

# 2019-2020 GUIDE TO RESIDENTIAL LIVING



**VCU** Residential Life  
and Housing

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Dear Resident,

Welcome to Residential Life and Housing! There is no better way to become immersed in the VCU experience, meet your academic goals and experience daily a lifestyle that allows for personal exploration and development. Living on-campus allows a special inter-connectedness with fellow students and the larger University community.

Our chief concern is your academic success and providing opportunities for you to impact your community. Students who live on-campus are more likely to interact with faculty outside of the classroom, attend cultural events, seek employment on campus and participate in clubs and organizations. Being involved allows for a deeper University experience, personal development, strong social networks and increased opportunities for intellectual, physical and academic growth.

I invite you to be an active member of your residential community, benefiting personally and impacting positively your numerous communities you interact in. We have high expectations for student success in our communities and know your leadership, civility and personal responsibility will enhance this learning and living environment. We provide a living experience that values our community connections, rich diversity, discussion of ideas and celebration of our individual differences and commonalities.

There is an entire community of staff who are here to support you so do not hesitate to reach out and contact us with questions, noticing something we did well, or something that we can do better to support you. Your safety, comfort and opportunities for growth and success are facilitated by numerous student and professional staff who are more than willing to assist in your on-campus experience.

Welcome to VCU residential living!

Sincerely,

A handwritten signature in black ink that reads 'Gavin Roark'. The signature is written in a cursive style with a large initial 'G'.

Gavin Roark  
Director of Residential Life & Housing



Welcome Rams!

Living on campus at Virginia Commonwealth University (VCU) is an amazing experience. Over the course of this coming year, you'll be a part of an exciting community that fosters new relationships, growth and unity amongst students. From making lifelong friends to all the benefits VCU has to offer, residents will have the opportunity to grow, not only as students, but as people overall. Living on campus provides convenient accessibility for each resident to participate in a plethora of events on campus and explore the various student organizations that will contribute to making your college experience here at VCU unforgettable.

Residential Life and Housing strives to provide students with the resources and opportunities for residents to succeed on campus. The comfort of our residents is a priority and all residents will be able to have whatever they need to make their new home to live in a pleasant environment that they look forward to returning to after a busy day of progressing towards their future. Residence Hall Association (RHA), a student-led organization, provides and supports residents with community events throughout on-campus housing. Each hall has representation at our general body meetings to share what is happening and advocate for an improved residential experience. RHA also runs programs such as our care packages, MicroFridge rentals and media streaming services contribute to making your new hall a home.

In addition, RHA assists residents with addressing concerns and issues encountered while living on campus. Each residence hall has a Community Council that provides residents the opportunity to become leaders among their peers and plan events that build community. Community Council was an amazing experience that I was lucky to be a part of last year, and I would recommend it to anyone who wants to be a part of something greater than yourself. Through Community Council and RHA, students can have their voice be heard and gain the tools to initiate change in their communities to make their year as best as can be.

Residential Life and Housing makes it our goal to provide a supportive living environment that guides and encourages students to succeed and grow as individuals. We hope that the coming year will be exciting, challenging and rewarding. We hope this upcoming year is amazing and that you accomplish all of your goals. GO RAMS!

Sincerely,  
Laith Samamreh  
RHA President





## **VISION**

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Residential Life and Housing at VCU will be a preeminent urban, public on-campus community providing a one-of-a-kind residential experience.

## **MISSION**

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Residential Life and Housing at VCU provides safe, inclusive and well-maintained facilities where we work together to build intentional communities to empower residents in their academic excellence, citizenship and personal growth.

## **VALUES**

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Guiding this mission is a set of departmental values, which complement the core values of the institution:

### **Collaboration**

We value the exchange of ideas and solutions through internal and external partnerships. This value is exemplified through the enhancement of the residential experience through training, community building, policy development and integration of services.

### **Inclusion & Diversity**

We value celebration, exploration and understanding among people, ideas and culture. This value is exemplified through creation of a safe and inclusive environment for all students to explore identities of self and others; promoting a

life-long commitment to successful living in a global community; and ensuring that policies, programs and services are inclusive and reflect the diversity of our community.

### **Resident-Centered**

We value and recognize that our residents are at the core of our mission and practices. This value is exemplified in our commitment to encouraging and promoting the student voice and providing opportunities for comprehensive student learning, student development and student leadership.

### **Learning**

We value academic and personal success for all students. This value is exemplified through our emphasis on engagement and education outside the classroom and ensuring a dynamic residential setting where discovery, challenge and support, innovation and respectful discourse are paramount to the on-campus experience of the student.

### **Excellence**

We value the individual and collective pursuit of exceptional practice in our work and relationships. This value is exemplified through high expectations of staff and students in the residential community. Staff and students continually seek ways to contribute to the future of the department, division, institution and profession..

### **INCLUSION & DIVERSITY STATEMENT**

We as individuals and as a collective, are committed to building communities that are welcoming for all cultures, backgrounds, beliefs and abilities. We create exceptional residential learning communities that value all of our members regardless of race, color, religion, national or ethnic origin, age, sex (including pregnancy), political affiliation, veteran status, family medical and genetic information, sexual orientation, gender identity, gender expression, or disability. These communities provide a safe space for students and staff to explore their multi-layered identities while learning and growing with others.

We demonstrate our commitment to diversity and inclusion through resource allocation and initiatives including:

- Providing equitable access to on-campus housing
- Developing and maintaining facilities that are accessible for all members of our community
- Recruiting, developing and retaining exceptional and diverse staff
- Training staff in areas of multicultural competence during trainings and ongoing professional development opportunities
- Offering gender-unrestricted housing through the Gender Inclusive Housing program
- Creating and maintaining first year student living-learning communities focused on inclusion and social justice
- Implementing initiatives that promote social justice, the exploration of culture, personal growth and community development
- Mediating conflict between students in shared living spaces
- Collaborating with campus and community partners to further promote understanding, learning, growth and celebration
- Engaging staff and students in challenging and purposeful dialogues about diversity, inclusion and social justice
- Encouraging staff and students to explore identities and experiences outside of their comfort zones
- Creating intentional opportunities through the Resident Assistant position, Community Councils, Residence Hall Association and National Residence Hall Honorary for student leadership and peer education

Virginia Commonwealth University is committed to creating an environment that fosters the exercise of protected speech and other expressive activity on university property while maintaining an atmosphere free of disruption to the mission of the university. It recognizes that the free expression of ideas and open inquiry are essential in fulfilling its academic mission by embracing rigorous open discourse, argumentation, speaking, listening, learning and the exploration of ideas. For additional information, please visit [www.freespeech.vcu.edu](http://www.freespeech.vcu.edu).

### **ROOMMATES, SUITEMATES & APARTMENTMATES**

While having a roommate, suitemate and/or apartmentmate may or may not be a new experience for a person, for most residents, it is the first step in meeting a whole group of people who will be friends and colleagues throughout their lives. Great roommates, suitemates and/or apartmentmates don't have to be best friends. Everyone is an individual and the differences among us are usually more interesting than troublesome. Roommates, suitemates and/or apartmentmates who learn compromise and consideration for one another will develop a valuable supportive relationship with respect to each other's needs and rights.

Experience has shown that discussing the following issues will help prevent misunderstandings:

- Use of personal items
- Food in the room, suite and/or apartment
- Study time in the room, suite and/or apartment
- Sleeping schedules
- Visitation and guests
- Cleanliness/tidiness of room, suite and/or apartment
- Use of stereo/TV/telephone/ computer
- Time for socializing

Consider all of these items when completing a roommate, suite and/or apartment agreement. These agreements must be completed and turned into the RA within the first few weeks of the academic year and whenever a new roommate, suitemate or apartmentmate moves into the space.



## **RESIDENTIAL LIFE STAFF**

Residential life staff live in the residence halls so that they can assist residents.

### **Resident Assistant (RA)**

The RA living in the community is a student who has been selected for the position because of their leadership skills, concern for others, ability to communicate effectively and professionally, knowledge of university resources and willingness to accept responsibility for developing the residence hall community. RAs receive extensive training and may be the primary source for information about the residential and university community and related assistance throughout the school year.

### **Information Desk Assistant**

Information Desk Assistants are available 24/7 to provide support and assistance to residents in the hall. Desk Assistants monitor access to the residence halls, and ensure that all who enter the residence hall are authorized. Desk Assistants are trained to connect residents with campus resources and Residential Life staff after business hours, when emergencies arise.

### **Assistant Hall Director**

The Assistant Hall Director is a graduate student working toward a master's degree who assists with the overall management and operation of the residence hall. The position may advise community council, coordinate building repairs, supervise RAs and coordinate activities in the residence halls. Assistant Hall Directors are responsible for the operation of the hall in the Hall Director's absence.

### **Hall Director**

The Hall Director is responsible for the overall operation of the residence hall. This position is a full-time professional with a master's degree and considerable experience in residence hall work. The Hall Director supervises all the other staff members in the residence hall. They are responsible for seeing that the residence hall is a supportive environment for residents.

