

East Tennessee State University Housing Policies

Eligibility

Each student living in on-campus housing or apartments must be enrolled at East Tennessee State University as a student. It is the prerogative of the Director of Housing and Residence Life to refuse a room assignment to any applicant or to terminate the occupancy of any resident when there is justification. All students, with the exception of students who are prohibited by federal or state law from residing in student residence facilities for any reason, shall have an equal opportunity to reside in student residence facilities regardless of race, sex, marital status, creed, national origin, familial status, or handicap, provided that separate student residential facilities may be established on the basis of sex. Non-students or groups may be granted permission by the Director of Housing and Residence Life to reside in housing when space is available for the purpose of supporting University objectives. Examples include but are not limited to guests, conference groups, summer interns, visiting faculty and staff in need of housing. To be eligible for an apartment in Buccaneer Ridge Phase 5, the resident must meet the following requirements:

- a. One bedroom apartments are reserved for residents who are married, single parent, or graduate students.
- b. Both resident and spouse must live in residence at all times during the housing agreement term.
- c. A single parent must have legal custody of a child and the child must reside with the parent. The child must be under the age of 7.
- d. Spouses, children, dependent, and/or other persons residing with student residents in a student residence facility must be documented/identified on the student housing agreement or an attachment thereto.
- e. Efficiency apartments are reserved for a single, graduate student.
- f. Any exceptions to the above must be approved by the Director of Housing and Residence Life.

No person who is registered, or required to register, as a sex offender pursuant to the Tennessee Sexual Offender and Violent Sexual Offender Registration, Verification and Tracking Act of 2004 shall be eligible to reside or be present in any on-campus student residence facility, including residence halls and apartments if:

- a. The campus includes a public school, private or parochial school, licensed day care center, other child care facility, public park, playground, recreation center or public athletic field available for use by the general public; or
- b. The campus is within one thousand feet (1,000') of a public school, private or parochial school, licensed day care center, other child care facility, public athletic field available for use by the general public.

Students who become academically ineligible to return to school will automatically have their housing contract for the next semester canceled. A student may reapply for housing after the student has been readmitted by appeal. Arrangements to remove any belongings in University housing should be made with the Department of Housing and Residence Life immediately after notification is received concerning academic ineligibility to return. Housing deposits will be automatically refunded, unless the Department of Housing and Residence Life is notified in writing by the resident to do otherwise.

Assignment Procedures

On-campus housing is not required or guaranteed, and assignments are made on a first-come, first-serve basis. Space for new students is assigned according to the date the completed housing application and deposit are received by the Bursar's Office, the student's stated preferences for a particular hall and/or roommate, and space availability. Applications received after July will be assigned according to the date received and geographical location (not within

commuting distance). An early application and deposit is necessary to ensure a room in a residence hall or an apartment. Students residing in housing each spring semester are given first choice for fall housing during the designated period.

Housing Agreement Terms and Conditions

After a housing assignment has been made to a prospective resident, the student must sign a student housing agreement that is legally binding for the academic year (fall and spring). There is an option for students who move on-campus for the spring semester for a spring only agreement. Summer agreements are also available in designated buildings.

All student residence facility units shall be used by students as private residences only. Students cannot assign the housing agreement of any student residence facility unit or sublet the unit, and any attempted assignment shall be void without the written consent of the institution.

Initial rent payments are due at the same time as student fees. By moving into a residence hall or paying rental fees, an individual is agreeing to the terms of the housing agreement. Students may pay housing fees by the semester in three installments along with tuition and fees using the University Deferred Payment Policy which requires a minimum down payment of 50% of tuition, fees, rent and meal plan, along with a \$10.00 service charge for fall and spring semesters. Any payment after the grace period will include a \$25.00 late charge. Any payment plan must be arranged with the Bursar's Office at the time rent is due. Students will be asked when paying their fees how they want to pay. All financial aid granted to students (whether grant or loan) must first be applied to tuition, room and board, with any excess going to the recipient. Students who have financial aid (grant or loan) sufficient to pay full fees, including room rent, are not eligible for installment payments.

The rental rate or fee payable for any student residence unit shall be as established by the institution at the beginning of any academic term, and may be subject to increase by the institution for a subsequent academic term with notice at least twenty (20) days prior to execution of the student housing agreement.

A resident may request to cancel the housing/meal plan agreement by completing the Request for Refund Form or the Request to Cancel Agreement Form. A housing/meal plan agreement may be cancelled for the following reasons:

- a) Resident is not enrolled;
- b) Resident graduates;
- c) Resident transfers;
- d) Resident is participating in an academic internship which places an undue hardship upon the student to remain on campus in terms of distance;
- e) Resident is married during the agreement period and the original marriage certificate recognized by the State of Tennessee provided for verification;
- f) Resident has a medical condition, confirmed in writing by a licensed medical physician, which would require them to leave the residence hall/apartment

*Other reasons for canceling the housing/meal plan agreement would necessitate an appeal process.

