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## MISSION STATEMENTS

### Auxiliary Services

Auxiliary Services facilitates the creation of community, extends the learning environment beyond the classroom, and enhances the quality of campus life through the delivery of quality goods and services.

We support the academic and research mission of Georgia Tech by assisting in the recruitment and retention of students, by encouraging students to develop personal responsibility as consumers, citizens and leaders, and by creating an environment that encourages academic success.

We seek to set the standards for excellence on the campus and in the country by continuously refining and improving Auxiliary Services in a market-driven environment.

Auxiliary Services is financially self-sustaining in order to fund its operations, renew and replace its facilities and provide financial resources for future growth and development.

### Department of Housing

The Department of Housing offers quality, safe, well-maintained residential facilities.

We encourage, promote and facilitate customer focused programs and services that attract students to our facilities and to Georgia Tech.

We provide physical, programmatic and technological systems to enhance the quality of life on campus, to support the academic needs of student residents and to compliment the academic goals of the Institute.

### Residence Life

We, as Georgia Tech Residence Life, create environments where residents transform themselves into leaders of society. We are committed to Community Engagement, Discovery, Diversity, and Personal Development. These beliefs, presented in a residential setting, enrich student learning.



# COMMUNITY LIVING

## Where Can I Get Help?

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

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

- **Suites and Apartments:** Harris, 4th Street East, Hayes House, Stein House, and Goldin House
- **Freshman Experience:** Glenn, Cloudman, Towers, Harrison, Howell, Smith, Brown, Field, Matheson, Perry, Hopkins, and Hanson.

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

- **Apartments:** North Avenue Apts. North, North Avenue Apts. South, North Avenue Apts. East, and North Avenue Apts. West.

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

- **Apartments:** 6th Street Apts., Maulding Hall, Undergraduate Living Center, 8th St. Apts., Center St. Apts., and Crecine Hall.
- **Traditional and Suites:** Woodruff North and South and Fulmer Halls.
- **Freshman Experience:** Armstrong, Caldwell, Fitten, Freeman, Folk, Hefner, and Montag Halls.

**The North Community** consists of family and graduate housing. The North Community Housing Office is located in the Graduate Living Center at 301 Tenth St. N.W., and is open from 8:00 am until 8:00 pm, Monday through Friday. The buildings in this community are:

- Graduate Living Center and 10<sup>th</sup> and Home.

## Community Staff

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

### Assistant Directors (AD) for Programmatic Areas

- Are professional staff members who are responsible for the administration and supervision of programmatic divisions within residence life such as Academic Support, Staff Training and Development, the Housing Resident Judicial System, and the Freshman Experience office.

### Assistant Directors (AD) for Community Areas -

Are professional staff members who are responsible for Community Offices, facility management, and supervision of the Area Managers and Hall Directors.

### Community Office Managers –

Are professional staff members who manage the Community Offices, including supervising student staff and maintaining the administrative functions for the office.

### Area Managers (AM) –

Are professional staff members who supervise Hall Directors. They are also responsible for facility management, support and crisis response for residents, and serve as Housing Judicial Administrators for the Housing Department.

### Hall Directors (HD) –

Are professional staff members who live in the residence halls and assume responsibility for the total operation of your hall. This includes supervising student staff, advising and counseling individuals and groups, managing crisis, enforcing hall policies, and adjudicating policy violations.

### Peer Leaders (PL) –

Are student staff members who live in Freshman Experience halls and are responsible for the development of communities in their sections and buildings. They assist with individual and group concerns, plan programs, and enforce Housing policies.

**Resident Advisors (RAs)** – Are student staff members who live with a designated group of residents in traditional, suite-style, family, and apartment buildings. They are responsible for the management of their halls and buildings, including advising and counseling individuals and groups, planning programs, enforcing hall policies, and managing administrative functions.

**Coordinator of Academic Initiatives, Learning Assistance Program Coordinator, Learning Center Coordinators and Tutors** – The Coordinator of Academic Initiatives is a professional staff member who is responsible for academic initiatives in Housing and the management of the Learning Centers in the Freshman Experience and other areas as needed, including supervision of the Learning Assistance Programs Coordinator, Learning Center Coordinators and tutors. These students work in the Learning Centers to provide academic assistance in Calculus, Chemistry, and Physics.

**Community Supervisors** – Are full-time employees who oversee custodial services and maintenance of the residence halls. They handle work requests, facility cleaning, and conduct periodic maintenance inspections.

# YOUR ROOM

## Move In

You and your roommate(s) may configure the beds in four ways depending on your building and its furniture: low, medium, high and bunked. For specific information on each configuration, the approved configurations for your hall, and information on how to request a configuration change, please see our policy on "Lofts". Some rooms may have different configuration due to design differences and renovations. All rooms will have the same compliment of furniture. However, feel free to organize your room in a comfortable arrangement providing it is safe and does not cause damage to the room, is not a fire/life/safety violation or a health hazard. Your student staff member can help you determine the best way to arrange the room.

When you move into your room, a student staff member will complete a room inventory form. If there are any damages or you are missing items, make sure they are documented on this form. You will be responsible for any damage or missing furniture that is not noted on the report.

Traditional, suite-style and apartment residents have paid for only a part of the living space. If at any time you are without a roommate, or apartment mate, the room/common areas/kitchen/bathroom must be ready for someone else to move in. Students often move in throughout the semester. This means that at NO TIME during the semester may your belongings take up more than your share of the furniture or floor space in a traditional room or more than a reasonable amount of the common area space in apartment kitchens, bathrooms, living room, etc.



## Decorating Tips

### Do...

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

### Don't...

- Remove your window screen
- Block exits, windows, vents, or AC unit
- Erect lofts
- Paint or panel walls
- Make holes in walls
- Use halogen lamps
- Set up/store a waterbed
- Remove furniture

## Lofts

Lofts may not be constructed or erected in any residence hall room. However, most rooms do contain beds that can be arranged in multiple configurations. A description of the different configurations approved for each hall can be found at our housing website under policies: [http://www.housing.gatech.edu/policies/reslife\\_lofts.cfm](http://www.housing.gatech.edu/policies/reslife_lofts.cfm). In general, traditional and suite-style beds will allow multiple configurations while apartment style does not.

Housing Facility Staff should perform all bed reconfigurations. To request a reconfiguration, complete a Maintenance Request online at [www.housing.gatech.edu/online/maint-form.cfm](http://www.housing.gatech.edu/online/maint-form.cfm) or contact the Housing Facilities Work Center at 404-894-0520.

## Roommate Success

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

roommate success. Start by becoming acquainted with each other so you know what to expect.

Some of the goals of sharing a room are to create an atmosphere where both your personal and academic needs can be met, and it is nice if a friendship can develop as well. Keep in mind that your roommate /suitemates/apartment mates are not going to be just like you. You will need to communicate, adjust and compromise.

### **Roommate Contracts**



Roommate contracts may be utilized by Residence Life Staff to help facilitate community living. This can be done at the start of the academic year or anytime throughout the year. All roommates will discuss and come to an agreement on the contract. The terms of the contract must be honored. A violation of the contract may result in judicial action.

### **Room Search**

The Housing Department reserves the right to search a student's room. Such a search will occur only after clearly specifying the reason for the search and the objects or information that is sought. In addition, the Senior Director of Housing must agree that there is justifiable cause for the search and give approval for such action.

Law enforcement officials may also legally search private residential living areas after presenting a court order or duly ordered search warrant to the Vice President of Student Services and/or the Senior Director of Housing or his designee, or if given permission to search by the resident.

### **Room Entrance**

Authorized Institute personnel may enter student rooms for health and safety inspections, for maintenance purposes, in the event of an emergency that jeopardizes the well-being of the

occupant or other students, or to maintain a quiet environment where residents may sleep and study. The Senior Director of Housing or his designee may also enter rooms when a reasonable belief exists that the room is being used for an illegal purpose or for a purpose that would interfere with discipline and/or personal safety.

### **Storage of Personal Items**



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

### **Bicycle Storage**

Bicycle storage lockers are available, in limited numbers, on both East and West Campus for a fee. Reservations are managed through the Community Office on your side of campus. In addition, some residence halls have bicycle storage rooms within the building. Ask your staff member if your building has one.

## HALL SERVICES

The “**ResNet Office**” is the central point of contact for all Department of Housing technology services, including Telephone, Network and Television.

The office is staffed with Residential Technology Advisors (RTA) who can assist with your technology needs and/or refer you to another party for further assistance. Support is also provided in the evenings and on weekends by appointments.

You can open a help request by phone, email and web contact information is listed below.

**Web:** [www.resnet.gatech.edu](http://www.resnet.gatech.edu)

**Email:** [support@resnet.gatech.edu](mailto:support@resnet.gatech.edu)

**Phone:** 404-894-0044

**Hours:** Monday - Thursday, 9:00 a.m. - 8:00 p.m.,  
Friday, 9:00 a.m. - 5:00 p.m. and evenings by  
appointment

**Location:** 871 McMillan St (behind West Community  
Housing Office, Building 105 on the campus map)

### Network

The Department of Housing, together with the Office of Information Technology, provides high-speed computer network access not only to Georgia Tech academic resources but also to the Internet. Each resident is provided with his or her own personal wired connection to this service.

Connecting your computer is simple. Connect your Ethernet cable to the data jack on the wall and to your computer. Visit <http://start.gatech.edu> and follow the registration instructions.

### Responsible Computing

Responsible participation in a leading academic research network places a few requirements on individual users. For the comprehensive Georgia Tech computer and network usage policy please see [www.security.gatech.edu/policy/usage/policy.html](http://www.security.gatech.edu/policy/usage/policy.html). In addition to the guidelines provided in the usage policy, participants of the residential network are strongly encouraged to download and install anti-virus software. The Office of Information Technology provides the “Virus Scan” (anti-virus) software package, which can be downloaded for free from <http://software.oit.gatech.edu>.

Regarding virus proliferation, ResNet recommends that residents use a secure email reader, which is

not susceptible to most modern viruses. ResNet endorses and encourages residents to use the webmail program at <http://mail.gatech.edu>.

### Power Conservation

Please help the Department of Housing conserve energy and decrease utility cost. Turn your computer off when you go to bed at night (or leave on vacation).

### Telephone



All residence halls are provided with local telephone service.

Traditional and suite-style residence halls have 2 active telephone jacks per room. Apartment style residence halls have 1 active jack in each bedroom and 1 active jack in the living room. Apartments with six or more bedrooms have 2 active jacks in the living room with two different numbers. Apartments A, B and C share one telephone number; the remaining apartments share the other.

### Features

All telephone lines have Caller ID Deluxe (A Caller ID capable phone is required for this feature), Call Waiting and 3-Way Calling.

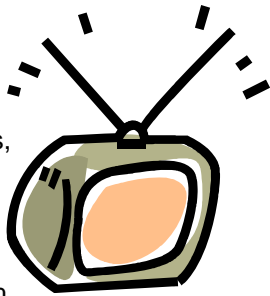
### Long Distance

Basic telephone service does not include long distance. You may use a calling card from any residence telephone line by dialing 9, followed by your card's Toll-Free access number (1-800, 1-888, etc) or local access number.

