population than most campuses in the country. The bad news is that we have a considerable mortgage on our facilities. Student rents for the next few years will repay holders of the bonds used to finance this construction as well as the daily maintenance and operational requirements.

We continue to look for ways to decrease our operating expenses through energy conservation and other measures while maintaining services, convenient and an affordable quality of life package for high occupancy rates in a competitive market. Your housing department has an ambitious 15-year investment plan to continue the renovation of the older housing units and maintain all our other assets.

## Mobile Mini Storage Containers

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GT housing has negotiated with a vendor to offer mini storage containers that will meet any other advertised equivalent cost per CF for temporary storage of personal belongings between semesters. No other vendor is allowed to place their container on GT state property. The improper placement in fire lanes, damages to landscape and blockages by the variety of vendors has forced us to control these containers for everyone’s needs and concerns. Details will be provided to all residents in the “closing” newsletters which will be published at the end of the semester.