In the event that the student is enrolled for the spring semester, the agreement will remain in effect, and the student will be charged for the spring semester housing per the agreement.

The University agrees to furnish living accommodations in one of the University residence facilities for the term of the agreement. However, the University reserves the right to change resident assignments or consolidate in the interest of optimal utilization of space and for health, discipline, or other reasons.

During official holidays and between semesters, the University reserves the right to close all halls. Residents needing to stay on campus during these periods must obtain prior approval from the Department of Housing and Residence Life. Specific dates and procedures will be published at the end of each semester and for holidays.

A private room may be secured, only if space is available. Residents desiring a private room must submit in writing their requests to the Department of Housing and Residence Life. When space becomes available, the resident must sign a private room agreement and pay the additional rent which is dependent upon the residence facilities. Once a resident has signed a private room agreement for that semester, the additional rent cannot be refunded if the student decided to accept a roommate or move to another room. If a resident indicates that the student does not wish to have a roommate, the student will be charged for a private room.

Residents of Buccaneer Ridge Phase 5 agree to notify the Department of Housing and Residence Life immediately when there is any change in the number of family members living with the resident. In the event husband and wife separate for a period exceeding one (1) month, the Department of Housing and Residence Life must be notified.

Residents with children are responsible for supervision of their children at all times.

Departmental Communication with Students

Goldmail is the official form of communication from/to the Department of Housing and Residence Life. Residents are responsible for checking their Goldmail accounts.

Contract Appeals Process

Residents who need to cancel their agreement after the cancellation date, as stated in the Housing and Buccaneer Ridge Agreement, and who do not meet one of the requirements listed above for an automatic cancellation, may file an appeal. The Request to Cancel Housing/Meal Plan Contract form may be picked up in the office or found on the Housing and Residence Life web page. The form must be accompanied with a typed statement from the student and may also include any supporting documentation for the appeal to cancel the contract. Appeals will only be considered until the fourth week of classes, unless there are extenuating circumstances.

Reservations (Deposits, Cancellation and Refund Policies)

Deposits carry over from year to year so that deposits do not have to be made yearly for those returning to residence facilities. The deposit (which must accompany the housing application) serves as a combination reservation/damage/room clearance deposit. Deposits will be refunded:

- a) If and when all money owed by the resident to the Department of Housing and Residence Life and University is paid in full.
- b) If the request to cancel is received before the deadline.
- c) If a newly enrolled student is prevented from entering the University because of personal medical reasons, confirmed in writing by a licensed physician.
- d) If residence facilities are not available.

A full refund will be made in the case of student death.

Students who submit a Request to Cancel Housing Contract Form by December 1st for the spring semester and meet the requirements to cancel their contract will receive a refund of deposit. Students who cancel their housing at the end of the contract term will also receive a refund of deposit. Students who contact the office in writing before the June 1st deadline for the fall term will receive a refund of deposit.

If the agreement is not signed and returned by the date specified, the assignment will be cancelled and another student will be assigned to that space. If after the stipulated agreement date, notification that an assignment is still desired is made to the Department of Housing and Residence Life, the request will be put at the bottom of the assignment list as of that date. The University reserves the right to assign residents to housing on a temporary basis.

Refund of residence facilities rent after registration will be prorated on a weekly calendar basis when the student is forced to withdraw from the residence hall or apartment because of personal medical reasons confirmed in writing by a licensed physician, or at the request of the University for other than disciplinary reasons pursuant to the Board of Regents rule 0240-2-6-.02(9) (a) and (9) (d). Full refund will be made in case of the death of a student. Withdrawal for other reasons, except disciplinary reasons, will be subject to the same 75%/25% amounts and time periods as maintenance fees. Student(s) who are suspended or expelled from the University or residence facilities are not eligible for a refund of housing rent/deposit or University tuition/fees. No refund of residence facilities rent will be made other than under these conditions.

Meningitis Immunization Requirement

Tennessee state law states that all new incoming students under the age of 22 at any public institution of higher learning in the State of Tennessee who live on campus in student housing, will be required to provide proof of adequate immunization against meningococcal disease within the last 5 years, before moving into any on campus housing. Some exemptions do apply for students who provide the appropriate medical or religious exemption form to the Student/University Health Services.

Check-In/Check-Out Procedures

Residence halls and apartments will open at 9:00am and close at 8:00pm on the dates designated by the Department of Housing and Residence Life for each semester. Residents will have up to twenty-four (24) hours after their last final exam to vacate the facilities at the end of each semester. A resident must vacate his/her room within twenty-four (24) hours after the student officially withdraws from the University or is dismissed for academic or other reasons.