*Important Note: The network and phone jacks in your rooms are physically identical. It is very common for people to accidentally connect their computer to the phone jack during move-in. Doing so renders the phone line inoperative for all rooms in the apartment. In general the top or left jack is for telephone and the bottom or right jack is for network.*

## **Television**

The cable TV service you receive consists of over 100 channels including a broad variety of top networks, campus original channels, international networks and premium services. For a complete channel listing, consult the GTCN program guide that is distributed to residents, or visit [www.gtcn.gatech.edu](http://www.gtcn.gatech.edu). Cable TV service is provided in your housing unit when you move in.



### ***In Case of Cable TV Problems***

Problems with Cable TV service should be reported to the ResNet Office at 404-894-0044. Questions about programming or other operations inquiries should be directed to the GTCN Office at 404-894-0309.

## SAFETY AND SECURITY TIPS

Living on campus today presents students with the unique opportunity to live and learn among a wide variety of peers and have a variety of experiences.. In an effort to make this experience a positive one for students, the Department of Housing takes steps to ensure that certain needs are met, among them the need for safety and security. These steps include keeping exterior doors locked 24 hours a day and making sure that a student staff member (Resident Assistant or Peer Leader) is on duty in each area when the Community Offices are closed (8pm to 8am during the week and 24-hours a day on the weekends and on institute holidays).

Even though Georgia Tech takes these precautionary steps, there are steps you should take too. In order to have more effective results when it comes to combating crime in the halls, residents must take proactive steps to ensure their security. Developing new "safety" habits from the moment you arrive on campus can help alleviate problems and lower your risk of being a victim..

- **Lock your doors and carry your keys whenever you are away from your room.** Students should do this even if they are only going down the hall, next door or to the study lounge.
- **Do not prop open exterior doors or allow them to be propped open.** If you have a guest coming over, wait inside the lobby for them to arrive and then walk them to your room. Many criminals look just like students so never let someone in that you do not know.
- **Keep a record and register your bike, computer, laptop, and stereo with the GT Police Department.** It is also helpful to keep pictures of these items. Residents may also want to consider engraving these items with their initials or GTID number. Engraving equipment is available from the Georgia Tech Police Department. You can find information about registering your items on line at [www.police.gatech.edu/registration](http://www.police.gatech.edu/registration). Taking these steps can be of great help in identifying your valuables if stolen and recovered anywhere in the USA.
- **Don't walk alone at night.** The Georgia Tech Parking office operates the Stingerette Escort service at night. Call for a safe ride and spend a few minutes waiting, your safety is worth it!

- **Protect items such as credit and ATM cards.** Do not write your pin number on any credit or debit card. Keep your credit cards, cash and checks in a safe place out of sight, in your room..
- **Report Theft.** If you have valuables stolen, the first thing you should do is file a report with the Georgia Tech Police by calling (404) 894-2500. You can then give them the serial numbers and copies of pictures that you have taken of your valuables, or let them know that the items are registered in their database. Then you should notify your RA or PL who can then fill out a Residence Information Form (RIF). The incident will then be on record with the Department of Housing.
- **Do not leave clothes unattended in the laundry room for an extended period of time.** Because students will be sharing a laundry facility with many other people, the potential for having someone accidentally pick up clothes that do not belong to them is fairly high. Use the on line system to check your laundry's progress on the web.

Taking the aforementioned steps may reduce the chances of you being victimized. Deterrents to crime will only work if you take the initiative and responsibly put them into practice.

For up-to-date information, check out our website for safety at [www.housing.gatech.edu/reslife/safety](http://www.housing.gatech.edu/reslife/safety).

### Fire Safety

Georgia Tech Department of Housing is required by law to have periodic evacuation drills in each of its facilities. The Georgia Tech Fire Marshall and Department of Housing will administer a fire drill once per semester.

When the fire alarm sounds, you are required by law to evacuate the building. All individuals are to proceed to the evacuation point for the building. All evacuation locations may be found at [http://www.housing.gatech.edu/policies/reslife\\_secure](http://www.housing.gatech.edu/policies/reslife_secure)



[ity-alert-policy.cfm](#). Only when the alarm is silenced and Department of Housing Staff or the Georgia Tech Police gives the “all clear”, may people reenter the building. Students who do not vacate will be subject to judicial action.

Any student who knowingly or accidentally causes a fire will meet with a Housing Judicial Administrator.

Interior doors in common areas, stairwells and hallways are normally in place as added fire protection to slow the spread of any fires. Propping open these doors for any reason is not allowed by anyone. Securing bicycles to hand rails at any location can impede the safe evacuation of areas and is prohibited.

***It is against Federal and State laws to interfere with life and safety features. Destroying fire exit signs, fire alarm boxes and other safety items could lead to a minimum of one year and up to a ten-year jail sentence and other fines.***

### ***Sprinklers***

Sprinkler heads must not be tampered with, or used as a means to hang personal items. Some of our facilities are equipped with sprinkler systems that will extinguish most major fires. These sprinklers disperse 250 gallons of water per minute. You may end up flooding your room and many others at the same time. **Georgia Tech is not responsible for any loss you may incur as a result of negligence.** A resident who knowingly or accidentally causes a sprinkler to activate may be charged in the student conduct process.

### ***Insurance***

Georgia Tech Department of Housing does not provide insurance for your belongings while you are in the residence halls or apartments. Check your family’s personal property insurance to make sure that it covers your belongings while you are at school. If it does not, consider purchasing renter’s insurance.

### ***Collective Liability***

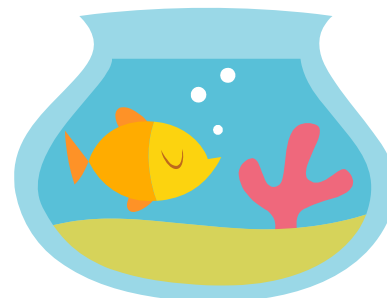
Residents are responsible for the condition of their room and any shared spaces. The Residence Life staff works hard to attribute damage and vandalism charges to the individuals responsible, but when it cannot, all members of an apartment, suite, room, hall, or building may be charged equally for any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

### ***Prank/Obscene Phone Calls***

On occasion, people with inappropriate intentions will acquire room phone numbers. Since room phone numbers are public record and recorded in the Georgia Tech phone book, you may experience a prank or obscene phone call. If you receive one of these calls, note the calling number if listed on your Caller ID and please report it to the Georgia Tech Police Department at (404) 894-2500.

### ***Pets***

The only pets allowed within the residential facilities are fish in aquariums with a capacity no larger than 10 gallons. If an individual is found to have a



pet within the facilities, they will be responsible for the necessary cleaning involved to remove animal hair and smells from the premises. Residents with pets will also student conduct process..

### ***Life Safety Checks***

During each semester, staff will be checking rooms to make sure that there are no fire or safety hazards. Here are some of the policies that must be adhered to:

- Halogen-torchière lights are prohibited.
- Refrigerators must be plugged directly into the wall.
- All multiple outlet units must have a surge protector.
- Nothing can hang from the overhead lights, sprinkler heads, or pipes or be attached to the ceiling.
- There can be only one major appliance (such as refrigerator, TV, computer, microwave) per receptacle plug.
- Extension cords cannot be used.
- No cords may be run under carpet.
- Open element hot plates are not allowed.
- Cleanliness of room will be checked for health hazards.
- Candles and incense burners are not allowed.

# RESIDENCE HALL COMMUNITY POLICIES

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

## ***Introductory Statement***

Georgia Tech views the student conduct process as a learning experience which can result in growth and personal understanding of one's responsibilities and privileges within the Institute community. To this end the policies and hearing procedures attempt to balance our understanding of resident needs and behaviors with the needs of the rest of the residential community. There are some actions that cannot be tolerated because they seriously interfere with the basic purpose, necessities and processes of the academic community or with the rights essential to other members of the community. By formulating a general code of ethics, rules and regulations, the Institute does not absolve residents from accepting responsibility for their behavior. Rather, it affirms the principle of student freedom that is coupled with an acceptance of full responsibility for individual action and the consequences of such action by the Institute and may impact the status of your Housing Contract.

Residents are not only members of the academic community and residential community; they are, additionally members of the larger society and thus retain the rights, protections, guarantees and responsibilities that are held by all citizens. Therefore, a resident may be prosecuted by local, state or federal enforcement agencies whether or not the Institute takes action on the violation.

## ***Commitment to Diversity***

The Department of Housing at Georgia Tech promotes a respectful environment where our residents, faculty, and staff are able to be themselves and individual differences are celebrated.

The following are **Acts of Intolerance** and are considered unacceptable:

- A. Any attempt to harass or to physically injure or harm a person.

- B. Physical assaults upon an individual because of their racial, ethnic, or sexual/affective identity.
- C. Posting, painting, engraving or otherwise displaying any sign, slogan or symbol on State property. Official announcements or other informational material distributed by Georgia Tech are excluded.
- D. Public displays of cross burning, swastikas, or other hate-based conduct on personal or State property.
- E. Sexual harassment and/or sexual assault of an individual, as defined in the GT Student Handbook.

## ***I. Student Rights and Responsibilities***

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

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

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

- 1. Keep room/suite/apartment and buildings safe by locking doors, not allowing strangers into the building and helping to identify unsafe areas.

2. Respect others' right to study and sleep by observing noise policies.
3. Communicate your wishes and preferences about sleep, studying and guests with your roommates and set a room standard within housing policy guidelines.
4. Know and abide by Institute and Housing policies, and local, state, and federal law.
5. Notify staff members of concerns and cooperate with them to find solutions.
6. Read Technically Speaking, the Student Code of Conduct, Housing Contract and the Housing web page.

## **II. Alcohol**

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

### **Georgia Tech also prohibits:**

- A. The use/possession of alcohol by anyone under the legal drinking age of 21.
- B. The transport, possession and/or consumption of alcohol in opened containers in any public area including any property that surrounds a residence hall and is considered Housing property.
- C. The manufacture or sale of alcohol.
- D. Failure to abide by the Institute's policy on student organization use of alcohol.
- E. Public intoxication.
- F. Common containers (kegs, party balls, trash cans, etc.). Beverages must be used in individual containers.

G. The possession or presence of empty alcohol containers in rooms where any resident is under the age of 21, even if the alcohol container is intended for decoration.

H. Guests and visitors from consuming or possessing alcohol in the room or common areas of a resident under the age of 21. Of age guest (resident or non-resident) may consume alcohol only in the private bedroom where the resident(s) of the bedroom are of legal drinking age.

I. If residents share a room over and under 21 years old, it must be clear that the alcohol is being consumed only by those 21 years or older.