### **Administrative Assistant**

The Administrative Assistant is available during regular business hours, Monday through Friday from 8 a.m.– 5 p.m. The Administrative Assistant is a full-time staff member who assists with the replacement of keys, room changes and processing of maintenance and repair requests.

## **RESIDENCE HALL STUDENT ORGANIZATIONS**

### **Community Council**

Residents will find that the quality of the residence hall experience is directly related to the efforts to get involved in the floor and hall community. Community Councils are the primary source for changes made in residence hall life and operations. Community Council representatives work in conjunction with University administration on issues such as room and board rates, policies and procedures, improvement of the buildings, educational programs and leadership development opportunities.

The camaraderie that develops among the residents is unmatched by any other living option. Residents who take advantage of this kind of community living environment tend to improve both their academic performance and their satisfaction with their college experience. Each residence hall community offers opportunities for residents to get involved in





numerous activities and programming. A great deal of this is through community council. Though the types of governing bodies may vary from hall to hall, there is always a way to ensure the student's voice is heard. Please speak with the RA, Assistant Hall Director or Hall Director about how to get involved

### **National Residence Hall Honorary (NRHH)**

The VCU Black and Gold Chapter of The National Residence Hall Honorary (NRHH) is an organization comprised of the top 1% of student leaders on campus. NRHH has two core values: recognition and service. NRHH strives to provide recognition for individuals who have contributed to the advancement of college and university housing. NRHH prides itself on advocating for the interest and welfare of residence hall students, while also providing opportunities for their personal growth and development.

### **Residence Hall Association (RHA)**

Residents interested in improving their total living environment within the university residence halls should look into RHA. RHA is an organization of representatives from all eleven community councils on campus. It also serves as an umbrella organization for subgroups within the residence hall structure. The organization is committed to the development of residents both academically and personally. RHA is consulted regarding the interpretation and review of residence hall policies. RHA has been a leader in the Virginia Association of Residence Halls (VAARH) and has been in the forefront as a residence hall government group. RHA is actively involved in providing students living in the residence halls opportunities to participate in both the regional and national level organizations and conferences.

## **BREAK HOUSING INFORMATION**

Brandt Hall, Johnson Hall, The Honors College and Rhoads Hall close during the Thanksgiving Break, Winter Break and Spring Break. All other residence halls remain open. Please note that the dining halls and other services may not be in regular operation during breaks. Please see individual department websites for more information. Residents should look for more specific information regarding hall openings and closings within their residence hall.

Thanksgiving Break: Brandt Hall, The Honors College, Johnson Hall and Rhoads Hall close Saturday, November 23, 2019 at 10 a.m. and re-open on Sunday, December 1, 2019 at 10 a.m.

Winter Break: Brandt Hall, The Honors College, Johnson Hall and Rhoads Hall close Wednesday, December 18, 2019 at 10 a.m. and reopen for returning students on Friday, January, 10, 2020 at 10 a.m.

Spring Break: Brandt Hall, The Honors College, Johnson Hall and Rhoads Hall close Saturday, March 7, 2020 at 10 a.m. and re-open on Sunday, March 15, 2020 at 10 a.m.

May Closing: All nine-month residents in Brandt, Honors, Johnson, Gladding Residence Center, Rhoads and Cary & Belvidere, Broad & Belvidere and West Grace South must vacate their residence halls no later than 24 hours after their last final exam as stated in their housing contract. Nine-month residence halls and contracts close officially on Saturday, May 9, 2020 at 10 a.m.

*\*Dates and times subject to change*

Each closing will be strictly enforced by residence hall staff. No residents may return early from any breaks. Residents may be charged if they fail to vacate appropriately by the closing times indicated above.

For each closing, residents must turn off all lights and close all windows, unplugging appliances and remove perishable food and trash from the room. RAs will enter each room during each break for health and safety inspections to be sure that residents are living in healthy and safe environments.



## **SAFETY PROCEDURES, HALL SECURITY AND EMERGENCY PROCEDURES**

### **Residence Hall Safety**

As a resident of VCU on-campus housing, students may enter and leave the residence hall at their convenience. Residence hall safety depends on the responsible actions of each resident. Residents' room doors should be locked at all times. Stairwell or outside doors must not be propped open. It is a violation of policy to prop external doors with any item.

### **Fire Safety**

When students move in, Residential Life and Housing recommends reviewing the emergency fire evacuation information that is posted on the interior door of the residence hall room.

### **Emergency Evacuation Procedures**

At the sound of a fire alarm or if residents are instructed to evacuate, leave the area immediately, proceed to the nearest exit and leave the building.

Upon discovery of a fire, students and staff should activate the fire alarm, notify VCUPD at (804) 828-1234 and exit the building immediately using the closest safe exit and proceed to the predetermined meeting place for that building. It is against the law to remain in a building during a nonscheduled or emergency fire alarm evacuation. Residents who do not evacuate in a timely manner or fail to adhere to instructions given by emergency personnel will be subject to disciplinary action.

Emergency evacuation procedures for residents:

1. When exiting a room and the building:
  - If there is no immediate danger from smoke or fire, make sure to quickly dress appropriately for the weather conditions (i.e., coat, shoes)
  - If there is no immediate danger from smoke or fire, make sure to close and lock all doors and bring ID and keys
  - Evacuate the building, if possible
  - Do NOT use elevators, use the stairs
  - If unable to evacuate in the event of an emergency in the residence halls, please go to the nearest area of evacuation (stairwells) or residence hall room, shut the doors and windows and then call VCU Police Department, (804) 828-1234, to provide your exact location

to emergency personnel. Remain in shelter until the alarms stop, help arrives or receive other instructions

2. Once safely outside the building:
  - Move away from building and immediately report to the designated assembly area to check in with residential life staff
  - Stay clear of all emergency vehicles, and do not stand in the roadway/walkway or block emergency vehicles from getting through
  - Do not re-enter the building until instructed to do so by an emergency responder or residential life staff
  - Report any vandalized or disconnected smoke detectors to the residential life staff immediately

Failure to evacuate is a violation of Richmond city ordinance and may result in arrest, possible fine and/or disciplinary action through the [Student Code of Conduct](#).

### **Fire Extinguishers & Smoke Detectors**

Students may bring a fire extinguisher for their room, suite or apartment if they choose to do so. If students chose to bring a fire extinguisher it must be an "ABC" extinguisher.

Fire extinguishers are located in designated locations in the hallways and walkways outside rooms, suites and apartments. The university will maintain fire extinguisher and smoke detectors in the residence halls. Residents must submit a residence hall work order form, at [QuikFM](#), to request service or battery replacement for a smoke detector. Gladding Residence Center residents must complete a request for service or battery replacement online at [connect.studenthousing.com](#).

### **Health & Safety Checks**

The state fire marshal, the Office of Environmental Health & Safety and RAs will make periodic inspections throughout the year. Violations of state code may result in the confiscation of [Prohibited Items](#), charges under the [Student Code of Conduct](#) and a financial charge. Appliances and equipment (not on the [Prohibited Items](#)) must be UL approved to be used in residence halls.

### **Tampering & Misuse of Fire-Safety Equipment**

Tampering with or misuse of fire-safety equipment is a violation of state and federal law and is prohibited in the residence halls this includes the act of setting items aflame and wrongfully discharging a fire extinguisher. Fire safety equipment includes, but is not limited to alarms, extinguishers, signage, smoke detectors, heat sensors, door closures and sprinklers.

### **Missing Student**

Please contact the VCU Police Department, (804) 828-1234, if a student is believed to be missing.

### **Security Cameras**

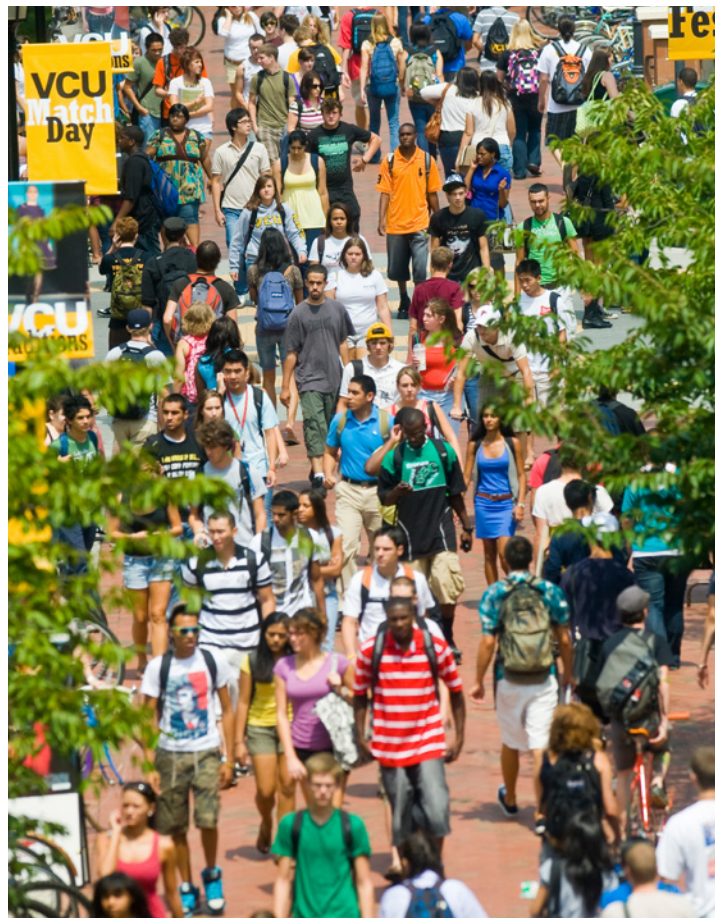
For the safety and security of residents and guests, security cameras are located throughout the residence halls.