When checking in, the student must contact the hall staff to secure and complete the Information/Inventory/Assessment (IIA) card. The IIA card should be checked for accuracy and a note of any discrepancies should be made on the card. The student may be charged for damaged or missing items that are not noted on the IIA card. Students are also required to fill out a Missing Person Form and an Emergency Medical Form.

Students should plan to check into their room/hall from 9:00am to 8:00pm, on the designated hall opening days. Students who arrive prior to the opening of the residence halls/apartments, or who arrive after the specified check-in time, should make their own arrangements for accommodations. Students who do not check in with the hall staff by 6:00pm on the first official day of classes, or who do not notify the Department of Housing and Residence Life that they will be late, will be reassigned.

Residence hall/apartment check-out procedures:

- a) The room should be clean, i.e. floor swept, trash removed from building, personal items removed, etc.

- b) The room key must be returned to the hall staff. Buildings that use ID cards to gain access to their room must have their card decoded by hall staff.
- c) The hall staff must complete the “check-out” portion of the Information/Inventory/Assessment (IIA) card, noting the condition of the room in the space provided. Any individual or general damage assessments will be subtracted from the deposit.
- d) Residents must sign and date the check-out portion of the front of the IIA card after all charges, if any, have been identified. For his/her protection, before signing the IIA card and after the hall staff has checked the resident’s room, the resident should review card and charges before signing.
- e) If a resident moves out of University housing during or between semesters for any reason, proper written notification must be given to the Department of Housing and Residence Life. By so doing, the resident may be entitled to a refund of reservation/damage/room clearance deposit and/or rental payments. However, to be eligible, check-out procedures must be followed properly. Notification may be accomplished by letter, or by completion of the Request for Deposit Refund Form available in the Department of Housing and Residence Life.
- f) Residents leaving the University during the course of the semester must officially withdraw from the University through the Registrar’s Office, Room 101, Burgin E. Dossett Hall. Additionally, notification of leaving must be made directly to the Department of Housing and Residence Life by the resident.
- g) All residents leaving University housing must remove their belongings from the residence halls and follow check-out procedures with the hall staff within twenty-four (24) hours of withdrawing during a semester and twenty-four (24) hours after their last final exam at the end of the semester.
- h) Appeal of charges and general assessments must be submitted in writing to the Director of Housing and Residence Life at housing@etsu.edu within five (5) business days from date of checkout.

Personal belongings left in the room after the resident has withdrawn or after the contract period has expired will result in the resident being charged for that room or charged for packing and storing the belongings, if storage space is available. Belongings stored for more than one (1) year will be considered “abandoned” and disposed of according to the “Uniform Disposition of Unclaimed Property Act” (T.C.A.66-29-103,et seq).

Room Changes

Once approval for changing rooms is given, the resident has twenty-four (24) hours in which to check into the new room and has to be checked out of the old room within forty-eight (48) hours, or else lose the newly assigned space. If the original space has been assigned, the student may be given space where available. Residents of Buccaneer Ridge requesting to move to a different apartment will be assessed an administrative fee per the incidental fees posted on the housing website. Any resident moving from their assigned room without permission will be subject to disciplinary action and an administrative fee per the incidental fees posted on the housing website. Creating an environment intended to cause a roommate to move out is not permitted and is subject to disciplinary procedures/restitution.

Room Consolidation

After each academic term begins and routine moves within the residence halls have settled down, a resident in a room by himself/herself will be given the following options:

- a) A list of all residents residing in rooms or apartments by themselves will be emailed to the resident. Residents will have seventy-two (72) hours in which to notify the Department of Housing and Residence Life of other residents on the list with whom they would like to room.

- b) Residents residing in a room by themselves may sign a private room agreement and pay the extra rent in order to keep the room private.
- c) After seventy-two (72) hours, the staff will consolidate all remaining residents.

Residence Hall/Apartment Staff

All residence hall/apartment staff members are considered institutional officials in the performance of their duties and are empowered to issue directions to any student, guest or visitor. Failure to comply with the legitimate directions of a staff member in any residential facility or at any residence hall/apartment function will result in appropriate disciplinary action.

Any resident who has a grievance against a Housing & Residence Life staff member should first, if appropriate, attempt to resolve the matter with the staff member on their own. If the differences cannot be resolved, the resident may file a written statement with the Associate Director of Residence Life.

Floor/Hall Meetings

Staff members may at times call meetings to review policies or discuss procedures with the residents. If residents are unable to attend, they are obligated to attain the information that they missed and are required to comply with directions given by staff at those meetings.

Housing Conduct and Disciplinary Sanctions

Violations of University and housing rules and regulations will be dealt with through the Department of Housing and Residence Life staff, and/or referred through the University Disciplinary Procedures. Residents must be in compliance with all rules and regulations as stated in the Housing Policies, and the University Student Handbook. Residents will be responsible for the behavior of their invited guest(s) and the guest(s) should be in compliance with all rules and regulations. Additional regulations relevant to residents will be made via memoranda flyers, and/or notices.