## **III. Damage to Property**

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

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

## **IV. Disorderly Conduct**

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

- A. Disrupting any student's attempt to study or sleep and/or disrupting residential activities. This includes the violation of noise policies.
- B. Impeding vehicular traffic on or near the residential facilities.
- C. Disrupting and/or obstructing administrative functions by blocking reasonable access to or exit from any residential facility or building on campus.
- D. Behaving in a publicly lewd or indecent manner in any campus area.
- E. Scaling building exteriors or accessing unauthorized areas including, but not limited to attics, roofs, utility rooms, ledges and windows.
- F. Shouting out of the windows of our residential facilities.
- G. Playing sports or using sport equipment in the hallways or common areas (examples include but are not limited to Frisbees, footballs, golf balls, basketball, baseball, softball, etc.)
- H. Engaging in activity of any nature that leads to the disruption to the community or a resident.

### **V. Drug Use**

Georgia Tech and the Department of Housing prohibit:

- A. Selling, possessing, furnishing, or using any substance currently classified as a dangerous drug by the Georgia Controlled Substance Act or classified as illegal by state or federal law.

### **VI. Harm to Persons and Harassment**

**Violations include:**

- A. Physically threatening, abusing, detaining, intimidating, assaulting or striking any person in the Institute community.
- B. Verbally abusing another person involving an expressed or implied threat to interfere with an individual's personal safety, academic efforts, or participation in Institute activities and/or causes the person to have a reasonable apprehension that harm is about to occur.

- C. Committing any of the Acts of Intolerance as described in the Commitment to Diversity will result in disciplinary action.

### **VII. Keys and Access Cards**

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

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

### **VIII. Noise and Quiet Hours**

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

- A. All residents are expected to respect 24-hour courtesy hours. If a student makes a reasonable request of another student to be less noisy, that student should comply. No disturbing or unreasonable noise should be heard outside of a student's room/suite/apartment. Noise generated by activities in common areas is acceptable provided it is associated with the area's intended purpose.
- B. Campus-wide Quiet Hours are 10pm until 10am Sunday through Thursday and 12am until 10am Friday and Saturday. Changes to Quiet Hours can be voted on by Hall Council members, but is limited to the following regulations: Sunday through Thursday Quiet Hours may start as late as 12am and end as early as 8am; Friday and Saturday Quiet Hours may start as late as 2am and end as early as 8am. Until this occurs Campus-wide Quiet hours will be in effect.
- C. During exam periods, Quiet Hours are extended to 24 hours. This regulation also

applies to areas outside the residence halls and residence hall lobbies.

- D. In the event that a person or a group makes a disturbance, staff will ask persons to disperse and may seek disciplinary action against violators. Examples of a disturbance include but are not limited to game playing, high volume on TV/stereo, yelling loudly, or the playing of musical instruments.

### **IX. Official Requests**

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

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

### **X. Pets**

Housing does not permit residents to have animals, other than harmless aquatic fish in 10 gallon aquariums, in the residential facilities. This includes visiting pets. Pets registered through the Georgia Tech ADAPTS office, such as seeing-eye dogs, are the only exceptions.

### **XI. Smoking**

Smoking is prohibited in any residence hall area (room, apartment, suite, common area, lobby, lounges, stairwells, elevators, activity and recreation rooms, bathrooms, etc.). People who choose to smoke must be at least 25 feet from any residence hall.

### **XII. Solicitation**

The Department of Housing prohibits any and all solicitation in the residential facilities, unless explicitly authorized by the Department of Housing. This includes the unauthorized posting of advertisements. Information for posting is approved through the East, West, and North Avenue Community

offices and the Graduate Living Center office. Door-to-door and phone solicitation are also prohibited. The Executive Senior Director of Housing or his/her designee must approve any other solicitation. Providing access to solicitors is prohibited.

### **XIII. Safety and Security Standards**

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

- A. Misusing fire-safety equipment including, but not limited to, fire extinguishers, hoses, horns, bells, conduit sections, alarm-pull trigger devices, pulling false alarms, fire sprinklers, central-relay control bases, and glass covers for fire extinguishers.
- B. Misusing of safety equipment, including but not limited to ground level security screens or roof access doors (except in cases of emergencies), removing insect screens or tampering with window or door hardware.
- C. Damaging or removing window stops from high rise building.
- D. Starting a fire.
- E. Obstructing hallways, sidewalks, or stairwells that might impede the evacuation from a building during an emergency.
- F. Securing bicycles to hand rails in stairwells or any other location that might impede the evacuation from a building during an emergency.
- G. Possessing of chemicals or substances which are potentially dangerous or highly flammable, including but not limited to gasoline, propane, lighter fluid, torches, etc.
- H. Throwing or projecting any object or liquid into or out windows.
- I. Leaving food cooking unattended.
- J. Failing to vacate the building when the fire alarm system is activated.
- K. Propping outside entrance doors.
- L. Affixing, propping, or placing objects on the exterior of the building (including but not limited to satellite dishes, plants, and holiday decorations). This includes hanging objects out

of windows or other unauthorized displays on state property.

- M. Storing property on exterior window, ledge, or entering/exiting a building through an exterior window ledge except in case of emergency.
- N. Allowing non-residents access to the building (tailgating or piggy-backing).
- O. Leaving, placing, or disposing of trash in the hallway or other common areas of your building.

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

Residents are encouraged to personalize their rooms and make them feel as comfortable as possible. However, to ensure the safety and security of all residents, the following behaviors are strictly prohibited:

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

#### ***XV. Weapons***

Georgia Tech and Housing regulations prohibit:

- A. Using of any weapon or object as a weapon that can cause bodily harm either to the bearer or another individual. The context in which a particular object was used will determine whether it is a weapon.

- B. Possession in the residential areas (this includes the residence halls and surrounding areas such as sidewalks, parking garages, etc.) of any object designed to inflict injury.

Included in this category (but not limited to) are firearms, explosives, fireworks, incendiary devices, bows and cross bows, arrows, and bolts, pellet guns, B.B. guns, blow guns, stun guns, swords or other sharp blades, nunchucks, throwing stars, spear guns, tear gas, explosive chemicals, switch blades, paint ball guns, and ammunition associated with weapons.

This list is not meant to be exclusive. The Department of Housing reserves the right to determine if an object is a weapon.

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

Violations include:

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

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

Residents may allow guests of any sex to visit their room/apartments with agreement from the other

residents in their room/suite/apartment. Roommates, suitemates, and apartment mates have the veto power over all guests. Residents are expected to accompany their guests at all times and accept responsibility for their behavior. Hosts should meet their guests at the building entrance and escort their guests at all times while in the building. At no time should any resident provide entrance to the building to someone who is not his or her guest.

Visitation privileges may be revoked for individuals or groups who violate the visitation policies.

Hall councils and roommates may develop rules that are supplementary to, but not in conflict, with the established guidelines.

***In order to facilitate safety and privacy, the following behaviors are prohibited:***

- A. Use of community bathrooms (including shared bath areas in suite/apartment) by members of the opposite sex.
- B. Guest(s) (including other GT Residents) staying in a resident's room more than three consecutive nights in a seven day period, or more than 10 nights per semester. Residents must always have their roommate(s)'s permission for overnight guests.
- C. Proceeding or allowing guests to proceed through the residential facility unescorted. Residents who are visiting other on campus residents must have an escort when not in their assigned building.
- D. Hosting a guest who violates Housing or Institute policy.
- E. In order to remain within fire safety recommendations of the fire code, apartment guests exceeding the number below is prohibited:

2-bedroom apartment	6 guests
3-bedroom apartment	9 guests
4-bedroom apartment	12 guests
5-bedroom apartment	16 guests
6-bedroom apartment	18 guests
7-bedroom apartment	21 guests

Additional information regarding guests is in your housing contract.

## DISCIPLINE PROCEDURES

### General Provisions

- A. A resident who assists in violating any provision of the policies contained in this publication may be similarly charged as a responsible participant.
- B. An attempt to violate any provision of the policies contained in this publication will be considered a violation.
- C. A student committing a violation of the Housing policy within the residence halls may have their case heard in the Housing resident student conduct process. If a student violates a policy of the Student Code of Conduct, the case may be heard by the Office of Student Integrity. All cases heard by the Office of Student Integrity will follow the procedures outlined in the Student Code of Conduct. Please refer to that document for information on the Student Code of Conduct Process.
- D. The provisions of the Housing resident student conduct process and policies listed in Technically Speaking apply only to Housing residents.
- E. Housing residents may be held accountable to provisions of Technically Speaking and the Student Code of Conduct.

## HOUSING STUDENT CONDUCT PROCEDURES

### 1. Case Referrals

A resident or the Housing staff will initiate action upon discovering the alleged violation(s) of Institute rules or Residence Hall policy. This complaint should be submitted as soon as possible after the event takes place or when it is reasonably discovered, no later than thirty (30) business days following the discovery of the incident. The Housing Resident Judicial Office may waive this timeline.

### 2. Communication

All communication (requests for meetings, notifications, notice of hearings, etc.) will be provided via the official Institute e-mail address, as defined by the Office of Information Technology. If the Accused is not currently enrolled, the notification will be sent via the US Postal Service to the last known address on file with the Registrar.

### 3. Rights of the Accused

Throughout the Conduct process, the Accused is granted the following rights:

- a. to seek information from a Housing Judicial Administrator about the Investigation and Resolution Process;
- b. to be informed of the charge(s) and alleged misconduct upon which the charge is based;
- c. to be informed of the Information upon which a charge is based and afforded an opportunity to offer a relevant response;
- d. to be accompanied by an Advisor of his/her choice; Lawyers cannot serve as the advisor unless the parent/guardian is a lawyer.
- e. to remain silent with no inference of responsibility drawn;
- f. to call and question relevant Witnesses;
- g. to present Information in his/her behalf;
- h. to be considered not responsible until proven responsible by a Preponderance of the Evidence;
- i. to appeal the decision;
- j. to waive any of the above rights.

#### 4. Investigation and Resolution Process

The Housing student conduct process utilizes an investigatory model, not an adversarial model, in resolving allegations of misconduct with the primary goal of uncovering the truth. The standard of proof shall be a Preponderance of the Evidence. An investigation begins when a complaint is forwarded and the case is opened the Housing Resident Judicial Office. During the investigation, a Student should continue to attend class and required Institute functions unless otherwise instructed by the Dean of Students. The investigation and resolution process are as follows:

- a. After the Housing Resident Judicial Office receives a complaint, the Accused is formally notified and is requested to contact a Housing Judicial Administrator within five (5) business days of the notification to schedule an Administrative Conference. Should the Accused fail to contact the Housing Judicial Administrator within the required time frame, or fail to attend the Administrative Conference, the Housing Judicial Administrator may determine the resolution of the case in the resident's absence, or may refer the case to the RHA Judicial Board.
- b. At the Administrative Conference, the Accused is presented with the alleged violation of the Student Code of Conduct, supporting information, and an explanation of his/her rights. The Housing Judicial Administrator offers the Accused the opportunity to provide his/her statement

regarding the alleged misconduct, supporting Information, and Witnesses. The Accused(s) may bring an Advisor, however if the Advisor disrupts the investigation and resolution process, he/she may be asked to leave.