### **Student Information**

VCU officials maintain confidentiality of student records and disclose information in accordance with the Family Educational Rights and Privacy Act (FERPA). This means that VCU officials may disclose student record information without the consent of the student in certain situations. To support university operations, for example, VCU officials share information about students with other educational officials as necessary to perform their job duties. FERPA permits this disclosure to school officials who have a legitimate educational interest in the student information. For example, FERPA permits the disclosure in connection with a health or safety emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

In addition, VCU officials have obligations to report information about a student depending on the content of that information. For example, in compliance with VCU's [policy on the duty to report](#). Unless FERPA permits a certain disclosure, VCU generally requires consent from a student to disclose information from their education record to another individual. Additional information can be found on the [VCU FERPA](#) website.

We offer each resident the opportunity to provide missing person contact information. Providing this information is optional. This information is



confidential, accessible to authorized campus officials and only disclosed to law enforcement personnel in furtherance of a missing person's investigation. All residents have the right to indicate a specific contact (in addition to an emergency contact) related to missing-person notification. This can be done through [MyVCUHousing](#).

### **VCU ID Card**

The student identification card is a VCU issued card. It is linked to the student's record that indicates the student's status as a currently enrolled resident and entitles them to various services and privileges in the residence halls. Residents must use the VCU ID to gain access to the residence halls. Residents must carry their VCU ID with them at all times while on campus. The loaning of a VCU ID is strictly prohibited.

VCU IDs must be presented when entering any of the university residence halls. Failure to produce proper identification upon a reasonable request by a university official (including RAs and Desk Assistants) may be considered a violation of the





[Student Code of Conduct](#) for failure to comply with a reasonable request or directive of a university official.

A resident who is unable to present their VCU ID upon entry of a residence hall may request a temporary pass permitting a single entry. Residents may obtain two temporary passes per semester at no charge; however, residents may be charged for each subsequent pass. To ensure residence hall access, residents should take immediate action to locate or replace their VCU ID.

## **FACILITY POLICIES & PROCEDURES**

### **Accessible Residence Halls for Students with Disabilities**

VCU makes every effort to ensuring campus-wide accessibility. If students are a current or incoming student seeking housing-related accommodations, please contact the office of [Student Accessibility and Educational Opportunity \(SAEO\)](#).

### **Abandoned Property**

Any property left behind after a resident moves or checks out will be donated to charity.

### **Air-conditioning and Heating**

All halls are equipped with air-conditioning and heating. When the air-conditioning or heating is

on, keep windows closed so that equipment can operate efficiently. If the room temperature is outside of the set thermostat range in all residence halls except Gladding Residence Center, please submit a work order at [QuikFM](#). Gladding Residence Center air-conditioning and heating requests can be completed online at [connect.studenthousing.com](#).

Rhoads and Johnson Halls are on centralized AC/Heat. Residential Life and Housing will communicate when these buildings will switch over from AC to heat in the Fall and

heat to AC in the Spring. Brandt and The Honors College are on modern centralized AC/Heat systems, which require annual servicing. The AC is typically turned off in December/January for this servicing.

The suites in Gladding Residence Center III and the apartments in Ackell, Broad & Belvidere, Cary & Belvidere, Grace & Broad, West Grace North and West Grace South each have individual heat pumps that are controlled in each apartment. The AC will not work if the temperature outside is lower than 60 degrees. The unit should never be set below 65 degrees F, as that may cause freezing of the unit and flooding as the unit thaws. Some buildings also have thermostats that are programmed at a certain temperature and will not go above or below this set point.

### **Bicycle and Motorized Vehicle Storage**

Bikes are permitted to be stored in residence hall personal spaces (bedrooms, suites, apartments), only if all residents of that space agree to storage and bikes do not impede egress from the space. Bikes may not be stored in common areas within the residence halls, courtyards, lobbies, or sidewalk, except on designated bike racks. Bikes may not be ridden in the residence halls.



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Residents who have lost their bike lock key and wish to receive help in retrieving their bike should place a work order at [QuikFM](#). Gladding Residence Center residents who have lost their bike lock key and wish to receive help in retrieving their bike should request this be completed online at [connect.studenthousing.com](http://connect.studenthousing.com). Residents should expect to provide some documentation to prove the bike belongs to them prior to the lock being cut. Residents should [register their bikes](#) with VCU Police upon arriving to campus in order to expedite this process and help protect their property.

Motorized vehicles are prohibited in courtyard areas, inside the residence halls and are not to be parked/chained anywhere in the residence halls, courtyard, lobbies or sidewalks. Non-motorized vehicles may be parked/chained in designated areas only.

Any vehicle, including bikes, chained to a window, gate, light/sign post, pole or in any non-designated areas will be impounded and disposed of per the university's policy regarding [Bicycle Parking and Removal](#). The university is not responsible for damage to locks or vehicles that are impounded.

### Cleaning Services & Housekeeping

The housekeeping staff are responsible for cleaning and maintaining the public area of the residence halls, including community laundry rooms, recreation areas, study areas and public restrooms. Resident access to these areas may be restricted during daily cleaning or periods of maintenance.

Residents are responsible for maintaining a clean room. Excessive housekeeping is defined as any situation requiring cleaning that is not part of the custodian's normal daily routine. This includes cleaning items in public areas, rooms, or apartments such as fire-extinguisher powder, clumps of mud, food, bodily fluids and trash that has not been disposed of in the designated receptacles (e.g., dumpsters, trash rooms). Residents may be charged individually or as a group for excessive housekeeping. These charges are imposed on rooms/floors/buildings on an escalating basis.



### Community Space Reservations

Residential Life and Housing maintains a variety of community and green spaces at our residence halls. The community building and programming efforts of Residential Life and Housing take priority for residential usage of these spaces. However, these spaces can also be reserved for university related events or meetings. All reservations for residence hall spaces must also follow the [VCU Reservation & Use of Space policy](#).

There are also classrooms located within the residential facilities. VCU leases these classrooms for the primary purpose of hosting for-credit academic courses, but these spaces may be reserved for other appropriate uses when available. Priority will be given to Residential Life and Housing sponsored activities. All classroom reservations are scheduled outside of Residential Life and Housing through [Virtual EMS](#).

Potential users must be a current resident, faculty or staff of VCU in order to utilize and reserve spaces or classrooms. Reservations may only be a one-time request as Residential Life and Housing is unable to accommodate recurring meetings. Reservations must be coordinated through the building specific Administrative Assistant via email. The area housing offices are open Monday – Friday 8 a.m. – 5 p.m. If booking an event outside of these hours, there may not be staff to help with logistics. Residential Life and Housing requires all Departments/Organizations to abide by the [Residential Life and Housing Community Space guidelines](#) when using a space within Residential Life and Housing.

## Electrical Outlets

If the Ground Fault Circuit Interrupt (GCFI) outlet near a sink is not working, it has likely surged and needs to be reset. Residents can reset the outlet by pressing the “Reset” button at the center of the outlet. Note: If the cause of the surge has not been corrected, the outlet will stop working again. Residents should unplug the appliances or remove the water causing the surge before continuing. If the reset is unsuccessful, all residents except Gladding Residence Center must place a work order at [QuikFM](#) and Gladding Residence Center residents must request this be completed online at [connect.studenthousing.com](http://connect.studenthousing.com) to have Maintenance check the outlet and correct the issue.

## Kitchens

All residence hall apartments have kitchens, which are each equipped with sinks, dishwashers, refrigerators and stoves with ovens. Kitchens in Ackell Residence Center and Broad & Belvidere Apartments are also equipped with above-stove microwaves. Kitchens in Broad & Belvidere are also equipped with garbage disposals. Gladding Residence Center and Gladding Residence Center III have common kitchens on certain floors for all residents to use.

To avoid charges for excessive housekeeping or unusual wear and tear on university property, residents must practice the following good housekeeping strategies:

- Keep kitchens clean by removing trash, routinely cleaning out the refrigerator and freezer and wiping up microwave and stove/oven spills
- Use garbage disposals only for soft foods and while running water through the disposal to avoid mechanical failure and damage to the equipment
- Use dishwashers only with full loads in order to save water
- Use only dishwasher detergent in dishwashers. Liquid dish soap will cause the machine to overflow
- Agree on a cleaning schedule with roommates
- Clean kitchens and common areas within apartments in preparation for new roommates.



Community kitchens located in residence halls must be cleaned by the resident after each use. Residents may be charged for excessive housekeeping or damage to any kitchen or common area to which they have private or communal access.