The following are used in dealing with policy and rule violations within the residence halls and apartments, and depending on the nature and severity of the violation, one or more may be used.

- a) Warning by Resident Advisor (RA)
- b) Conference with Resident Director (RD) and/or Assistant Resident Director (ARD)
- c) Disciplinary warning by Resident Director
- d) Charged for damages and/or cleaning
- e) Restriction of privileges
- f) Conference with the Area Coordinator, Apartments Manager, or Associate Director for Residence Life
- g) Conference with Associate Director of Housing or Director of Housing and Residence Life
- h) Moved from room, residence hall, or apartment to another room, residence hall, or apartment
- i) In-House Disciplinary warning (does not go in permanent file in Office of Student Affairs)
- j) Official warning
- k) Residence Hall Probation
- l) Assigned work on campus or community service hours
- m) Dismissal from University Housing
- n) Referral to Associate Dean of Students
- o) Referral to the University Counseling Center. The student is mandated to visit the University Counseling Center for an initial evaluation and follow-through on any prescribed treatment program

- p) Fines – In cases involving violation of the University alcohol, drug and tobacco regulations, fines ranging from \$25 to \$100, depending on the charge, maybe imposed. All funds from fines will be used to support the University’s drug, alcohol, and tobacco education and awareness program.

Housing disciplinary procedures shall provide at least minimum due process as set forth in TBR Policy No. 3:02:00:01 (VI) (E) for general student disciplinary hearings.

Release of Private Information

Release of private information to students or other interested parties is not permitted without prior written consent by the originator. Students must complete the Family Educational Rights and Privacy Act (FERPA) form as part of the First Mate program to authorize release of private information to designated individuals.

Emergency Medical Treatment

East Tennessee State University does not provide medical treatment other than emergency first aid, for any physical injury which may occur as a result of participation as a student in the program. Claims arising against ETSU or any of its agents or employees may be submitted to the Tennessee Claims Commission for deposition to the extent allowable as provided under TCA Section 9-8-307.

Doors/Access

A key/card access will be issued to each resident upon checking into the hall. If the key/card is lost, stolen or misplaced, a resident may sign out a temporary key/card from the hall staff until the lock can be rekeyed/or card replaced. The resident bears the cost for rekeying the lock and/or replacing the card. It is the resident’s responsibility to have their card replaced. If a resident fails to return the issued key/card when checking out or withdrawing, the lock will be rekeyed and/or card will be deactivated, and the resident will be charged the cost of the rekey and/or card replacement. Residents who are living in Buccaneer Ridge Phase 5 with a spouse who is not an enrolled student at ETSU, the spouse must obtain a non-student ID through ID Services that will provide them with an identification number. Children residing with students at Buccaneer Ridge Phase 5 will not be issued an access card.

Residents should guard their room key/card access for their security and protection. It is the responsibility of the resident to keep up with his/her room key/card access and to have it available to gain access to the hall/room when needed.

Residents should enter and exit at designated doors. A locked exterior door “propped” open is endangering the safety and security of other persons and property. This is considered a serious disciplinary matter. The Hall Staff should be consulted for designation of an authorized door.

Any resident giving unauthorized access to the residence facility will be subject to disciplinary action. Students should not give or loan their ID card to other individuals. Students should not allow other individuals to follow them into the building; one swipe for one person should be the rule.

Lockouts

If a resident becomes locked out of their room, apartment or bedroom, the student can contact the staff member on duty by calling the number posted on the hall front door and office window. Please be aware that residents who excessively lock themselves out are subject to University discipline.

Fire Safety

State laws and University policy prohibit giving false alarms or bomb threats, discharging fire extinguishers, removing exit signs, propping fire doors open, tampering with smoke alarms, and setting fires of any kind within the residence hall/apartment or on campus. Violators are subject to immediate dismissal from University housing, possible judicial action and/or criminal prosecution.

For everyone's protection and safety, and in accordance with Housing regulations and the National Fire Codes, fire drills will be conducted on a regular basis (3 times per semester) in the residence halls. Fire drills shall be held at unexpected times and under varying conditions to simulate the unusual conditions occurring in cases of fires. All residents and guests are required to take part in the fire drill and leave the building. Failure to evacuate a building during a fire alarm could result in immediate dismissal from the residence hall/apartment or other appropriate disciplinary action. Residents are urged to protect themselves by complying with regulations and being familiar with emergency procedures.