- c. The Housing Judicial Administrator continues the investigation by meeting with the Complainant(s), and Witnesses and gathering additional Information. The investigation will be completed in an expeditious fashion.
- d. Upon the conclusion of the investigation, the Housing Judicial Administrator will determine the level of the case (Low or High). If the case is determined to be Low, the Housing Judicial Administrator will render a decision in accordance with *Forms of Case Resolution*. If the case is determined to be High, the Housing Judicial Administrator may choose to have the case heard by a RHA Judicial Board; otherwise the Accused chooses one of the two following forms of case resolution 1) Administrative (see *Forms of Case Resolution*.) or 2) RHA Judicial Board (see *Forms of Case Resolution*).
- e. The Accused shall submit a list of desired Witnesses to the Housing Judicial Administrator at the conclusion of the investigation or no later than 48 hours prior to the scheduled hearing.

#### 5. Forms of Case Resolution

##### a. Administrative Resolution

##### 1. Low Level Cases

The Housing Judicial Administrator renders a decision of 1) Not Responsible, which closes the case or 2) Responsible for one or more violations with an appropriate Sanction, and, as warranted, one or more from among the Supplementary Requirements. The Sanction will be Housing Reprimand, Housing Warning, or Housing Probation. The Accused, after being notified of the Housing Judicial Administrator's decision, may submit an appeal to the Coordinator of Residential Judicial and Training Programs or his or her designee according to appeal procedures.

## 2. High Level Cases

The Housing Judicial Administrator decides High level cases when the Accused elects this form of resolution or when the Accused fails to respond within 48 hours of receiving the High Case Resolution Form. The Housing Judicial Administrator renders a decision of 1) Not Responsible, which closes the case or 2) Responsible for one or more violations with an appropriate Sanction and, as warranted, one or more from among the Supplementary Requirements. The Sanction will be Housing Probation or Housing Contract Cancellation. The Accused, after being notified of the decision, may submit an appeal to the Assistant Director of Residence Life for Staff and Community Development or his or her designee according to appeal procedures.

### b. RHA Judicial Board

The RHA Judicial Board is convened when either the Housing Judicial Administrator or the Accused elects this form of resolution and only for High level cases.

## 1. Decisions and Sanctions for the RHA Judicial Board

The RHA Judicial Board, after convening a hearing, recommends a disciplinary decision to the Coordinator for Residential Judicial and Training Programs. The Coordinator for Residential Judicial and Training Programs or his or her designee, after reviewing the case, renders a decision of 1) Not Responsible, which closes the case, or 2) Responsible for one or more violations Technically Speaking and/or the Housing Contract with an appropriate Sanction and, as warranted, one or more from among the Supplementary Requirements. The Accused, after being notified of the decision and Sanction, may appeal to the Assistant Director of Residence Life for Staff and Community Development or his or her designee, according to appeal procedures.

## 2. Scheduling of RHA Judicial Board Hearing

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

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

## 3. Hearing Participants and Attendees

- RHA Judicial Board hearings shall ordinarily be closed except for the Accused(s), the Complainant(s), Advisor(s), and Witnesses. Exceptions may be made at the discretion of the Chief Justice. Witnesses are allowed at the discretion of the Chief Justice. The Chief Justice may exclude any person, including the Accused, who disrupts a hearing.
- An Accused who fails to appear after proper notice will be deemed to have pled "Not Responsible" to the charges against him/her and to have exercised the right to remain silent without prejudice. At the discretion of the Chief Justice the hearing may be conducted in the absence of the Accused(s) and all the Information regarding the alleged misconduct shall be presented and considered.
- The Complainant(s) and Accused(s) have the right to be accompanied by an Advisor. The Complainant(s) and/or Accused(s) should select an Advisor who can attend the hearing at the scheduled date and time. Delays are not usually granted due to scheduling conflicts of an Advisor.
- Subject to the Chief Justice's control of the hearing, the Complainant(s), Accused(s) and their Advisors, shall be allowed to attend the RHA Judicial Board hearing, but shall not be allowed to attend Board deliberations.
- In RHA Judicial Board hearings involving more than one Accused, the Housing Resident Judicial Office may permit the RHA Judicial Board hearings concerning each Student to be conducted either separately or jointly.
- A maximum of two (2) character Witnesses will be allowed in a hearing.
- All other witnesses must have direct knowledge or information that will assist the RHA Judicial Board in determining the facts of the case.

#### 4. Hearing Procedures

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

#### APPEAL PROCEDURES

##### 1. Reasons for Appeal

The appeal process is not intended to grant a new hearing at a higher level. An appeal shall be limited to a review of the record of

the initial hearing, supporting documents, and the Accused's written appeal. The Accused must explicitly state why he or she believes an appeal is warranted. Appeals will only be considered for the following reasons:

- a. To determine whether the original hearing was conducted fairly and in conformity with prescribed procedures;
- b. To determine whether there was sufficient evidence to support the decision;
- c. To determine whether the Sanctions and Supplementary Requirements imposed were appropriate for the violation for which the resident was found responsible; and/or
- d. To determine whether new information, not available at the time of the hearing, is relevant to the final decision.

##### 2. Process

The appeal must be submitted through email by the accused, to the Coordinator of Residential Judicial and Training Programs within five (5) business days of the delivery of the decision. The Accused should complete the online document on the Housing Resident Judicial Office website, save the document to the Accused's computer and email it to the Coordinator of Residential Judicial and Training Programs within the same timeframe. Appeal decisions will normally be rendered within fifteen (15) business days either in person, or accordance with the communication guidelines. At the discretion of the Appellate Officer, a designee may be selected to determine the outcome of the appeal. The Appellate Officers are as follows:

- a. For all low-level cases: the Coordinator of Residential Judicial and Training Programs or his or her designee.
- b. For high-level cases: the Assistant Director of Residence Life for Staff and Community Development or his or her designee.

##### 3. Appeal Decisions

- a. Decisions of the Appellate Officer go into effect immediately. The Appellate Officer is authorized to take one of the following actions:
  - i. dismiss the appeal for failure to state valid reasons;

- ii. find no error and uphold the original decision;
  - iii. uphold the original decision, but modify Sanctions and Supplementary Requirements; or
  - iv. remand the case to the original Housing Judicial Administrator or RHA Judicial Board.
- b. The decision of the Appellate Officer is the final decision for the case. The Accused shall not be entitled to any further appeals.

## RHA Judicial Board

The Department of Housing believes that residents should be held responsible for their actions. Moreover, in a community environment, peers should have a voice in addressing any individual or group behaviors that are incongruent with the policies set by the Institute and the Department of Housing. A student conduct system has been created in which accused residents may represent themselves and community members may decide both responsibility and sanction, if applicable. To ensure that this system is run by residents for residents, the Department of Housing follows a set of procedural regulations created in conjunction with the Georgia Tech Residence Hall Association (RHA). RHA is a student organization charged with the responsibility to represent residents within the residential facilities. It is important to note that the student conduct system is not the same as the legal system and incorporates different standards and procedures.

### Definition of RHA Judicial Board

The RHA Judicial Board is a peer group which adjudicates violations of the housing contract and serves as the Judicial Branch of the Residence Hall Association.

### Composition and Selection of the RHA Judicial Board(s)

- A hearing board will be formed and trained at the beginning of each academic year with ongoing training and recruitment each semester.
- A quorum will consist of 6 Justices, one Chief Justice, and one representative of the Senior Director of Housing.
- Justices shall be recruited at the discretion of the Chief Justice and the Board Advisor.

- No member of the Judicial Board may be a Housing staff member.
- No member of the Judicial Board may be a member of the RHA Executive Board.
- Members must reside in housing.

### Duties and Responsibilities of the Chief Justice

- Serve as the chief administrative officer for the Judicial Board.
- Inform justices of upcoming hearings.
- Responsible for the attendance of the judicial members required for a quorum.
- Will vote in the case of a split decision.
- Presides over regular hearings of the Judicial Board and will be responsible to assure that a fair, reasonable, and orderly peer hearing is conducted.
- Turns the decision report over to Judicial Board Advisor, follows the procedure and maintains the confidentiality of the hearing.
- Coordinates sanctioning, writes follow-up letters, and forwards the letters to all involved which may include the accused student, people overseeing sanction completion, and the appropriate Residence Life Professional Staff.
- Processes all notification forms for cases to be brought before the Judicial Board which includes notices to the student charged, witnesses, and reporting Housing staff.
- Serves as chief representative for the Georgia Tech Residence Halls in matters concerning the student conduct system and resident rights.
- Represents Georgia Tech at student and professional meetings concerning student conduct systems.
- Calls and presides over special meetings of the RHA for purposes of removal hearings for executive officers, as prescribed in the RHA Constitution and By-Laws.
- The Chief Justice will be appointed before the last Legislative Council meeting of Spring Semester.

### Decisions of the RHA Judicial Board

Decisions will be found by a majority vote. In the case of a tie, the Chief Justice will have the deciding vote. Decisions are recommendations to the Coordinator of Residential Judicial and Training Programs or his or her designee.

### Tenure of RHA Judicial Board Members

All RHA Judicial Board Members, including the Chief Justice shall serve one year terms. A member shall resign immediately upon becoming a member of the

Housing Staff or if the member moves out of the housing system.

## RECORD KEEPING AND RELEASE OF INFORMATION

### 1. Maintenance of Student Conduct Files

Student conduct records of residents found responsible of any charges against them will be retained for six (6) years from the date of the contract. Student conduct records containing records of cancellation of a student's housing contract will be permanently retained. A case referral results in the creation of a student conduct file in the name of the Accused. This file shall be voided if:

- a. The Student is found not responsible for the charges, or
- b. The case is determined to be an informational file only. An informational file is not included in background checks, but can be used in future sanctioning if the behavior continues.

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

### 2. Release of Information

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

### 3. Parental Notification

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

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

## SANCTIONS

Sanctions are imposed only when the Accused is found responsible for one or more violations of Technically Speaking and/or the Housing Contract. Sanctions are determined by the severity of the case and the student conduct history of the Accused(s). An Accused who is found responsible must be given one or more of the Sanctions below, which are listed in ascending order of severity. In addition the Accused may be subject to one or more Supplementary Requirements.

### 1. Sanction Descriptions

- a. Housing Reprimand:  
This is usually assigned to less severe policy violation. Residents are reminded that future behavior should reflect better judgment.
- b. Housing Warning:  
This is a strong written warning that if there is repetition of the same action or any other action in violation of the rules and regulations of the Institute, the student can expect more severe disciplinary action.
- c. Housing Probation:  
Probation means that any future violation of policy will mostly likely result in the cancellation of the student's housing contract or suspension from the Institution. Probation may include revocation of all hall privileges including the right to hold hall council office, participate in hall activities, open house, hall councils or committees, etc. Probation is for a specific period of time.
- d. Housing Contract Cancellation:  
Contract Cancellation means that the student's contract with the Housing Department is terminated. A student whose housing contract is cancelled must vacate their assignment by the specified date and time. The student cannot reside in housing during the period of contract cancellation. The student must contact the Coordinator of Residential Judicial and Training Programs prior to reapplying to live on campus.