## Laundry

All residence hall apartments are equipped with laundry machines, which are free to use for the residents within that apartment. All traditional and suite-style residence halls are equipped with community laundry machines, which are free to use for the residents within that building. It is recommended that all residents use High Efficiency (HE) laundry detergent.

Laundry facilities must be cared for properly. Lint must be removed after each dryer cycle and clothes and lint that fall behind dryers must be removed to reduce fire hazards. Dryer ducts are cleaned on a regular basis by a professional contractor; residents living in apartments are expected to allow contractors access to ducts located in ceilings for cleaning purposes.

## Internet & Computing Policy

Residence hall students are expected to comply with [university policy](#) as well as federal and state law governing the use of computer and networking resources, including applicable copyright laws. In addition, personal wireless routers are prohibited in

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the residence halls. In order to not interfere with the university wireless signal, residents with wireless printers on campus must turn off the wireless signal on the printer. Failure to comply with policy or law may result in disconnection of internet service, university sanction and possible legal action.

### Mail Services

Residential Life and Housing manages each mail center. Mail Centers are staffed by student workers and supervised by the Residential Life and Housing Mail Services Coordinator.

Mail is delivered Monday – Saturday by the United States Postal Service (USPS), UPS, FedEx, DHL and other private delivery companies. Upon arrival, all mail is sorted and placed into mailboxes or scanned into the mail and package tracking system by the student workers. Mail is not delivered on Sundays.

Students will receive email notification for packages upon delivery and processing by mail staff. Students served by the Resident Mail and Package Center at 207 N Laurel Street will also receive email notification for first-class mail upon delivery and processing by mail staff.

Packages and mail will be delivered to the following locations, where students can pick them up once notified of their delivery:

- Brandt/Rhoads Hall Mail Center: Serving Brandt and Rhoads residents
- Gladding Residence Center Mail Center: Serving Gladding Residence Center and Gladding Residence Center III residents
- Resident Mail and Package Center (207 N Laurel Street): Serving Ackell, Broad & Belvidere, Cary & Belvidere, Grace & Broad, Honors, Johnson, West Grace North and West Grace South residents

Packages can be picked up Monday–Friday: 9 a.m. – 8 p.m.; and Saturday: noon – 4 p.m. during the academic year. During academic breaks, mail center schedules will vary. Residential Life and Housing Mail Services will send emails, update



information on the Housing mail website and post signs indicating hours during breaks. During inclement weather, the mail centers will operate on the same schedule as listed on the VCU alert page.

Mail service for campus residents ends at the close of their housing contract. Students will not receive mail on campus after they have moved out. Forwarding Service is NOT available. The U.S. Postal Service will not accept forward requests or address changes for residential addresses on VCU's campus. Mail received for a student after they move out will be returned to sender. More information about mail can be found at [housing.vcu.edu/footerb/mail](http://housing.vcu.edu/footerb/mail).

### Maintenance Requests

Requests for maintenance service for all residence halls except Gladding Residence Center can be completed at [QuikFM](http://QuikFM). Gladding Residence Center maintenance requests can be completed online at [connect.studenthousing.com](http://connect.studenthousing.com). Gladding Residence Center residents will need to create an account the first time they log in.

Charges for maintenance and repairs determined to be beyond normal wear and tear may be billed to the student. Except in the case of emergencies, the reported problem will be addressed within 48 business hours or as soon as is reasonably practicable thereafter. Some repairs may be delayed if the maintenance staff needs to order parts or use a repair service from outside the university. Students will receive acknowledgement of receipt of their work order and status updates for their work order via email.





response or need for pest control due to resident lack of care, preparation for treatment and/or cleanliness will be billed to the resident

### **Residence Hall Posting & Collection Bin Guidelines**

To promote programs, activities or resources for students, members of the VCU community may request to have information posted or collection bins in the residence hall locations designated for message posting and/or collection. Postings and collections may only be administered by registered student organizations, VCU departments, or Residential Life and Housing student staff members. VCU departments and registered student organizations must make their request at least 10 business days in advance to provide enough time for the approval process. To make a request, the department and/or student organization must submit an email to [vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu) with either, "Request to post in residence halls" or "Request to collect items in residence halls" in the subject line.

When a repair is needed immediately to protect the safety of students or the facility, call emergency maintenance at (804) 828-9444 in all buildings except Gladding Residence Center. Residents in Gladding Residence Center should notify the Information Desk for emergency maintenance or housekeeping response.

### **No Furniture or Personal Property Storage**

Due to a shortage of storage space, all university provided furniture must remain in the assigned room, including double rooms converted to single occupancy or triple rooms converted to double occupancy. The university does not provide storage for personal property.

### **Pest-Control Service**

If a resident notices pests of any kind in their room or anywhere in the residence hall, they should report the problem immediately by completing an online work at [QuikFM](https://www.quikfm.com). Gladding Residence Center residents should request this be completed online at [connect.studenthousing.com](https://connect.studenthousing.com). Residential Life and Housing encourages residents to keep food in sealed containers and empty trash regularly to prevent pest problems. Repeated treatment

After a request is received and approved the department and/or student organization will receive written instructions for posting in the residence halls and must abide these guidelines:

- Ads must be either 8.5"x11" or 11"x17"
- Ads may only be posted at designated locations
- Only one ad per posting area and any additional ads will be removed and discarded
- Ads will be removed and discarded once the event date has passed
- Ads posted outside of designated areas will be removed & discarded regardless of event date

After a request is received and approved the department and/or student organization will receive written instructions for collection bins in the residence halls and must abide these guidelines:

- Collection bins must be placed in the appropriate places in each residence hall as deemed by the Hall Director (or designee)
- Collection bins are required to be provided by the registered student organizations, VCU departments or Residential Life and Housing student staff members
- Collection bins should be appropriately sized,



in good condition and should not pose a fire hazard

- A collection bin drive may not exceed 2 weeks and must be picked up by the designated date in approval confirmation
- Registered student organizations, VCU departments or Residential Life and Housing student staff members are responsible for picking up items at least every three days to ensure collection bins do not overflow

### Residence Hall Room Entry

Residential Life and Housing respects the privacy of residents and, to protect the safety and security of all residents and facilities, it reserves the right to enter student rooms, suites, or apartments without prior notice to the resident(s).

### Room & Access Keys

Residence hall keys are the sole property of VCU and may not be duplicated under any circumstances. A resident may not lend or give a residence hall key to any other individual at any time. Violators of this rule will be held responsible for any damage or misconduct resulting from possession of a key by another.

Residents who lose keys should report this loss immediately to their area office and may be charged a fee of at least \$65 for a lost key and \$20 for a mailbox key. Gladding Residence Center residents may be charged at least \$50 for a lost key fob and \$10 for lost mailbox keys. Residents who are

locked out of their rooms may be assisted by staff to gain entrance. Students should contact the area office during the business day and the Information Desk or the RA on duty after hours for assistance. In addition, students who fail to take appropriate care of keys, access cards or other security items may face charges under the [Student Code of Conduct](#).

### Telephone Services

Landlines are available for student use in most buildings, but not in each room. In order to place a call to a university number from a University landline, dial the last 5 digits of the phone number. To place a call to a non-University number from a University landline, dial 9 before dialing the full number. Long-distance calls can only be placed with a student-provided calling card.

### Television Services

All halls except Gladding Residence Center have internet television services, which are streamed via the VCU network. Television programming may be viewed on any computer or mobile device with access to the VCU wired or wireless internet. TVs may view television programming with the assistance of an Apple TV, Amazon Fire, or Roku device, via the VCU wireless internet. Gladding Residence Center has coax cable television service, augmented by internet streaming capabilities on the Gladding Residence Center wireless network. Roku, Apple TV, Amazon Fire, Alexa, Google and gaming systems will all function on the Gladding Residence Center wireless network.

Residents in all halls except Gladding Residence Center will need to log-in to [watch.philo.com](http://watch.philo.com) using their VCU eID and password to view programming and will have the ability to save up to 20 hours of DVR recordings on their student account. Residence hall television programming is viewable only while on campus, with the exception of HBOGO and MAXGO, which can be viewed anywhere on or off campus on residents' mobile devices and laptops [here](#). If residents have problems with the service, a ticket should be placed at [philo.com/support](http://philo.com/support).





## RESIDENCE HALL STANDARDS FOR STUDENT CONDUCT

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Residential Life and Housing is designed to facilitate effective community living. This concept requires that all members of a community take ownership of their role in the community and understand how their behaviors impact others. Residential Life and Housing is committed to educational and personal growth for residents and Residential Life and Housing policies set forth a set of standards for members of the residential community. We encourage residents to hold each other accountable to these standards of the residence hall community.

Conduct in the residence halls is subject to federal, state and local laws and university policies, including the university bulletins, [VCU Student Code of Conduct](#), this guide and the terms and conditions of the housing contract. Contract cancellation and removal from the residence halls and/or university may result from the violation of policy or law. Violations that endanger the safety and welfare of others or cause disruption of the residence community may result in interim suspension and/or removal from the residence halls, as well as charges via the [VCU Student Code of Conduct](#).