Regulations for protection of residents:

- a) Avoid using flammable room decorations.
- b) Smoking and the use of tobacco products are prohibited in any residence hall/apartment.
- c) Never use multiple plugs or extension cords – avoid overloading circuits.
- d) Electrical wiring should never get placed under rugs, carpets and mattresses, or around doors or window casements.
- e) Never use items with frayed or broken wires.
- f) Lighted candles, lighted incense, electric air fresheners, and candle warmers are prohibited in all housing facilities.
- g) Use of live Christmas trees is prohibited in all housing facilities.
- h) Gasoline, oil-based paint or oily rags should not be stored in the building.
- i) Report any fire or empty fire extinguishers to the hall staff.
- j) The following appliances may not be used in the resident's room: sun or halogen lamps, open-faced electrical (hot plate) or heating appliances, air-conditioners, outside antennas, room deodorizers, electric candle warmers, or any item(s) which cause electrical breakers to trip.
- k) If fire alarms sound, leave the building immediately by the nearest fire exit.
- l) Items may not be hung on any sprinkler heads, sprinkler lines or smoke detectors.
- m) Nothing is to be attached to the ceiling nor may it be defaced in any way.
- n) Items may not be hung from ceiling light fixtures.
- o) Decorative lights may not be touching combustible materials (curtains, ceiling tiles, etc.)
- p) Storing motorcycles and bicycles on walkways or in stairwells is not permitted.
- q) Gas powered motor bikes cannot be stored within building or near the facility (under stairwells); they must be parked in an approved parking space.
- r) Automatic washers and dryers may not be installed in Buccaneer Ridge Phase 5 apartments. Freezers may be permitted, if approved in advance in writing by the Department of Housing and Residence Life.

Department regulations, designed with the best interest of our students and facilities in mind, prohibit obstructing staff from conducting room fire and safety checks.

Prohibited Items

University regulations and/or state laws, designed with safety in mind, prohibit possession or use of these items in the residence facilities:

- a) Firearms, ammunition, and explosives, combustion engines, combustibles, lethal weapons, or fire-crackers
- b) Alcohol

- c) Illegal drugs and narcotics and drug paraphernalia
- d) Pets (except fish, in an aquarium, not to exceed ten (10) gallons)
- e) Water beds
- f) Added door locks
- g) Gas grills
- h) Use of all tobacco products (including e-cigarettes)
- i) Wireless routers
- j) Weight lifting equipment
- k) Dart boards
- l) Stolen property (street signs, etc.)
- m) Outdoor construction of any type, including fences or canopies
- n) Landscaping or gardening except as determined by the University

State law states that “It shall be unlawful for any person to possess, or carry, whether openly or concealed, any gun, shotgun, rifle, pistol, dynamite, cartridge, bomb, grenade, mine, explosive device, bowie knife, dirk, dagger, sling-shot, leaded cane, switch-blade knife, blackjack, metallic knuckles or any other weapon of like kind, not used solely for instructional or school-sanctioned ceremonial purposes, in any public school campus, grounds, recreation area, athletic field, or other property owned, used or operated by any board of education, schools, college, or university board of trustees, regents or directors for the administration of any public or private educational institution.”

Community Standards

East Tennessee State University will not tolerate harassment, a hostile environment, words that are deemed threatening, and/or aggressive advances. Physical violence and threat of physical violence is not tolerated in the community. Residents and their guest(s) must comply with reasonable requests of University officials in the performance of their job duties. Students are expected to present their ETSU Student ID to University Officials if requested in the performance of their job duties.

Noise is a community problem which must be dealt with by the community. Each resident has the responsibility not to infringe on the rights of others with noise pollution. Personal and group influence is the most effective way to regulate a noise problem. Residents have the right, the responsibility, and are expected to approach noise violators in a constructive, assertive, and firm manner. Violators are expected to remedy the problem and be sensitive to the needs of other residents. Excessive noise will result in disciplinary procedures for the resident or residents causing the noise. Visitors involved with excessive noise violations/other violations may be asked to leave the building.

Courtesy hours are in effect twenty-four hours a day. Additional quiet hours/loud hours may be voted in by the residents in each hall. Courtesy hours mean at all times residents should respect each other’s rights to a noise free environment and work cooperatively together to ensure the hall environment is conducive to study, sleep and comfort. From 10:00pm to 10:00am each night will be considered “quiet hours,” and hall staff will periodically monitor the halls to ensure that individual rooms and hallways are free of noise.

Because of damage to University property and possible personal injury, bicycles, motorcycles, skateboards, roller skates, and similar items are not be ridden in student rooms, hallways, stairwells, or any other area in the building.

Dirty dishes may not be left in public bathroom lavatories or in public kitchen sinks. Items or debris should not be thrown or swept from the windows or doors of any room or apartment. No refuse, loose paper, bottles, etc. are allowed

to accumulate outside the room or apartment. Residents with porches or balconies are required to keep these areas clean.

Gambling in any form is not allowed in residential facilities. Residents and occupants are prohibited from pursuing any business on the premises.