### 2. Supplementary Requirements

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

- b. Removal from the residence hall housing system:  
In unusual cases where a violation is so serious or a student's presence is considered a clear and present danger to either him/herself or any other member of the Tech community, a student may be ordered to vacate his/her space in the residence hall immediately. In such a case, all rent moneys or deposits paid shall be considered forfeited.
- c. Relocation of the resident:  
In cases where a violation is so serious or a student's presence is considered to be disruptive to the residential hall community, a student may be relocated to another building within the residence hall housing system. In such a case, the student will not be allowed to enter the previous residence hall in any capacity (visitor, programs, etc.) for a stipulated period of time.
- d. Restitution  
Payment to the Housing or to an affected party for damages resulting from a violation Technically Speaking and/or the Housing Contract
- e. Fine  
A monetary penalty paid to the Institute.
- f. Programmatic Requirements  
Required completion of designated educational programs (i.e. alcohol, Community issues, anger management, assessments, etc.).
- g. Other Requirements  
Other Requirements may be imposed.

# FACILITY SERVICES GUIDE

## We Provide Your Maintenance and Housekeeping Services

The Department of Housing Facilities provides routine and emergency maintenance and housekeeping services to GT residence halls.

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

We, of Housing Facilities, will strive to...

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

## Our Staff

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

Our housekeeping staff can be seen on every floor of traditional halls several times a day. Non-traditional hall housekeeping staff members are assigned to suites and apartments and work in the public areas only. Non-traditional housekeeping staff members also work in apartments cleaning bathrooms and blinds periodically.

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

### Normal service day for residential halls:

#### Who You'll Usually See and When

\*Denotes times when full services are not available

#### All Maintenance shifts include:

Monday – Friday 8:00 AM – 4:30PM

Monday – Friday 4:30PM - 11:00PM\*

Saturday – Sunday 12:30PM - 9:00PM\*

**At all other times throughout the year, we can call someone from home for true emergency situations.**

## Ways to Identify Our Staff

While at work, all Housing Facilities employees must carry a GT ID card. Staff members who are not provided with a uniform are required to display a ID tag at all times. Residential Facilities student staff members are not issued uniforms and are expected to display their nametag when in the residence halls.

Most but not all of our full-time front line service staff receive and wear a blue, gray or brown Housing Facilities uniform. Supervisors have black pants and white polo shirts. CCS Maintenance workers wear green uniforms. For other campus service staff, and most outside contractors, a combination of standard uniforms and / or ID cards is expected.

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

Our own staff repairs the vast majority of work requests we receive. Sometimes it may include redirecting work to other campus departments (e.g. Physical Plant, Environmental Safety, Information Services), off-campus service companies (e.g., vending machine companies, elevator maintenance contractors, BellSouth Telephone), or renovation contractors (e.g., for buildings that reopen after large or small renovations such as replacing a roof).

Requests referred to others are coordinated and tracked also through residence hall facilities coordinators. If you have any question about work we referred, ask your residential facilities coordinator to follow up on your inquiry. It is our responsibility to contact all other campus agencies and outside contractors. By maintaining our ongoing relationships with these service providers, we are typically able to follow up and secure repairs within a reasonable time.

We hold some work until it can be combined into a larger, more efficient project or contract. Examples include room painting, carpet replacement, and others.

### ***Here Are Some Exceptions:***

- Problems with resident telephones, cable TV, or internet should be reported directly to ResNet at 404-894-0044.
- Refunds for coins lost in vending, reimbursement of articles of clothing damaged in washers or dryers call laundry services 404-894-4357.

## ***Reporting Problems***

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

We prefer you call in your own problems directly to one of our staff at the work reception desk at 404-894-0520, report it directly to your area maintenance supervisor (names and phone numbers located on service boards in main lobby of residence halls) or through our Web site (<http://www.housing.gatech.edu/online/maint-form.cfm>) This way, we can ask or contact you, the



person who is most affected or has the best information, to describe what's wrong.

### ***When and Where to Report***

Situations which affect your normal health and safety can be sent in over the web or called into 404-894-0520, 24 hours a day, 365 days a year. However, we prefer to receive your calls Monday through Friday 8:00 AM to 4:00 PM.

### **Fires and medical emergencies should always be reported directly to Campus Police at 404-894-2500**

**(do not use 911 – on-campus emergencies are coordinated through campus police).**

Thefts and non-emergency police situations should be referred to the Campus police at 404-894-9960.

### ***Don't assume that someone else reported problems in public areas.***

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

### ***What to Expect When You Call***

We ask for enough details to help our staff decide who will receive your request and to help our service staff understand as much as possible about the problem before they arrive.

We typically ask for the following:

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

For example, a closet door off its track is referred to Community Maintenance for a minor adjustment, but a hole in a closet door goes to the Carpentry Shop to have the hole repaired or the door replaced. Also,

the size of a hole may assist the carpenter in deciding what materials to bring to the hall or if measurements should be taken instead to have a new door built.

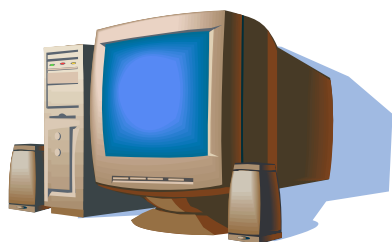
### ***Some work may already have been reported before you arrive or when you call!***

Even before you check in to your room, our staff or Residence Life staff may have reported problems. Because problems may have been previously reported, workers may arrive without prior notice to you. If you're not sure we know about a problem, call and report it, just to be sure that a work order is generated.

### ***Reporting Maintenance Requests***

The Department of Housing Facilities Office has provided a number of ways in which to report maintenance concerns. Most problems will be assessed within 2-12 hours of your reporting it to the Housing Facilities office. Routine reports made on Friday or during the weekend will be followed up on the next business day.

### ***Via Internet/World Wide Web***



Using a World Wide Web browser, go to <http://www.housing.gatech.edu>

1. Click on the Online Tasks panel
2. Fill out Maintenance request with as much detail as possible and select submit request.
3. Enter Information Requested.
  - Name
  - E-mail address
  - Building (the arrow symbol will provide a list of buildings).
  - Room #
  - Phone #
  - Type Problem (the arrow symbol will provide a list of service requests).
  - Description of Problem (please provide as much detail as possible).
4. Click on Submit Request.

### ***Via Telephone***

1. Dial 404-894-0520 or 404-894-6572
2. Speak with the attendant or leave a message on the Voice Mail System.
  - Please speak slowly and clearly.
  - Leave your name AND phone number.
  - Provide the exact location of the problem (i.e., toilet clogged - Eighth Street Apts. – East Building - Room 255 – C/D side Bathroom). The more detailed you are about the location and problem, the faster the response time.

### ***Via FAX***

1. Dial 404-894-5146
2. Provide the following information in a legible format:
  - Name
  - E-mail address
  - Room
  - Building –
  - Phone #
  - Problem type (plumbing/furniture /window /door-lock /light-electric)
  - Description of problem

Please provide as much detail as possible. Provide the exact location of the problem (i.e., toilet clogged - Eighth Street Apts. - East Building - room 255 – C/D side bathroom). The more detailed you are about the location and problem, the faster the response time.

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

1. Please inform your roommate(s) and/or suite-mate(s), of your call to the Maintenance Request Line. This will eliminate duplicate calls for the same problem.
2. Only one call, fax or internet submission is necessary to report a problem. Repeated reports for the same problem will only overload and slow down the system for responding to problems. All calls are recorded by the Caller Identification System, please be considerate of the attendant receiving the call.
3. If you are calling to report a problem in a common area (i.e., kitchen, lounge or bathroom), please leave your own name and room number in the event the maintenance worker has a question that needs to be addressed.
4. Due to the number of calls processed through the maintenance request office, attendants will not always be able to return calls concerning the status of work. Therefore, it is critical to leave a clear and accurate message.

### **Reporting Emergency Problems**

Problems which require immediate attention that arise during evening and weekend hours are to be directed to the Housing student staff that are on call in your area. Yellow duty cards are located near front entryways with the person's name and contact numbers.

### **Planning and Starting Work**

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

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

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

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

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

By calling in a request, you are giving implicit permission to enter your space. We do have, however, a responsibility to maintain our facilities year-round and will enter student spaces in fulfilling these duties, sometimes without notice.

Every effort will be made to minimize this inconvenience. Also, we train our staff to understand that private living spaces may only be entered for cause, almost always with a work order or in response to emergencies. When we know that tours must be conducted while the halls are occupied or over semester breaks, we will post notices advising residents of our intent to enter residential space.

There may be times when we have to enter your room but still need to return. Staff have the "I was here" note to leave behind on your room door to let you know why we were there.



### **Once We've Been to Your Room....**

We will also attempt to call you or drop you a note for any of these situations:

- We couldn't find the problem.
- No work will be performed at this time.
- We do not provide the service you requested.

We sometimes arrive and can't seem to find or be able to reproduce the problem as written on the work order. Our staff member will return your request to the operations desk, and they will contact you.

If you feel that we should still respond, please ask us to do so.

### **Some Services Aren't Provided...**

Certain services are not provided. The Department cannot provide orthopedic backboards that should be prescribed by physicians, repair personal property, or store or receive personal property shipped to the Institute. We also cannot remove and store university furniture that is part of your room's normal inventory of furniture.

### **Examples of Services Not Provided**

- Orthopedic backboards
- Mattress pads
- Installing locks on bi-fold closet or wardrobe doors
- Storage of personal property
- Removal & storage of Institute room furniture
- Repairs to personal property

- Running new electrical service into existing rooms
- Installing additional telephone jacks

### **Delayed Services**

We can unexpectedly run out of spare parts and supplies. Some purchases are delayed in shipment. As a rule, though, we tend to keep materials on-the-shelf to avoid such problems. Most often, work may need to be coordinated between work crews or scheduled sometime in the near future to best use available staff or avoid disruptions to residents.

When we know about a circumstance that will delay our work in common areas of the building, staff can use an F.Y.I. card to alert residents in the affected areas to the nature of the problem and any delay.

### **Deferred Services**

Some repairs are deferred and so it may appear they are never corrected. This could be our choice (example: replace carpeting in the summer when the building is less occupied) or your choice (space really needs painting but you would prefer we wait until you move out).

Other repairs are held until sufficient funds are accumulated. Minor damage to furniture surfaces may wait several years until we schedule a refinishing program for solid wood lacquered pieces or schedule large-scale replacement of Formica desk or dresser tops.

### **..But Most We Do**

We complete over 73,000 work orders a year and several thousand jobs each summer to prepare the halls for fall opening.