Additionally, several university-wide policies have direct application to the residence hall community. Examples include the [Sexual Misconduct/Violence and Sex Gender Discrimination Policy](#), [VCU Alcohol and Drug Policy](#), [Computer and Network Resources](#)

[Use Policy](#), and the [Student Code of Conduct](#). Students are advised to be familiar with these and other VCU policies such as the [VCU Honor System](#), and [Grade-Review Procedure](#).

The [Student Code of Conduct](#) applies to all conduct that occurs on University premises, at VCU-sponsored activities and, if so deemed by the Director of Student Conduct and Academic Integrity, at off-campus locations. The complete list of conduct for all students and student organizations can be found in the [Student Code of Conduct](#) available in the [Policy Library](#).

### Alcohol

Students must comply with the laws of the Commonwealth of Virginia and University policies and rules regarding the use, possession, or distribution of alcoholic beverages.

Residents, or their guests, who are of legal drinking age (21+) are not permitted to possess or consume alcohol in any public area of the residence halls, including, but not limited to, common spaces, public restrooms, lobbies, etc. Residents who are of legal drinking age (21+) may possess and consume alcohol within their assigned room, suite, or apartment, in the presence of roommates (regardless of age) or guests of legal drinking age. Guests who are of legal drinking age (21+) may not possess or consume alcohol in the residence hall if their host is not of legal drinking age. Guests under legal drinking age are not permitted to be in the presence of anyone consuming alcohol in the residence hall.

### Animals

Pets and other animals are generally not permitted in residence halls, with the exception of fish in one 10-gallon tank per bedroom.

Consistent with university policy governing animals on campus and state and federal law, residents with disabilities requiring emotional support or service animals in the residence halls may request a reasonable accommodation from [SAEO](#). In addition, VCU welcomes the presence of trained service animals assisting people with disabilities on its campus in areas open to the public



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consistent with the provisions of university policy and applicable law. A service animal is generally permitted to be on university property in any place where the animal's handler is permitted to be. Any animal must be kept clean, groomed and within the control of its handler at all times. The handler will be responsible for appropriate care for animal and facility, must use appropriate spaces for animal toileting and will be charged for any damage to property or facilities caused by the presence of the animal.

For any animal permitted to reside in a residence hall, a resident must submit proof of required vaccinations and must meet with a Residential Life and Housing staff member to review and sign an Acknowledgement of Policies and Procedures on Emotional Support/Service Animals.

### **Bathrooms**

Residential Life and Housing offers a variety of shared bathroom facilities within the residence halls on campus. Bathroom facilities may be designated as gender restricted or gender-inclusive facilities. Residential Life and Housing is committed to providing clean and safe restrooms for use by any student regardless of their gender identity. All students are welcome to use a shared restroom that corresponds to their sex or gender identity, a gender-inclusive shared restroom or an inclusive single restroom.

Residential Life and Housing cannot guarantee that staff assigned to clean the common and community style bathroom facilities are the same gender as residents assigned to the community. Every attempt is made to not inconvenience residents from use of the bathroom facilities during prime times.

In certain residence halls (Johnson Hall and Rhoads Hall), community bathroom facilities are designated for men or women with a shared community sink area and multiple individual-use, private stalls for shower and toilet for use by one person at a time. These facilities are cleaned by housekeeping on a daily basis.

In Gladding Residence Center, gender inclusive community style bathroom facilities have a

community sink area for shared use by individuals of any gender and multiple individual-use, private, lockable rooms with shower and toilet for use by one person at a time. These facilities are cleaned by housekeeping on a daily basis.

Bathrooms in suite-style rooms (Brandt, Gladding Residence Center, Gladding Residence Center III) and apartments (Ackell, Broad & Belvidere, Grace & Broad Residence Center, West Grace North and West Grace South) have a shared community sink area and individual-use, private, lockable room with shower and toilet for individual use. These facilities are cleaned by residents assigned to these spaces. Toilet paper is not provided by Residential Life and Housing for student use in these bathroom facilities.

For everyone to feel safe and comfortable in shared bathroom facilities the following policies must be followed in all residence halls:

- Residents and guests may use bathroom stalls or lockable rooms for private toileting or bathing use only. Any use of a shower or toilet stall/room by more than one person at a time or for other purpose is not permitted
- Residents and guests must exercise courteous cell phone use in all bathroom areas; the [Student Code of Conduct](#) prohibits recording a video or taking a photo in violation of an individual's reasonable expectation of privacy
- Residents and guests must treat common bathroom spaces with respect and clean up after themselves and report any maintenance or housekeeping issues

### **Common Spaces**

The residence halls have common use spaces designated for residential student use. These common spaces are designed for the primary purpose of community building, which includes both independent social and recreational/educational activities of residents/guests and structured programming. For the purpose of this policy, a common area is defined as any space and/or area outside a student's individual room. This includes, but is not limited to, stairways, hallways, restrooms, lounges, courtyards, lobbies, kitchens, elevators, entrance ways and study rooms.



To maintain a comfortable shared living space for all residents, the following behaviors are prohibited in common spaces:

- Removal of furniture
- Sleeping
- Nudity
- Sexual contact
- Violation of any applicable university policy, including this guide, [Student Code of Conduct](#) or the policy on [Sexual Misconduct/Violence and Sex Gender Discrimination Policy](#).

Residential Life and Housing will provide housekeeping services for the basic upkeep of the building. Although housekeeping will regularly clean common spaces in the residence halls, it is the responsibility of all residents and guests to dispose properly of their own trash or recycling, and to keep common spaces clean and in order. The residents of the hall are responsible for keeping the building in an acceptable condition. The residents may be billed for housekeeping/grounds services beyond those needed for basic upkeep.

Residents must discourage damages to common spaces, and identify responsible individuals to a Residential Life and Housing staff member. Damage charges resulting from the misuse or abuse of common areas may be assessed to all residents of the area. If the individuals responsible for the damage are identified, then only those persons are charged.

Examples of resident responsibilities within common spaces include

- All trash in common living areas must be disposed of properly. Trash must be placed into exterior dumpsters and/or trash rooms

- Spilled liquids and excessive dirt on floors must be swept and mopped
- Stickers, writing and other marks on walls must be cleaned
- Kitchens must be cleaned up - including washing dishes used, wiping up spills and putting dishes away
- Laundry rooms may only be used by residents of the hall
- Personal items must not be left in common spaces. Items left out for an extended period of time may be removed and discarded by Residential Life and Housing staff
- Hallways and stairways must remain unobstructed; items must not be left in hallways and stairways to ensure a clear path for exit in the event of emergencies
- Bikes are not permitted to be placed or stored within hallways, lounges or stairways

### **Cooking & Electrical Appliances**

The use of cooking appliances (other than microwaves) in student bedrooms is prohibited. Items that require an open flame to operate are prohibited. Possession of any of prohibited cooking or electrical appliance in the residence halls is in violation of the Virginia Statewide Fire Prevention Code. Prohibited or illegal items may be confiscated at the discretion of the department.

Microwaves are permitted in VCU residence halls under the following conditions: Microwaves must be of a compact size, UL-approved, no more than 0.8 cubic feet and use a maximum of 750 watts. Only one microwave is allowed per student room and no other cooking devices can be used. Refrigerators must be of a compact size, UL-approved and must meet the following specifications, which can be obtained from the data plate: 120 volts AC, 60 hertz with a maximum running current of 2.0 amps (240 watts). The power cord must be grounded and not exceed a length of six feet. Only one 4.2-cubic-foot refrigerator is allowed per room. Refrigerators may not be stored in closets or other areas not providing adequate ventilation. Microwaves and refrigerators must be plugged directly into the wall outlet, because these appliances can commonly overload a surge protector.

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Crockpots, Instapots, pressure cookers, rice cookers, toasters or toaster ovens are prohibited from use within residence hall bedrooms in any hall. These items may be used within an apartment kitchen space or in a community kitchen. Cooking appliances approved for use in community kitchens may be stored in residence hall rooms, but must be unplugged and clearly NOT in use within the room. Please refer to the [Prohibited Items](#) list for additional information concerning which cooking and electrical devices are not allowed in the residence halls.

### Decorations

Please refer to the [Prohibited Items](#) list to ensure residence hall policies are not violated when furnishing a residence hall room.

Excessive decorations on room walls can be hazardous. In accordance with State Fire Marshall restrictions, Residential Life and Housing prohibits covering more than 50% of a residence hall room wall. Approved decorative items may not be used in, on or within 18 inches of the ceiling, lighting, sprinkler heads, conduit lines, pipes or electrical fixtures. Wall hangings, tapestries, blankets, banners and other decorative materials suspended from walls or other vertical surfaces must be flame resistant or noncombustible. Residential Life and Housing prohibits hanging any item in a window except for curtains or drapes with a manufacturer's tag stating that they are made of flame resistant materials.

The hallway side of the room or suite door may not be decorated. Only a small message/memo board, not exceeding 200 square inches, may be placed on this side of the door. Both the room number and the nametag created by the RA must remain visible.