Vandalizing University property and any items or behavior considered dangerous or offensive to the residential community is also prohibited.

Lofting of Beds

Residents wishing to have their bed raised or lofted are encouraged to contact Housing Facilities via email at housingwork@listserv.etsu.edu. Attempting to raise or loft the bed by the student may result in bending of the frame. Residents will be held responsible for damage done to the frame while trying to raise or loft the bed without contacting housing facilities. Please understand that during move-in, the rate at which beds may be lofted will slow as facilities will be handling more serious issues. During these times, please allow 24 to 48 hours for facilities to take care of your loft.

Furniture

Transfer of furniture within or between the residence facilities by residents is prohibited. Furniture and other equipment provided for the room/apartment is not to be moved from the facility. Residents are not permitted to use furniture from a public area, nor may they remove from the room items that are furnished by the University.

Room Personalization Guidelines

Refrigerators with a capacity up to 5.0 cubic feet and microwaves are allowed in residential spaces but must be accompanied by a power strip with a circuit breaker. The University will not assume responsibility for damage to a unit or its contents due to power failure or any other reason, nor will the University assume liability for any personal injury or property damage as a result of malfunction.

The application of paint, wallpaper, contact paper, nails and screws in any part of residence hall room/apartment is prohibited. Rooms/apartments with concrete walls may use of adhesive materials; however, residents are responsible and will be charged for any damages caused by the removal of such materials. Rooms/apartments with sheet rock walls; residents are encouraged to use push pins/tacks and should not use adhesive materials.

Items should not be hung from the windows or doors or placed on the exterior window sills or railing of porches. Residents should not display signs, placards or banners of any time in or about the premises without the prior approval of the Director of Housing and Residence Life.

Maintenance/Work Orders

It is the responsibility of all residents to report maintenance issues in a resident room/apartment or issues that a resident observes in public areas immediately by emailing Housing Facilities at housingwork@listserv.etsu.edu. Most repairs are completed within 2 working days. While every attempt is made to respect the privacy of our residents, please be aware that maintenance staff is authorized to enter rooms/apartments once a request is submitted.

Custodial Services

The University provides custodial services for the public areas of all residential facilities. Custodial personnel may not enter rooms/apartments unless authorized by the Department of Housing and Residence Life or its representatives. Residents are prohibited from using custodial personnel for the cleaning or maintenance of their room/apartment in any capacity whatsoever.

Mail and Package Deliveries

In order to receive mail, students will need to set up a PO Box through student's GoldLink account. If students would like to receive U.S. mail in the campus PO Box, please follow the instructions below and/or give this address to family members or friends to mail things.

The USPS mailing address is:

Name

PO Box #

Johnson City, TN 37614

To receive a package via UPS, Fed Ex, DHL, or other carrier, students need a physical street address. To have packages delivered to the ETSU post Office, please use the following as the shipping address:

Name

400 J L Seahorn Jr Rd.

Box #

Johnson City, TN 37614

For flower delivery, Buccaneer Ridge residents should have the flowers delivered to the Club House between 9:00-4:30pm (Monday through Friday). For all other residence halls, flowers can be delivered to the Department of Housing and Residence Life Office in Burgin Dossett 108 between the hours of 8:00am-4:30pm (Monday through Friday). Daytime coverage will deliver the flowers to the individual hall for delivery or pick-up.

Solicitation

Salespersons, commercial advertising persons, and/or solicitors of any kind are prohibited within and around the residence halls and apartments. Residents should notify Public Safety/Department of Housing and Residence Life of violations of this rule. Student organizations may request permission to sell in the lobby area only by contacting the Student Organization Resource Center.

Breaks/Holidays

During official holidays and between semesters, the University reserves the right to close all halls. Residents needing to stay on campus during these periods must obtain prior approval from the Department of Housing and Residence Life. Specific dates and procedures will be published at the end of each semester and for holidays. It will be the resident's responsibility to make prior arrangements with the Department of Housing and Residence Life. There may be a minimal charge for rent payable in advance.

Damages and Damage Charges

All residents shall maintain student residence facility units in the same condition and repair as accepted at the commencement of the period of occupancy, and upon termination of such occupancy, shall surrender the premises in the same condition and repair, ordinary wear and tear expected. The resident is responsible for the condition of the room and all furnishings which are assessed, and shall reimburse University Housing for all damage to or loss of these accommodations and furnishings. Students may not make any alterations, addition or improvements to a residence unit without the written consent of the institution. Residents of a facility may also be required to share the expense of repair or replacement of any property in areas commonly used by residents and their guests. Charges for damages and/or cleaning will be assessed against the resident(s) by the University via the student account(s) or housing deposit(s). Determination of the amount of such loss or damage shall be made by the University. Failure to pay the assessment will result in an encumbrance on the resident's registration or future housing.