## **What's Our Response Time Like?**

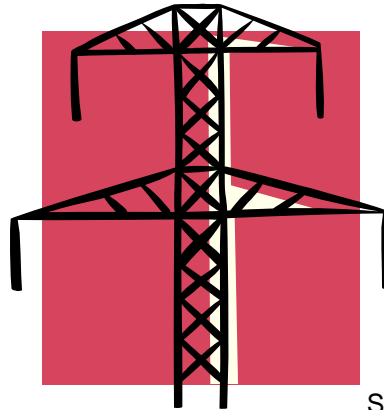
### **Emergencies - Utilities**

Almost every utility outage to an entire building can be restored within a few hours, and they usually are. However, some interruptions or combinations of problems may affect the continual supply of a utility.

The outage may last into the evening hours, weekends, early mornings, or, even more rare, last over several days intermittently.

When outages begin to go beyond a reasonably short time, we attempt to obtain status information from our own staff. Or, we will try to obtain status information from the GT Physical Plant if a problem

is with the off-campus utility companies or GT physical plant systems.



Occasionally, we are unable to receive the best status information but will pass along what we have. Please ask your Hall Director for updates, and they'll let you know what we know.

Some problems with water and electricity originate off-campus, and the campus must wait its turn as the public utilities respond to all their problems in the Atlanta area. When possible, notices will be posted in the halls and at our Web site <http://www.housing.gatech.edu/Services/index.html> or passed through the Hall Director for planned, scheduled outages.

### **All Other Emergency Services**

During regular shifts and even off-hour shifts, we respond to a number of situations, which threaten property or safety. Our response time will vary depending on current workload.

Even during regularly scheduled shifts some delays may be experienced while workers finish enough of their current assignment to respond to an emergency call. The number of other calls waiting, the number of staff available on the shift, and other factors may affect our response time.

### **Routine Work**

Routine requests received today are given to our shops as quickly as possible but no later than the start of the next workday. These become part of the workload each section is assigned. Our section supervisors prioritize work daily so that residents receive the best, most timely services as resources permit.

At the start of each semester, repairs frequently take longer when most residents choose to report problems.

Toward the end of each semester, most routine problems receive a response the same day.

### Responses to Typical Repairs

Response times for maintenance problems vary according to the nature of the problem and when the problem occurs. After the initial rush of reported problems that occur during fall opening, the following generalizations may be made.

**Emergency:** Emergency requests will be addressed using the first available staff, or within the same day/24-hour period.

#### Emergency Problems include:

- no power
- no heat
- no a/c
- resident locked out
- no water
- person stuck in elevator
- flood
- no lights at all

**Routine:** Routine problems will normally be addressed within the week with most problems being resolved within two days. Routine problems include: pipe drip, clogged sink/toilet, clogged shower/tub, insects in rooms, windows stuck/jammed garbage disposal, and/or lock core changes.

**Minor:** We try to resolve our minor problems with planned work. These items may take several weeks or longer to repair. Minor problems include: missing insect screens, vending machines, site lighting, furniture aesthetic damage, cracked/broken mirrors, closet problems, toilet paper holders, and/or loose toilet partitions.

**Long-Term:** Long-Term problems can be delayed until semester breaks, summer, or programmed upgrade. These items include: large-scale room/area painting, exterior painting, carpet replacement, sidewalk repairs, ceiling tile repairs, and/or large scale furniture reupholstery.

### Resident Satisfaction

#### We Want to Hear from You!



Doing what you expect of us is our goal. We want to know how well or how poorly you think we're serving you. Your ideas and feedback are of value to us. We can learn from your feedback, and we do learn from our mistakes. Usually we have little from which to learn

because we rarely receive comments directly from residents, so please let us know how we are doing.

### Comment Sheets

Look for our customer comment sheet displays and return mailbox in the main entrance lobby of each residence hall. Additionally, one sheet should be provided to you at the end of each work request by your service personnel, to let us know what you think.

#### Comment cards are best used to:

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

### Quality Service Surveys

After we complete a work order in a student's room, we will leave behind a customer survey card to be filled out by the resident who originally requested the work or you will receive one via e-mail.

Should you wish to provide more comments, we are happy to receive them through the Area Manager or Hall Directors, directly to the employees, by using the drop boxes located in the main entrance lobby of each residence hall, by phone, by our email ([customer.service@housing.gatech.edu](mailto:customer.service@housing.gatech.edu)) or even over our web site.

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

### Inquiries and Complaints

We'll respect your space, your privacy, and your belongings, and we hope you'll respect us for the work we do.

### General Inquiries

Curious about what products we use, how repairs are made, health or safety issues you hear about in the media? Interested in any aspect of facilities management? Start by calling the Director of Housing for Facility Management office (404-894-6570) and we'll find an answer or refer you to the best person.

You can also obtain a mail-in comment sheet from one of our displays in the main entrance lobby of each residence hall.

Call to follow-up on the status of work. If you believe an unacceptable period of time has elapsed before a repair has been made, call 404-894-0520 and ask that we provide you with the status information about your request.

### **Complaints about the Work**

You can choose from two methods. Fill out the customer comment sheet and mark on the sheet you want someone to call you to talk about our service.

Call 404-894-6570 to report a problem after we've done work for you in your room. Give us the work order number for your room if you have it. Describe what we did or didn't do, or if we created a mess which wasn't cleaned up.

### **Complaints about Our Workers**

If you feel that any of our staff treated you in an unprofessional or discourteous manner, feel free to provide details to the Director of Facilities to the address shown on the back of the service guide.

Other behaviors are covered by campus discrimination or harassment policies. Information is available on how to process informal or formal complaints through the Area Manager or Hall Directors, Central Housing Office or the various equity offices at GT.

Remember, respect is a two-way street! We wish to protect the rights of our employees and others as well, and we will refer abusive behavior by residents to the Area Manager, Hall Directors, or other appropriate campus offices for review.

## **Selected Facilities Topics and Services**

### **Heating and Air Conditioning**



Newer residence halls and apartment buildings (see hall list, page 26) are equipped with four pipe HVAC systems that are controlled automatically. Normally, during moderate conditions, both heated water and chilled water is available to condition the spaces in these buildings. When the outside air temperature rises above 55 degrees, the production of heated water is reduced. Likewise, when the air temperature falls below 65 degrees, chilled water for air conditioning is reduced. This automated system of controls is designed to conserve energy consumption within the buildings. This system allows occupants to switch between heating and air conditioning at their discretion.

Our older residence halls and apartments that have the two-pipe system will be transitioned or started based upon outside air temperature. When the outside air temperature rises above 55 degrees, the production of heated water is reduced. Likewise, when the air temperature falls below 65 degrees, chilled water for air conditioning is reduced. The converse will apply to all two-pipe systems as the A/C season nears its end and we prepare for the Fall heating season.

**Note:** At between 50-55 degrees outside temperature, the above transition, which involves tempering the water temperature that circulates through the system, begins automatically. The META-SYS program installed allows the two-pipe systems and provides greater creature comfort.

### **Tips for ensuring proper operation of Heating/Air Conditioning units:**

1. Keep area below and in front of unit clear of obstructions. This will insure that air may flow through the unit and make it easier to access if problems arise.
2. Do not place any items on top of units or attach any items to the circulation grills within your room, which may impede air circulation. This will insure that air may flow fully through the room.
3. Periodic filter changes are scheduled for all buildings on campus to ensure the proper functioning of the unit. Please assist this operation in allowing access to the unit during the buildings scheduled time period. Housing Staff will be posting information one week in advance of the time they will be doing the filter change.
4. During periods of moderate weather, you may want to open your windows. Be advised that your heating and air conditioning units will not be as effective if your windows are opened. This is particularly true in warm weather during conditions of high humidity. Opening your

windows in the ‘cool of the morning’ will flood you room with moisture saturated air which is difficult for your HVAC system to remove. As a result, it will take several hours from the time you close your window (after it starts getting warm) for your air conditioning unit to return your room to a normal comfort level.

5. The Department does not permit installation of supplemental window air conditioning units in residence halls and suites due to electric load constraints.

**Residence Halls by HVAC Supply**

<u>Two Pipe (old style)</u>	<u>Four Pipe (new style)</u>
Brown	Armstrong
Cloudman	Caldwell
Field	Center Street
Fitten	Eighth Street
Freeman	10 <sup>th</sup> and Home
Glenn	Stein House
Hanson	Goldin House
Hopkins	Harrison
Montag	Hayes House
Matheson	Howell
Perry	Fourth Street
Smith	Folk
Towers	Fulmer
Woodruff	GLC
	Harris
	Hefner
	Crecine
	NAA
	Sixth Street
	ULC
	NAN
	NAE
	NAS
	NAW

**Common Area/Bathroom Cleaning**

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

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

**Carpet Cleaning in Suites and Apartments**

Dirt and stains happen, but some residents make little effort to remove them from the carpet before the stain is set into the fibers. By the time we get apartments back in the summer, many stains have become permanent.

We continue to improve our resident spaces by replacing the most damaged and severely stained carpeting. This work is expensive, and the cost for having to replace carpet early due to improper care will be passed along to the suite or apartment occupants. We expect that residents will make every effort to blot and clean up spills immediately. Some carpet cleaning products and stain removers you can buy at local stores are effective if used immediately. Sometimes, spills and stains may be of a sufficient magnitude to require professional treatment.

If you're unable to remove a stain, we ask that you call 404-894-0520 during the academic year any time you require assistance in cleaning our carpets. Our housekeeping section will respond and assess how to prevent further permanent staining. If necessary, we will schedule a time to clean your carpet.

We hope to avoid charging residents or keep costs to a minimum by providing this type assistance. Residents will remain responsible for replacement costs if permanent staining or other damage has occurred. We will continue to use outside contractors to replace badly stained or soiled carpeting or if carpeting is damaged by bleach or burns. The cost to do this work will be passed along to the responsible resident(s).

**Ceiling Tile Damage**

Many halls have glue-up ceiling tiles on the underside of the concrete slab ceilings or separately hung suspended ceilings. Over the years, water and residents have dented and damaged numerous tiles. We have no annual program to replace damaged tiles. In some rooms the ceilings suffer greatly from past abuse, but we lack sufficient funds to improve these conditions all at once. We will continue to replace tiles as resources are available but we request residents not to hang items from ceiling tiles or throw things at ceiling tiles.

## **Elevators**

Our elevators are mechanically sound and meet or exceed applicable codes. They receive high usage daily and require more funds to keep up the interior finishes than we have had to spend in recent years. For the present, we are fortunate that we have an extremely responsive elevator maintenance contractor.



If an elevator stops between floors, people inside the car can use the phone in the elevator panel to directly connect to 894-

0520 staff or campus police at 894-2500 so staff will be dispatched to let the people out.

Damages and abuse by residents are other reasons for elevators to become inoperable. When phones are damaged or taken, the elevator can not be operated (as a safety policy) and causes inconveniences for everyone. We are required by State Law to shut down elevators if certain problems occur. Many of these problems are due to vandalism and can be avoided. Do not hesitate to report information you may have concerning those responsible for vandalism. By allowing the misdeeds of a few to go unreported, you and your fellow responsible residents will continue to be inconvenienced by elevator outages as well as sharing the collective liability charges for those repairs.