VCU is committed to creating and supporting a safe and welcoming campus community for all students, faculty and staff. We work continuously to create an open environment with meaningful opportunities to learn and engage. At VCU it is the responsibility of every member of the community to foster an environment of respect, openness and understanding. VCU is dedicated to creating and promoting an environment free from racism, sexism,



ageism, heterosexism, homophobia, ableism and xenophobia.

The University encourages residents to consider that any messages or items posted or displayed in residence hall space communicate directly with neighboring residents, hall mates and staff who pass. Residents may not post materials that are in violation of applicable university policies, or state or federal law. To support a safe and welcoming residential community, Residential Life and Housing staff, in consultation with the university [Bias Response Team](#), will provide support for members of the community that have been impacted by messages in the residence halls, including through voluntary opportunities for educational programs or mediation, as appropriate.

### Furniture Misappropriation

Students may not remove university equipment or furniture from its assigned room, suite, lounge or other area within a residence hall. Unauthorized removal of furniture within a building or from one building to another will be considered misappropriation and a charge may be incurred.

### Guests: Residential Access

Any resident of a VCU residence hall may enter any other open VCU residence hall as a guest during the period when the resident is checked in to their



own housing assignment by swiping their VCU ID at the entrance to the hall they are visiting, which logs their guest visit. While a resident may visit another residence hall without signing in or meeting their host at the entrance, a resident of the hall must host the visit according to the general requirements for all guests.

Residents of Ackell, Broad & Belvidere, Grace & Broad, West Grace North, and West Grace South with 12-month contracts

- Will be granted access to Ackell, Broad & Belvidere, Grace & Broad, West Grace North, and West Grace South when they check into their building.
- Will be granted access to Brandt, Honors, Johnson, Rhoads, Cary & Belvidere, Gladding Residence Center and Gladding Residence Center III on Aug. 17, 2019.

*\*Access to buildings that close over breaks will be removed during the break periods.*

Residents of Cary & Belvidere, Gladding Residence Center and Gladding Residence Center III and residents of Broad and Belvidere or West Grace South with 9-month contracts

- Will be granted access to Ackell, Broad & Belvidere, Grace & Broad, West Grace North, and West Grace South on Aug. 17, 2019.
- Will be granted access to Brandt, Honors, Johnson, Rhoads, Cary & Belvidere, Gladding Residence Center and Gladding Residence Center III when they check into their building.

*\*Access to buildings that close over breaks will be removed during the break periods.*

Residents of Brandt, Honors, Johnson and Rhoads

- Will be granted access to Ackell, Broad & Belvidere, Grace & Broad, West Grace North, and West Grace South on Aug. 17, 2019.
- Will be granted access to Brandt, Honors, Johnson, Rhoads, Cary & Belvidere, Gladding Residence Center and Gladding Residence Center III when they check into their building.

*\*Access to all buildings will be removed during the break periods.*

For all Residents

Access to all buildings will be deactivated when a resident checks out of their VCU on-campus residence hall assignment.

**Guests: Off-Campus Access**

Any guest who does not live in a VCU on-campus residence hall, including a VCU student who lives off campus must sign in.

To expedite the guest registration process, residential students may provide some of their guest's information to Residential Life and Housing in advance by creating a "Visitor Reservation" in [StarRez](#). Login to [StarRez](#) and select the "Visitors" tab at the top of the screen. "Register a New Visitor" and provide as much information as possible. You and your guest will still be required to provide identification and sign in at the information desk as described below.

Resident hosts must complete the following steps to sign in a guest:

- Resident host must meet the guest at the front desk with a valid VCU ID
- The resident host must sign the guest in
- The guest will be required to present a current and valid photo ID\* at the front desk for the purposes of registration
- The resident host must escort their guests at all times. Resident hosts assume responsibility for their guests and must ensure their guests comply with all VCU policies

\*Acceptable forms of identification include but are not limited to, a current and valid VCU student or VCU employee ID (with a photo), a driver's license or other state issued ID, a passport. Credit cards, ATM cards, other university or college IDs, or expired photo identification documents will not be accepted. A guest presenting an invalid ID will be denied entry to any VCU residence halls.

**Guests: Restrictions for All Guests**

Residents are permitted to have no more than three guests at any given time, and guests may be hosted in the VCU residence halls for no more than three consecutive nights and no more than six nights total in any 30-day period.



Residents must have their roommate(s)' consent to invite a guest(s) into the room or other shared-living space. A guest visit must not pose an unreasonable burden or unreasonable infringement on the privacy and privileges of the roommate(s). If roommates do not agree about hosting guest(s) within the room or assigned shared living area, the resident wanting to host may visit with their guest(s) in a common area of the residence hall.

Provided there is no unreasonable interference with the living environment of a roommate(s), a resident may have short-term guest(s) (those who stay for a few hours, but not overnight) at any time as long as it is within the limits noted above. If an invited guest violates residence hall or other university policy they may be required to exit the residence hall immediately, may not be signed back in until meeting with a Residential Life and Housing staff member and the resident host, and may indefinitely lose the privilege of entering any VCU residence hall. Residential Life and Housing will notify the individual of the loss of guest access privilege in writing via VCU email address to the VCU resident host. Any individual who attempts to enter a residence hall without guest access privileges may be subject to arrest for trespassing, and Residential Life & Housing will notify VCU Police. Guest access privileges may be restored only by the Associate Director of Residential Life or designee.

Because residents share responsibility for their own residential community, the resident responsible for guest conduct (resident host) is not only the individual who signed in the guest but may also include other residents whom the guest visits or residents accompanying the guest at the time of misconduct.

Guest visiting periods may be altered at certain times of the year, such as breaks, final exams or other scheduled disruptions.

### **Guests: Minor Policy**

#### Protection of Minors

VCU is committed to the safety of all individuals in its community. The University has particular concern for those who are potentially vulnerable, including minor children, who require special attention and protection. This policy establishes guidelines for the guest policy as it pertains to individuals under 18 years of age. This policy is in line with the University's commitment to promoting the safety and well-being of minors.

This policy does not apply to enrolled undergraduate VCU students under the age of 18. The University reserves the right to remove a guest from campus who has violated University regulations.

### Minor Guests Provisions

Guests under the age of 14 are not permitted in the residence halls at any time unless they are accompanied by a parent or legal guardian. Guests who are 14-17 years of age are permitted to enter VCU residence halls with a complete and satisfactory [Minor Guest Permission Form](#) from a legal parent or guardian. All signed forms must be submitted to the office no later than noon of the business day prior to the date of visitation. Minor guests may not stay for more than three consecutive nights on campus. VCU does not provide childcare services and is not responsible for any monitoring or oversight of a resident's guest(s) of any age other than standard enforcement of applicable university policies.

Minors staying for University-approved visits will have pre-approved Minor Guest Passes as requested by the sponsoring department. Minor guests who arrive to campus without a signed permission form will not be allowed to be checked into the residence halls. No Minor Guest Pass will be issued until a signed [Minor Guest Permission Form](#) is received.

### Host of Minor(s) Responsibilities

For purposes of this policy, a host is defined as any student residing in VCU residence halls. The resident host is responsible for the behaviors of any individual(s) they allow access to their residence hall room. The resident host is subject to disciplinary action if a guest violates University regulations because the student host:

- Failed to monitor a guest's behaviors
- Knowingly allowed a guest to commit a [Student Code of Conduct](#) violation

The resident host is responsible for ensuring that:

- The guest's parents (or legal guardian) have submitted a [Minor Guest Permission Form](#)
- The resident host has received an emailed copy of the Minor Guest Pass, which will serve as confirmation the permission form was received and approved
- The minor guest is escorted by the resident host at all times
- The minor guest properly presents the Minor Guest Pass (printed or email) to the staff at the information desk when checking into the residence hall

### **Hall Sports**

Athletic activities are prohibited in and around residence halls including courtyard areas. Activities are permissible in larger courtyard areas, while maintaining a distance of 25 feet from any structure (building, equipment, or landscaping). Propelling any object(s), including but not limited to footballs, softballs, baseballs, Frisbees and snowballs, in and around residence halls and courtyards is prohibited. Additionally, throwing objects at cars, including snowballs, is a violation of residence hall policy and state law. Skateboarding, bicycling, roller skating and rollerblading are prohibited in residence hall lobbies, rooms, lounges, public areas, hallways, courtyards and any other marked areas.

### **Quiet Hours**

Quiet hours are 9 p.m. – 8 a.m. Sunday through Thursday and 11 p.m. – 8 a.m. Friday and Saturday. Sounds are not to be heard outside rooms during these hours. At all times, "courtesy hours" are in effect and residents are encouraged to comply with requests from other residents and/or staff members to lower their volume. Do not disturb the quiet necessary for fellow hall mates to sleep or study. Quiet hours may be extended by hall staff before and during examination periods and/or as necessary. Musical instruments and amplifiers are not to be played in the residence halls.