Students wishing to appeal damage charges must do so in writing to the Director of Housing and Residence Life via email at housing@etsu.edu.

Room Inspection/Right of Entry

Officials and agents of the institution may enter a student housing facility/unit at all reasonable times to examine and inspect the facility/unit for maintenance, health, safety, emergency purposes or to render service and/or repairs to any unit. Any student housing facility may be searched with the consent of the student resident(s) or any other occupant of the unit. All entries/searches, other than those described above, shall be conducted in accord with federal/state law.

Health and Safety checks are made at break periods to insure that:

- a) Resident and resident staff communications are maintained
- b) University property is being used properly
- c) Reasonable standards of room cleanliness, safety and sanitation are being observed
- d) Maintenance requirements are being reported

Personal Property

The University cannot be responsible for loss or damage to personal property. Residents or their parents and/or guardians are encouraged to carry appropriate insurance to cover loss.

If a resident feels that something(s) have been stolen from their room, Public Safety should be contacted immediately. The University assumes no liability for the loss of personal property except in cases involving lock malfunctions.

Trash/Recycling

All trash and garbage is to be taken to the dumpster located adjacent to the residence facility. Trash or garbage left within or around the residence facility will result in an assessment against the resident(s). Recycling areas are available everywhere dumpsters are located, in addition to various locations on campus. For more information of ETSU's recycling efforts visit <http://gogreen.etsu.edu/>.

Contaminated needles and other contaminated sharp objects should be placed in appropriated containers immediately. Containers should be closeable, puncture resistant, color-coded red or labeled with a biohazard symbol, leak-proof on the side and bottom, maintained in an upright position, replaced routinely, not allow to over fill, and closed immediately

after disposal. Proper containers can be obtained and returned for proper disposal by contacting Environmental Health and Safety directly at 423-439-6028 or sending a work order to housingwork@listserv.etsu.edu.

Telephones/Cable TV/Internet Connection

Telephone service is not provided in the residence halls or apartments. Emergency use telephones are available at the hall desk or front entryway of each building. Misuse of cable TV or data access equipment is considered a disciplinary matter. The erection or installation of aerial or satellite dishes on the premises is prohibited.

Wireless routers are not permissible in the residence halls or apartments as it interferes with other residents' ability to use the University Wi-Fi connection. Wi-Fi operates on public radio frequencies 2.4 Ghz and 5.0 Ghz and is therefore subject to interference. Personal wireless routers are the largest source of radio interference and security threats to the ETSUWiFi system and are therefore not allowed in ETSU residence halls/apartments. Other personal wireless devices such as printers, game consoles, TV's, etc. also cause significant interference and should only be used with great caution to assure there is no interference that is negatively impacting your own and your neighbor's ability to connect to ETSUWiFi.

To mitigate interference:

- a) OIT will disable network jacks that are identified as having rogue wireless devices attached that are causing problems for other nearby residents.
- b) Residents should always use cabled connections when possible and disable Wi-Fi services and/or turn off devices when not in use.
- c) Residents should use cabled printing solutions or wireless printing services offered in Sherrod Library.

If you have the need to connect several wired devices (game console, desktop computer, printer, etc.), Ethernet switches and hubs that provide wired connectivity to multiple stations are allowed.

Laundry Facilities/Public Kitchens

Each residence hall/apartment complex has one or more laundry rooms with ID Bucs and coin operated washing machines and dryers for housing students' use only. Residents in Buc Ridge Phases 1-4 have laundry facilities in each individual apartment.

One or more full public kitchens are available in all residence halls, with the exception of Governors Hall and the apartment style complexes.

Vending Machines

Carbonated beverages, water, and snack machines are provided in all residence halls. Problems should be reported to hall staff. Request for refunds should be submitted to the Bursar's Office/Cashier Window.

Window/Window Screens

In most buildings the windows are not operable for health and safety reasons. In the residence halls and apartments where the windows are operable, window screens are health and safety equipment and should not be unhooked or removed from the windows. If a screen is damaged, it should be reported to the facilities staff immediately. Removal or damage will result in an assessment.

Balconies/Roofs/Window Ledges

Balconies (with the exception of Buc Ridge Phase 1 & 2), roofs and window ledges are not designed for pedestrian traffic. Therefore, in the interest of personal safety, standing on or being on these surfaces is prohibited.

Visitation Policies/Lifestyle Options

The Department of Housing and Residence Life strives to provide affordable, enjoyable, safe, and well-maintained services and facilities for students living on campus. It is also a goal to establish interactive and inclusive communities within the residence facilities through the participation and involvement of all members. A variety of lifestyle options provides opportunities for students to engage in active social learning in a structural environment such as the residence halls.