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

As part of a community, every resident has a responsibility to treat with respect the property provided and to have a common decency of community living expectations that unwarranted damages and destruction of property shall not be allowed nor tolerated. Not only do the cost of repairs and replacement caused by pranks, vandalism, and graffiti affect everyone's bill, it provides a negative outlook that reflects upon everyone who allows it to continue. Residents have a responsibility and obligation as good neighbors to report negligent behavior by others so that appropriate disciplinary action and financial remuneration can be made.

## **Flood Clean-up**

Unfortunately, floods happen. Often, they occur due to vandalism by others. After a flood, we'll remove water from floors in public and student spaces to prevent mildew and damage to floor tile or personal property. We need to enter student spaces to determine the extent of flooding and extract water from personal rugs at no charge. Rugs may remain somewhat damp to walk on and need a few days to air-dry.

Regardless of the flood's cause, we assume no responsibility for damage to odors from rugs. When water has entered a room, residents will be asked to carry their rugs to a lounge, basement or exterior location. If resources are available, housekeeping staff will make an effort to extract water from these rugs. But, residents will need to watch their carpets for as long as they choose to have them air-dry in other locations.

Odor and delaminating of the carpet backing are the responsibility of the owner. Housekeeping staff will offer at no charge to deodorize private rugs, if, in their professional judgment our products would be successful.

## **Furniture**

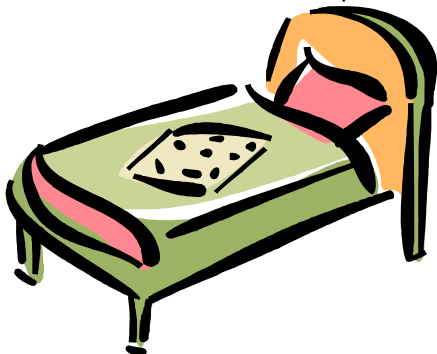
### ***Upholstered Furniture***

As with carpeting, residents need to act immediately to blot up spills and remove food on upholstery before permanent staining sets in. We invite residents to call 404-894-0520 after having tried and failed to remove stains. We offer to respond if resources are available to see if we can prevent permanent staining. If sufficient resources are available to send staff to clean your stain, then we will do so. In most instances, we won't charge for this assistance.

Residents remain responsible for replacement costs if permanent staining or other damage has occurred.

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

Over \$3.5 million dollars has been invested in new lounge and study room furniture during the last few years. Additional improvements continue to be scheduled as funds permit. A standard room



configuration is provided to the Area Managers and those who wish to make changes or alterations must have the approval of their community (Residence Life) manager. He/she,

in turn, must ensure that all changes are properly documented by the Department's Inventory Manager. Residents are not allowed to remove any furniture from the room.

In order to better manage the furniture, Residence Life, maintenance and custodial staff are cooperatively monitoring these rooms to assure none of the furniture is damaged or disappears. Bar coding of furniture items to identify those items with a specific location is currently in progress. Residents are asked to respect the spaces by not removing the furniture and by limiting the use of food or drinks to avoid spills and stains. Common area furniture is not to be moved outside its assigned areas, especially into individual rooms. **Residents found moving furniture will be considered and treated as stealing State property and will be charged in the student conduct process.**

### ***Wood Furniture***

In buildings renovated since 1990, student room furniture (in traditional halls) and bedroom furniture (in suites) has been made to similar specifications. Different manufacturers have built this furniture and there are variations in the furniture. Renovated traditional halls were originally designed with lofted beds. Apartments do not have lofted beds.

Safety concerns expressed by residents and parents have resulted in our decision to de-loft all beds when possible. If your bed is currently lofted and you would like it down, please submit a work order for this change. If you are assigned a room with a non-lofted bed, your bed cannot be lofted. Apartment bedrooms are furnished. These beds were not designed to be lofted and lofting may damage the bed ends. However, we have been installing a new style of "one track" bed ends that allow students to

adjust their bed heights to a variety of levels. Ensure that the ends are properly placed and secured at the same level in the appropriate position and the rear stabilizer bar is properly installed.

All assigned room furniture must remain in your room. The Department does not have the capability to store your desk, desk chair, book carrel, etc that you do not wish to use. You may not remove your room furniture for off campus storage.

### ***Mattresses***

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

We have some spare mattresses at the start of each school year for exchange with those we missed in the summer that might be badly torn or stained. Spares are extremely limited. We are unable to satisfy requests for mattresses of different firmness.

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

Just like your own home, residence halls have plenty of places for small insects and mice to hide. Complaints we receive are given to our local contracted service. Often, however, the lifestyles of others may cause a problem in other's space. Cooking in rooms, not removing trash, abandoning cardboard boxes, leaving scraps on the floors and lack of general house cleaning affect your chances of sharing an infestation. Each year, we have confirmed cases of fleas and flea bites because other residents keep unauthorized pets. Pets are not authorized for the residents of Georgia Tech.

Too often, we are unable to trace problems to individual residents and rooms. Mice seek shelter and come into our halls just as readily as they would want to move into your basement at home.

Common sense is a lethal weapon against pests. In communal halls like ours, we will probably always have bugs; but you can help manage and control infestations by avoiding situations like those mentioned above and keeping window screens on.

One of the most common actions that contribute to pest problems is the accumulation of garbage by your building entrances. Although most of our building entrances have small trash receptacles close to the door, these receptacles are for pocket trash, soda cans, candy wrappers, and similar small items. Please do not leave garbage bags of trash by these cans. Besides being an eyesore, bags of trash

invite rodents and other pests to the easiest entrance to your home. Please deposit all of the garbage from your room using tied trash bags in the large metal dumpsters located on the street or parking areas close to your buildings or in the trash rooms (for North Avenue Apartments).

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

### **Paintings and Wall Damages**

We paint student spaces as needed, a little more frequently in suites and bedrooms (goal is every 3 years) and less so in public spaces (goal is every 5-7 years).

Residents are not permitted to paint their own spaces. Whether on drywall or cinder block, the use of commercially available adhesive wall putties (such as Hold-It) virtually guarantees not to mar paint finishes or drywall surfaces and to avoid possible charges for wall damages. In no areas may residents drill into walls to attach plastic or lead wall anchors. Surprisingly, most double-sided foam adhesive tapes are difficult to remove, can damage paint, and must be avoided.

If you are not sure, ask your Area Manager or Hall Director what is appropriate. You could get charged for damages to repaint/fix walls caused by your negligence.

*Bottom line: your room and areas must be returned in the same state you received them or you will be billed for other than normal wear and tear.*



### **Equal Access**

We work with the Access Disabled Assistance Program for Tech Students (ADAPTS). Assistive devices may be available based on an individual's needs. Several spaces in residence halls have been equipped for mobility impaired students. Several have been fitted with devices for the hearing impaired or for those who have vision difficulties. We are often able to retrofit student rooms, bathrooms and most kitchen areas with fixtures that enable all residents to use our facilities equally. Changes can

usually be made to fire alarm systems and our campus telephones. Strobe lights, bed shakers and even doorbells are possible for many locations.

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

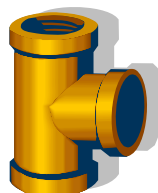
## **For Your Health**

### **Asbestos**

Asbestos was a commonly used insulating material nationwide through the middle of this century. Evidence continues to support that some if not all forms of airborne asbestos fibers may lead to respiratory illness and cancers.

Most pipe coverings in halls are made of fiberglass and pose no threat. Some of our older residence halls do have asbestos insulation, mostly on pipe elbows and around valves and other fittings. Rarely will asbestos be found in straight lengths of pipe near student room ceilings.

The location of every piece of pipe insulation containing asbestos is not known. So we ask that residents and staff assume all insulation on pipes should not be disturbed. For that reason, we tell residents not to suspend, drape or tape things to pipes to avoid damaging insulation.



When pipe coverings are damaged, report it to 404-894-0520 immediately.

Much of the floor tile in halls has always been or has been replaced with asbestos free tiles. Vinyl asbestos floor tile does exist in some student rooms and other public areas across campus. Vinyl asbestos tile is not considered as hazardous if left in place and maintained properly by staff. Residents should not drill into floor tiles to attach anything.

### **Cleaners and Disinfectants**

Our housekeeping staff is responsible for completely disinfecting all sinks, urinals and toilets routinely in common areas.

All other restroom surfaces are cleaned and disinfected at least once per week. The products and chemicals used are selected for their effectiveness as well as their ability to be used safely by our staff. Nevertheless, many products often require personal protection to be worn by our housekeepers (e.g., gloves, goggles or rubber-soled boots).

### ***Lead in Paint or in Solder on Copper Pipes***

Lead pigments were used in some paints through the early 1970s. Lead has received national attention for problems in young children, most notably those who have ingested paint chips. However, the maintenance of painted surfaces containing lead is covered by various federal and state procedures to minimize exposure to persons of all ages.

Not all paint used through the early 1970's contained lead pigments. In fact, almost every interior surface tested in residence halls continues to turn up lead-free.

The campus has found lead mostly on old buildings exteriors such as columns and windowsill trim. These areas have been identified and abatement procedures instituted as necessary.

Media attention in recent years has also highlighted the presence of lead used in solder on copper pipes. Much of the original pipe in the earliest residence halls is not copper but threaded iron pipe, and so there is no problem with lead. Many halls do have copper supply pipes. Solder used to join the pipes contained lead through the late 1980s. As soon as no-lead solder became available, maintenance groups and outside contractors switched to its use.

Some believe that minute traces of lead may be released into the water even after a thin coating of oxidation forms on the joint, which prevents the release of lead. Water for drinking or cooking, some recommend, should run for a minute to let the water that sat in the pipe overnight run out. As no health regulations exist, residents should use their own judgment.

Media attention recently also focused on lead solder used in the internal components of water coolers and drinking fountains. The list of manufacturers' models reported to have these problems has been compared to those models used in residence halls. None were found.

The campus environmental safety office continues to sample drinking water on campus. None of the residence halls has ever been found to contain elevated levels of lead.

### ***Pesticides***

When pest problems require a chemical answer, a certified pest contracted staff of entomologists and applicators selects materials for their effectiveness as well as low toxicity. We use only pesticides that have been registered with the federal Environmental Protection Agency and the Georgia Agriculture Department. Many products often require personal protection to be worn by our applicator (e.g., goggles, respirators, or gloves).

You have the right to know any information we have on the specific chemicals we use prior to or after any treatment we provide. You may e-mail us at [customer.service@housing.gatech.edu](mailto:customer.service@housing.gatech.edu) for more details.

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

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

As we receive information on regulatory changes in work methods and the use of chemicals that can affect personal or resident safety, our managers will initiate the appropriate changes to be in compliance and to assure the safety of residents and workers alike.