### **Smoking**

VCU has designated all university buildings as 'non-smoking,' which includes the use of oral electronic devices that produce vapor containing nicotine and/or other substances. Smoking includes the carrying or holding of lighted smoking equipment, burning, lighting or use of a tobacco product or marijuana and any other smoking device or equipment. Residential Life and Housing prohibits smoking and use of the above devices in any residence hall, including any individual residence hall room, suite, apartment, bathroom, common area, hallway, stairwell, outdoor entrance or courtyard. For more information about the university's smoking policy, visit [tobaccofree.vcu.edu](http://tobaccofree.vcu.edu).



### Solicitation

For residents' safety and protection, door-to-door solicitation is prohibited in the residence halls without express written permission of Residential Life and Housing. VCU departments and registered student organizations, including, but not limited to: Student Government Association and Homecoming candidates must make their request at least 10 business days in advance to provide enough time for the approval process. To make a request, the department and/or student organization must submit an email to [vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu) with "Request to solicit in residence halls" in the subject line.

### Student Room Responsibility

To preserve the health and safety of members of the residential community, residents are responsible for maintaining reasonable standards of cleanliness and safety in their rooms or apartments, hallways, lounges, bathrooms and lobby areas, including proper garbage/trash disposal and securing of cable, telephone and electrical wiring. Residential Life and Housing reserves the right to inspect rooms to ensure that residents comply with policies protecting health and safety.

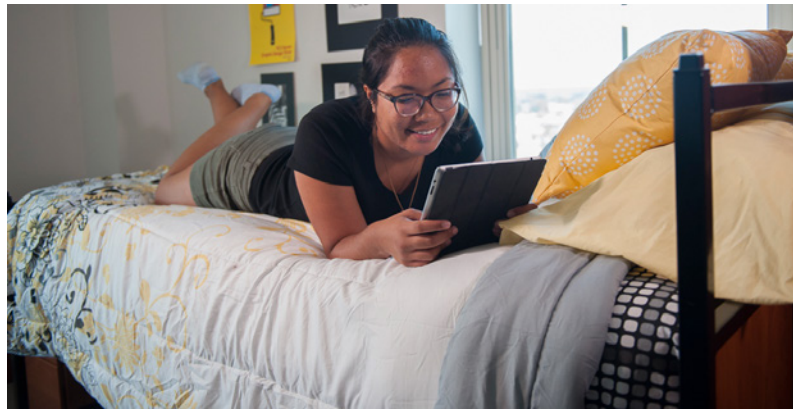
Residents are encouraged to store prescription medications properly (in their original container, with their prescription on the label) and to ensure that prescription medication is secure at all times.

Per the Housing Agreement, use of a residential facility (including a student's assigned room) for any activity related to business or financial gain is prohibited. Keys issued to the resident on behalf of the department are non-transferrable, and should be kept in the possession of the resident to whom they are issued.

## ADMINISTRATIVE PROCEDURES FOR RESIDENCE HALL CONDUCT

### Administrative Relocation

Under the housing contract, a resident may be administratively relocated to another residence hall room on campus at any time. The administrative relocation will be issued by Residential Life and



Housing staff or other university official. Residents who are administratively relocated may also be subject to disciplinary action under the [Student Code of Conduct](#).

### Administrative Contract Cancellation

A resident whose contract is terminated for any reason, including violation of the terms and conditions of the housing contract or of university policy or as deemed otherwise appropriate by the department must check out properly and vacate the residence hall within 24-48 hours of receiving notice of cancellation. Refunds will not be issued when a contract is terminated. Only Residential Life and Housing may cancel a housing contract. Requesting that a contract be canceled does not guarantee that action.

### Ban from Residence Hall(s)

To preserve the safety and security of the residence hall community, VCU reserves the right to revoke an individual's access from a particular residence hall location or from all residential facilities. Bans are typically issued for the following reasons:

- Resident Contract Cancellations
- Resident Administrative Relocations
- Violations of University or Residential Life and Housing policies
- Per the request of VCUPD

If banned, a resident will receive notification of the ban via their VCU email or via printed copy of the letter for non-residential students and guests. The printed copy will be available for pick-up at the Central Housing Office in Gladding Residence Center or delivered to the non-resident via their resident host, if appropriate. Individuals may not



be placed on the ban list for more than three years without consultation with the Office for Student Conduct and Academic Integrity and/or VCUPD. Appeals to the ban list must be received in writing to the Assistant Director of Residential Life for Conduct.

### **No Contact Directive**

To preserve the safety and security of the university community, VCU reserves the right to issue a no contact directive between specific members of the community based on information that such contact hinders the ability of any individual to access or participate in university programs, activities or employment. A no contact directive includes contact in person, via third party (i.e. friends, relatives, other residents), via telephone, text, letters, email, social media, instant messages or any other means. A no contact directive can be modified only by the university official who issued it or their designee in consultation with appropriate VCU administrators.

Alleged violation of a no contact directive (including off-campus contact) will be adjudicated under the applicable university policy (i.e., [Student Code of Conduct](#), [Sexual Misconduct/Violence and Sex/ Gender Discrimination Policy](#), etc.) and may result in sanctions up to and including expulsion and termination of employment, and for university housing-related matters, administrative relocation or housing contract cancellation.

## **CONTRACT INFORMATION AND ASSIGNMENT POLICIES**

### **Assignment Process**

In the spring semester, students have the opportunity to participate in the returning student housing assignment process for the subsequent academic year. On-campus housing is not guaranteed for new or returning students. Students who do not meet eligibility requirements, including remaining in good standing, will not be allowed to participate in the returning student housing assignment process.

### **Contract**

The housing contract is a binding contract. Housing charges are assessed by the Residential Life and Housing Office. Please refer to the details of the current contract with Residential Life and Housing by reviewing the Terms and Conditions on the [Residential Life and Housing website](#).

### **Damages**

Students must fill out a Room-Condition Report (RCR) in cooperation with their RA upon check-in. Any damage or needed repairs should be indicated on the form to avoid a charge when checking out. Residents are responsible for any and all university furniture damaged or missing from the room, suite or apartment after check out and for any personal property or other item(s) requiring removal or disposal. Charges for damage to common living areas such as hallways, lounges and bathrooms will

be divided equally among the residents assigned to that living area unless Residential Life and Housing can reasonably identify the individual(s) responsible for the damage. Please note that Gladding Residence Center residents are assigned a specific bed in their assigned room.

### **Requesting Cancellation of Housing Contract**

Any student who withdraws from the university for any reason must submit a Request to Cancel form found on our website under the Resources tab. Once approved, students must check out and vacate the residence hall within 48 hours of the approval date unless an extension has been approved in writing by the department. A student who has withdrawn from VCU, one whose enrollment at VCU is terminated for any reason or one who is suspended from the residence halls must vacate at the time specified by the department. Residential Life and Housing will attempt to cooperate with a student unable to vacate their room in the allotted time, but in the event of a failure to reach agreement the department may terminate the student's housing access and remove any personal belongings at the expense of the student. VCUPD may be involved in such instances.

### **Eligibility for Housing (Non-Registered & Part-Time Students)**

To live on campus, all residents must be making continual progress towards a degree and register for classes at VCU as set forth below:

- Undergraduate students must be enrolled in at least nine credits
- Graduate students must be enrolled in the number of credits indicating full-time status as defined by their program

Residents with 12-month housing contracts are exempt from credit requirements during summer session but must meet the credit requirements in this section for fall and spring terms.

In certain limited circumstances, students may obtain permission to temporarily drop below the required minimum number of credits. Students wishing to do so may submit an exemption

request form to the Senior Associate Director of Administrative Services for Residential Life and Housing. Residents should be aware that in order to graduate in four years, they should enroll in a minimum of 15 credits per term.

### **Liability & Property Insurance**

VCU does not assume any obligation or liability for loss or damage to personal property, which may occur in its buildings or on its grounds, prior to, during or subsequent to the term of the housing contract. This list includes but is not limited to damage or loss due to fire, water, theft, or flooding. Residents are encouraged to purchase renter's insurance for protection against loss or property damage or refer to their parent's/legal guardian's homeowners/renters insurance to see if they are covered while living on campus.

### **Room Consolidation and Assignment**

Residential Life and Housing reserves the right to change any room assignment or rate. Residential Life and Housing reserves the right to reassign a student for any reason, including in the event that a room or apartment is not filled to capacity. Residential Life and Housing reserves the right to assign a student into a vacant space at any time.

Residents with vacancies in their room, suite, or apartment are prohibited from occupying the vacant space. Vacant spaces may be allocated to new residents at any time. In the event of assigning a new resident to a vacant space, Residential Life and Housing will make an effort to notify current residents at least 24 hours in advance or as soon as is reasonably possible thereafter. Residents should make every effort to keep the space neat, clean and orderly. Roommate/apartmentmate spaces may be inspected by Residential Life and Housing staff to ensure the room is prepared for a new resident. If vacant areas in a room and/or common areas in a suite or apartment are not move-in ready for new residents, each resident of the assigned area may be charged to clean the area.

### **Room/Roommate Changes**

Settling in to a new living situation takes time, and successful roommate relationships often require





working through initial disagreements that may be uncomfortable. For these reasons, Residential Life and Housing will generally consider voluntary requests for room changes only after residents requesting such a change have lived together and tried to work through such disagreements for a reasonable amount of time, such as three weeks. Please refer to the housing contract for more information on changes in occupancy or rates.