All residents are expected to contribute to the development of the community by demonstrating respect for themselves and others. Visitation policies state the time, place, and manner in which residents may host visitors of either sex in their rooms or other living areas of the residential units. These policies cover the room/apartment, hallways, lobbies, and all other common areas of the residence facility/apartment and are in effect at all times throughout the year. During break periods, visitation is restricted to the lobby areas only.

The procedures are designed to accommodate visitors in a manner that is respectful and responsive to resident concerns for safety and privacy, while ensuring an appropriate balance between academic and social needs within the residence community. At no time should the presence of visitors disrupt the community or supersede a roommate's right of privacy.

Every effort will be made to provide each resident the type of housing option requested, but the University reserves the right to defer individual assignments, if building space and student choice make this necessary.

Guest is defined as anyone who is not assigned to that room/apartment.

- a) Visitation in each individual room/apartment will be determined by the roommates, and it must be agreed upon by all the residents in that unit. The Roommate Agreement form should be used to facilitate an understanding and compliance by all residents in the unit. If residents of a room/apartment are not able to agree on visitation for the unit, the Department of Housing and Residence Life reserves the right to designate the visitation rules for the unit.
- b) Restricted visitation in which no guests of the opposite gender are allowed at any time may be requested by a student. A floor, wing, or individual room may be designated a restricted visitation area by the Department of Housing and Residence Life, depending on demand.
- c) A designated area, generally the lobby, will be established to allow assigned residents to host guests of all genders on a 24-hour basis.
- d) The Department of Housing and Residence Life will designate selected halls/apartments as co-educational by floor, wing, or alternating room/apartment.
- e) Each guest must be escorted from the lobby to the host/hostess' room and from the room back to the lobby to check out. Guests are not to be unattended in any room, hallway or stairwell at any time.
- f) Designation of bathroom facilities: For residence facilities with individual or suite bathrooms, visitors shall use these. For those residence facilities with specified bathrooms for members of the opposite sex, visitors shall use these. Guests may be asked to leave the building and/or be prohibited from visiting if found to be violating policies, damaging property, or being a potential harm to themselves or others.

- g) Overnight guests are permitted to stay for a maximum of three consecutive nights in a thirty-day period. The roommate must approve an overnight guest and the roommates will need to agree on the sleeping arrangements for the guest.
- h) With the increased visitation privileges, there is a greater responsibility to be shared. The primary responsibility for management of the total visitation program rests with the individual resident, Hall Council, Residence Hall Association, and the residence facilities and housing staff.
- i) All violations of the visitation policy shall be dealt with through the established judicial procedure of the Residence Hall Association, Residence Hall Judicial Board, Department of Housing and Residence Life, and East Tennessee State University. Visitation violations are to be considered serious and dealt with in that manner. Failure to comply with visitation policies may result in disciplinary action, which may include losing visitation privileges or being moved to another hall.
- j) For health and safety reasons, the number of guests in a unit (including the balcony) is limited to no more than 10 people in Buccaneer Ridge apartments and 5 people in the Residence Halls, excluding the residents of the room/apartment.
- k) Classification of major visitation violations:
 1. Deliberate avoidance of regulations governing visitation (example: uninvited or unescorted guests, overnight guests more than 3 nights, not adhering to roommate's request).
 2. Failure to comply with the rules of the Tennessee Board of Regents, East Tennessee State University, Department of Housing and Residence Life and the Residence Hall Association.

Reserving Community Space

Approval must be obtained for all special events and displays held within or adjacent to the residence facilities. Approval may be obtained through the Department of Housing and Residence Life. All signs and other items connected with the special event must be removed and the area cleaned within forty-eight (48) hours after the event.

Approval of Fliers

Any student or student organization wishing to post materials in a residential facility must receive permission from the Department of Housing and Residence Life. Items should be brought to the Department of Housing and Residence Life office in Burgin Dossett 108 for approval and the materials will be distributed to each facility to be posted by hall staff.

Buccaneer Ridge Pool

The pool at Buccaneer Ridge is for the use of the residents at Buccaneer Ridge. Use of the pool shall be governed by the rules and regulations posted in the pool areas and shall be at the resident's own risk. No guest shall be permitted at the pool or clubhouse facilities unless accompanied by a Buc Ridge student. The University is not liable for any personal injuries to residents or guests. Children are to be supervised by their parents at all times.

Buccaneer Ridge Security Building

The Buccaneer Ridge Security Building is at the entrance to the apartments to assist in securing the area for Buc Ridge residents. Residents and guest students must stop at the building when it is staffed and be prepared to show student ID and/or Driver's License. Individuals who are banned from Buccaneer Ridge or the campus may not go past the Security Building.

The speed limit at Buccaneer Ridge is the same as the ETSU campus at 15mph. Please watch for pedestrians in the area. Residents may not store boats, boat trailer, hauling trailer, or trailers of any kind in Buccaneer Ridge housing areas. Residents must make personal arrangements for storage of these items outside of the housing area.

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