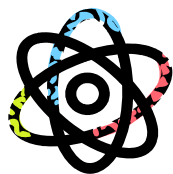
### ***"Rust" in Water***

When water lines break underground, the resulting repairs may cause sections of pipe or damaged valves to be removed and replaced. Soil may be introduced into the lines and may cause water to run cloudy or rusty once water service is restored. Running water in sinks or showers will help run the dirt through the lines. Avoid flushing toilets until lines are clear to avoid trapping dirt in the flush valves, which could affect their operation.

When the fire department opens hydrants as part of their annual checks, sediment can be brought along in water lines. This, too, may cause water to appear cloudy or rusty.

Although these are almost always the reasons water may not look perfectly clear, feel free to report suspect water to 404-894-0520 so someone can look into each problem.

## Energy Conservation



With nearly 3,000,000 gross square feet of building space and nearly 400 acres covered by miles of pedestrian and vehicular pathways, the energy needs to heat, cool and light the academic, administrative and student operations are inevitably large. Like a small city with up to 25,000 staff, students, residents and visitors on campus, most are engaged in critical or recreational activities that consume energy. Few pay the utility bills, but all contribute to the cost of energy consumption that is covered by tuition, room and board, and other fees.

Conservation succeeds through the cooperation of two groups: the campus building managers and the users of the buildings. Building managers strive to keep their building systems operating efficiently and when funds are available, pursue energy conservation renovations to reap pay-offs in future years. Building managers often know the size of their utility bills. Building users do not. Building users occupy spaces on campus for research, class work, parties, sleeping, eating, and dozens of other pursuits. Most often, no one pays attention to how the energy is being consumed and whether any of it can be saved --- so, you see, every one pays by doing nothing.

### **\$?,000,000 Annually**

The daily choices all residents make do add up. Over 7 million dollars annually for steam, water and electricity are used by housing facilities alone! Our costs each day are even higher when we sometimes don't even need to use energy. For example, we are charged a higher kilowatt-hour rate by the local power company for electric consumption during peak-demand periods, namely weekdays during business hours.

Energy conservation not only saves our environmental resources but, let's face it, it saves your money too. In residence halls, we are increasingly committed to finding and using better means to conserve or avoid energy costs. We need your help to be more successful.

### **Fluorescent Light Bulbs**

The new compact type bulbs are generally an improvement over standard incandescent bulbs. They last longer and require less energy. They do, however, contain a small amount of mercury, a recognized health and environmental hazard. The hazards from a single bulb are extremely minimal.

However, Georgia Tech encourages responsible handling of any products or materials that create potential health and environmental hazards. If you change a fluorescent bulb, please turn the old one in to your Student Staff Member, building maintenance or custodial staff.

If you happen to break a fluorescent bulb:

1. Open a window (if possible) and leave the room for at least 15 minutes.
2. Contact your Student Staff Member or the Duty Staff Member, building maintenance or custodial staff member who has a kit for cleaning up the broken bulb.
3. If the staff is unavailable, cover the broken bulb with damp paper towels until they can be contacted or submit an on line maintenance request indicating what is needed.
4. Do not use a vacuum as this may further disperse the mercury. Do not handle the glass with your bare hands due to the risk of cuts and lacerations.

### **Here's What We're Doing**

We are now buying energy efficient florescent (mercury free) tubes and are retrofitting water appliances with water restriction valves that use low water consumption.

In our mechanical rooms we are installing new master control systems which will monitor more closely consumption and allow us to make adjustments without sacrificing resident comfort.

Some public spaces are being equipped with occupancy sensors to reduce lighting when rooms are empty.

We are expanding the metering attachments on each utility system to better analyze consumption and make appropriate changes.

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

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

Leave the circulating fan in your room's fan coil unit on (or on the lowest setting) when no one is in the room or else mildew and mold will grow causing other problems. Keep the temperature setting on the

highest comfortable setting when someone is in the room to conserve energy. Cooling an empty room is a waste of energy.

Report stuck control valves to 404-894-0520 if they cannot be opened or closed.

Never place your bed across the front of the room's convector or block with furniture or personal belongings. This blocks natural air convection through your room's heating unit and will make your room cooler.

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

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

Some residents add additional lighting in their rooms or apartments. Halogen torchière lights are cheap, but please do not use them. Fluorescent Torchère lamps are now commonly available and produce equivalent light at 20% of electrical consumption. Use of fluorescent lamps will also decrease your fire hazard and keep your room more pleasant during the cooling season. Conserve water by taking shorter showers. Keep sink faucets and shower fixtures from dripping and report those that do. Open your blinds only when necessary and see that they are closed when the sun is shining on the glass. Encourage others to conserve. Every person makes a difference. Share your energy conservation ideas with us at [customer.service@housing.gatech.edu](mailto:customer.service@housing.gatech.edu).

Be energy conscious - a green world is our joint responsibility. Know what you do use or conserves natural resources. Our future generations may depend on the choices we make today. Be an Energy Watcher in your residence hall and on campus no matter where you are and what you're doing. Do not use halogen torchière lamps due to high fire risk.

### **Earth Watch Chlorofluorocarbons**

While chlorofluorocarbons (CFCs) continue to be reasonably safe for contact with humans, CFCs become a problem when vented into the atmosphere. For Residential Facilities, CFCs are found in residence halls in refrigeration units of water coolers, window air conditioners and refrigerators.

For many years, even before current federal Environmental Protection Agency regulations, our building systems mechanics in conjunction with Physical Plant have been reclaiming and recycling CFCs to prevent their intentional release into the air.

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



Housing supports an aggressive recycling program by providing bins for residents and ensuring that scrap metals, cardboard are recycled. Our recycling efforts produce funds which are returned to the campus as a whole or offsets contracting cost. GA Tech recycling can be reached at 404-894-2004. Many of the products we now use are considered "green" and or meet energy star compliance requirements.

### **Security and You**

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

### **We've set in place five guidelines on residence hall security for our staff to know and support.**

1. Only residents of a building, authorized Institute personnel, and agents of the Institute are permitted beyond the exterior entrance doors, locked interior doors and elevators. Employees shall take appropriate and reasonable actions to prevent access to residence halls by unauthorized individuals.
2. Employees who observe security breaches and policy violations should take appropriate action based on their specific observations, judgment and assessment of the situation or problem.
3. Access to resident living areas is permitted only by the resident(s) assigned to occupy an individual bedroom, suite or apartment, their invited guests and visitors, and authorized staff. Employees shall assure that their actions do not facilitate or provide access to any unauthorized individuals.
4. When working in and around residence halls, each employee shall be clearly identified as "authorized" by displaying a photo-identification card GT name tag, or wearing a uniform.

Housing contractors are usually issued a "Housing Contractor" tag without their name to wear on their uniform.

- Each employee shall assure that the activities of guests, visitors and/or agents of the Institute for whom he or she is responsible are consistent with residence hall security policies and practices.

If you approach your hall and see people who appear to be our staff or other campus staff near the entrance door, don't hold the door open for them. Let them sign-out entrance keys and use them.

Similarly, you should expect we wouldn't hold exterior doors open for you since most of our staff won't be able to identify who lives where. And of course NEVER prop open any door for any reason.

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

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

### **Insurance Claims**

Residents are encouraged to obtain private insurance covering themselves and their property. The State of Georgia is one of many states nationally that protects itself and its workers from civil suits to recover costs and damages. Under certain circumstances, some provisions are available where an individual may attempt to file a claim. We can help you understand when you may file a claim and how to do it. Personal Injury or Property Loss: Call 404-894-2470 for details.

### **Smoke-Free**



Currently the State of Georgia mandates all common areas and

State-owned vehicles be smoke free. Smoking is prohibited in any residence hall area (room, apartment, suite, common area, lobby, lounges, stairwells, elevators, activity and recreation rooms, bathrooms, etc.). People who choose to smoke must be at least 10 feet from any residence hall, avoid smoking in the vicinity of entrance ways, under windows and locate a designated smoking area for their use. Please help police your area used and place all butts in approved disposal containers.

### **Looking Ahead**

Frequently we are asked about rental rates and new buildings. Contrary to popular belief, the Olympics did not pay for the new apartment style residence halls. Nor did the Department of Housing or the University pick up a "wind fall" of funds by hosting the Olympics. We did use the Olympics as a high profile justification to add an additional 4000 bed spaces to our previous capacity which puts us far ahead of the available resident spaces to total student population than most campuses in the country. The bad news is that we have a considerable mortgage on our facilities. Student rents for the next few years will repay holders of the bonds used to finance this construction as well as the daily maintenance and operational requirements.

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

### **Mobile –mini storage containers**

GT housing has negotiated with a vendor to offer mini storage containers that will meet any other advertised equivalent cost per CF for temporary storage of personal belongings between semesters. **NO OTHER VENDOR IS ALLOWED TO PLACE THEIR CONTAINER ON GT STATE PROPERTY.** The improper placement in fire lanes, damages to landscape and blockages by the variety of vendors has forced us to control these containers for everyone's needs and concerns. Details will be provided to all residents in the "closing newsletters" that are published before the close of each semester.

## Campus Telephone Numbers and Information

Georgia Institute of Technology, Department of Housing (mail code 0459) Student Services Building, 353 Ferst Drive, Atlanta, GA 30332-0459

### Important contacts and phone numbers

**(404-894-XXXX/385-XXXX campus) (404-206-XXXX student residence)**

Note: Outside phones for Atlanta area numbers (404, 678 & 770 area codes) require ten digit dialing. Long distance area codes require a preceding National (1) or International (011) access. On campus GT phones only require you to dial, 4, 5 or 6, and the last four for on campus or 9 then the full number for off campus.

Access Disabled Assistance Program for Tech Students (ADAPTS)	4-2564
Admissions Office	4-4154
Athletic Association	4-5400
Athletic Ticket Office	4-5447
Bookstore	4-2515
Bursar's Office	4-4618
Buzz Card	4-2899
Campus Information	4-2000
Campus Recreation Center (CRC)	4-3910
Career Services	4-2550
Counseling	4-2575
Dean of Students Office	4-6367
Dining Services	4-2383
Division of Professional Practices (Co-Op & Internships)	4-3320
Department of Housing-Central Administration	4-2470
East Community Housing Office	4-3045
Financial Aid & Scholarships	4-4160
Freshman Experience	5-3739
Graduate and Family Housing Area Office	4-2687
GTCN	4-0309
<b>GT Police/Emergencies</b>	<b>4-2500</b>
GT Post Office	4-8590
Health Center	4-1420
Housing Maintenance Request	4-0520
Lost and Found	4-9960
North Avenue North Housing Office	4-3226
Office of Information Technology (Computer Support)	4-7173
Office of Minority Education and Development	4-3959
Parking	4-9645
Residence Hall Association	4-9088
ResNet	4-0044
SPAARC (Academic Advisory)	4-7520
Stingerette/Stinger	4-9649
Student Center Program Areas	4-2805
Student Government Association	4-2814
Success Programs	4-1945
Technique	4-2830
Vending Services (Laundry and Food/Beverage)	4-2788
West Community Housing Office	4-3372