Residents wishing to make a room or hall change must first contact their RA to discuss their living situation. An RA will attempt to mediate between residents to resolve any problems that relate to the room change request. Residents are encouraged to resolve conflicts and to learn from the different lifestyles and living habits of others.

Residents also are encouraged to have discussions as soon as possible with their roommates concerning lifestyle and living habits. Residents should complete a roommate agreement upon moving in. If alternatives to roommate problems cannot be reached with the assistance of the RA, the resident will be referred the building's Hall Director. The Hall Director will further seek to help the students resolve any outstanding issue. In the event that a compromise cannot be reached, the Hall Director may assist the student in the room change request process. Residential Life and Housing reserves the right to move residents who refuse to participate in the mediation process.

Room changes are based upon current availability and need assessed by Residential Life and Housing. Residents requesting a room change should be prepared to be flexible about room location and style.

Residential Life and Housing reserves the right to move a resident to another space on campus to accommodate maintenance emergencies or if deemed to be in the best interest of the residential community.

### **Room Check-Out Procedures**

Gladding Residence Center, Gladding Residence Center III, The Honors College, Brandt Hall, Rhoads Hall, Johnson Hall and Cary & Belvidere all close at the end of final exams for the summer. All residents are required to vacate their residence halls no later than 24 hours after their last final exam as stated in their housing contract.

Ackell Residence Center, Broad & Belvidere Student Apartments, Grace & Broad Residence Center, West Grace North and West Grace South residents should view their contracts online to verify contract end dates. Failure to vacate the residence halls at the proper time may result in additional charges.

All residents are encouraged to begin moving belongings out of the halls early to ease the burden of moving when contracts expire and/or exams are finished. Residents must make an appointment to meet with staff in their residence hall prior to moving out to check the RCR and follow instructions to turn in keys in order to avoid lock change charges. Additional information regarding proper move out procedures will be sent to all residents prior to closing and contract end dates.

Information in the 2019-2020 Guide to Residential Living is subject to change. The most up to date Guide to Residential Living can always be found at [housing.vcu.edu](http://housing.vcu.edu).



## **RESIDENCE HALL MAIL ADDRESSES**

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### Ackell Residents

Full Name (as it appears on your student account)  
Room number, Ackell Residence Center  
207 N. Laurel Street  
Richmond, VA 23220-4126

### Brandt Residents

Full Name (as it appears on your student account)  
Room number, Brandt Hall  
710 W Franklin St  
Richmond, VA 23220-4101

### Broad & Belvidere Residents

Full Name (as it appears on your student account)  
Room number, Broad & Belvidere Apts  
207 N. Laurel Street  
Richmond, VA 23220-4126

### Cary & Belvidere Residents

Full Name (as it appears on your student account)  
Room number, Cary & Belvidere  
207 N. Laurel Street  
Richmond, VA 23220-4126

### Gladding Residence Center and Gladding Residence Center III Residents

Full Name (as it appears on your student account)  
Room number, Gladding Residence Center  
711 W Main St  
Richmond, VA 23220-5508

### Grace & Broad Residents

Full Name (as it appears on your student account)  
Room number, Grace & Broad  
207 N. Laurel Street  
Richmond, VA 23220-4126

### Johnson Residents

Full Name (as it appears on your student account)  
Room number, Johnson Hall  
207 N. Laurel Street  
Richmond, VA 23220-4126

### Rhoads Residents

Full Name (as it appears on your student account)  
Room number, Rhoads Hall  
710 W Franklin St  
Richmond, VA 23220-4101

### The Honors College Residents

Full Name (as it appears on your student account)  
Room number, Honors College  
207 N. Laurel Street  
Richmond, VA 23220-4126

### West Grace North Residents

Full Name (as it appears on your student account)  
Room number, West Grace North  
207 N. Laurel Street  
Richmond, VA 23220-4126

### West Grace South Residents

Full Name (as it appears on your student account)  
Room number, West Grace South  
207 N. Laurel Street  
Richmond, VA 23220-4126

## **Receiving Mail In The Summer**

All residence hall mail and packages will be redirected to the Residence Hall Central Mail and Package Center, located at 207 N Laurel Street, during the summer, between May 13. – Aug. 1

### During that time residents of all halls should format their address as follows:

Full Name (as it appears on your student account)  
Room number, Name of Residence Hall  
207 N. Laurel Street  
Richmond, VA 23220-4126

## **RESIDENTIAL LIFE & HOUSING DIRECTORY**

### Residential Life and Housing Main Office

721 W Main Street  
Richmond, VA 23220

Phone: 828-7666

Fax: 828-2466

Email: [vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu)

### Ackell Residence Center Area Office

1100 W. Broad St

Phone: 827-0383

Ackell Information Desk: 827-0386

### Broad & Belvidere Apartments Area Office

700 W. Broad St

Phone: 827-2444

Broad & Belvidere Information Desk: 827-2790

### Cary & Belvidere Residential College

301 W. Cary St

Phone: 828-7667

Cary & Belvidere Information Desk: 827-9802

### Gladding Residence Center

#### & Gladding Residence Center III Area Office

711 W Main Street

Phone: 827-8282

Gladding Residence Center Information Desk:  
828-2226

### Johnson Hall Area Office

801 W. Franklin St, suite 107

Phone: 828-1431

Johnson Information Desk: 827-0265

### Rhoads Hall, Brandt Hall

#### and The Honors College Area Office

710 W. Franklin St

Phone: 827-0974

Rhoads/Brandt Information Desk: 828-8442

The Honors College Information Desk: 827-0678

### West Grace North Area Office

830 W. Grace St

Phone: 828-7848

West Grace North Information Desk: 828-7847

### West Grace South Area Office

835 W. Grace St

Phone: 827-1759

West Grace South Information Desk: 827-8249

For more specific contact information and a listing of area staff, please see the [Residential Life and Housing website](#).

## **PROHIBITED ITEMS LIST**

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To ensure the general safety and wellness of the residents and protect university facilities, in addition to any item of which possession in the residence hall is unlawful, Residential Life and Housing specifically prohibits the following general categories and examples of items in the residence halls unless the university has provided an item for resident use:

### Alcohol Containers

- Empty containers for collection or decoration (unless resident is of legal age)
- Kegs

### Alcohol Paraphernalia

- Beer bong
- Funnels
- Beer/Water pong tables

### Attachments or Affixed Items

- Affixing any item to a residence hall surface, such as a wall, ceiling, floor, furniture or door with double-stick tape or any adhesive
- Exterior aerials or satellite dishes
- Exterior window shades or awnings
- Wall mountings, e.g. for wall-mounted televisions, computer screens or other appliances or devices

### Bed frames and Mattresses

- Loft Equipment
- Cinder Blocks

### Extension Cords & Multi-Plug Adaptors

(except for surge protectors meeting university safety standards)



## 2019-2020 GUIDE TO RESIDENTIAL LIVING

### Cooking Appliances

*\*The following items may be stored but not used in the residence hall room. They may only be used in community kitchen areas where available (Gladding Residence Center)*

- Cooking and heating appliances with no open/exposed heating elements (i.e. rice cooker, crock pot, etc.)
- George Foreman-type grills, panini press, etc.

The following items are not permitted to be stored or used anywhere in a residence hall:

- Hot plates
- Deep fryers
- Electric frying pans/griddles
- Electric stoves

If unsure about a particular appliance, please consult your RA.

### Electrical Appliances

- Air conditioners
- Ceiling fans
- Window fans (floor fans are permitted)
- Space heaters
- Halogen torchiere lamps
- Black Lights and Black Light Bulbs
- Washing machines
- Portable dishwashers
- Electric blankets
- Pools
- Hot tubs
- Waterbeds
- Any other open-coiled appliance

### Firearms and Weapons

(Please see the [Student Code of Conduct](#) for a detailed list and the [VCU Weapons Regulation policy](#).)

### Flammable Substances

- Lighter fluid
- Gasoline
- Motor and engine oil
- Propane

### Hoverboards

(Defined as: self-balancing, battery powered boards known as hoverboards, or any other electric wheeled boards, sometimes referred to as electronic skateboards or scooters, equipped with a rechargeable battery.)

- Using, possessing, charging, or storing in the residence hall is prohibited
- Non self-balancing electric skateboards, eBikes, or electronic mobility devices for people with disabilities are permitted

### Neon Sign Lights

#### Open Flames and Flammable Decorations

- Non-flame-retardant Curtains
- Wall/Ceiling coverings (please refer to the Decorations section)
- Live plants and trees exceeding two feet
- Candles (lit or unlit)
- Candle wax burners
- Incense (lit or unlit)
- Incense Burners
- Oil lamps (lit or unlit)
- Torches/Camping Stoves
- Plug in air fresheners

### Painting of University Property

#### Pets

(except fish in accordance with Residential Life and Housing policy)

#### Smoking Devices

- Hookahs
- Vaporizers

#### Wireless Routers

Any other item which the university determines to pose a risk to the safety or wellbeing of residents. Prohibited items may be confiscated at the discretion of the department.