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Dear Resident,

Living on-campus can be one of the many highlights of your college experience. The Office of Housing and Residence Life focuses on assisting residents with a successful transition into the FGCU residential, campus, and surrounding local communities. While living on-campus residents will learn to balance individual freedom with community responsibility and to respect and appreciate individual differences.

The Office of Housing and Residence Life is committed to supporting your community living experience. This is done by realizing that residents are students first. Daily decisions and practices are guided by what is best for students. Services are provided that support students as individuals and as members of the residential community. Programs and activities focus on education, learning, and the development of the community.

As a member of the residential community, you have a responsibility to yourself and to the rest of the community. Students living on-campus are presented with daily opportunities to make choices that impact their health and safety and the safety of those around them. It is the responsibility of all resident students to make the residence halls and campus a safe and healthy place to live. Students are encouraged to demonstrate respect for themselves and others as well as to take responsibility for their own actions.

To make the most of the on-campus living experience, residents are encouraged to get involved. The Office of Housing and Residence Life offers numerous employment, leadership, social, and volunteer opportunities for students throughout the school year. Your time in the residence halls is key to your success at FGCU and your university experience.

Sincerely,

The Office of Housing and Residence Life Staff
**Vision Statement**
The Office of Housing and Residence Life will provide students with an exceptional residential experience. We will accomplish this by incorporating the guiding principles of the University into our residential communities. An exceptional residential experience will better prepare students to be successful at the University and in a global community.

**Mission Statement**
The Office of Housing and Residence Life provides housing accommodations for a community of learners in the pursuit of an academic degree. We are committed to offering a seamless transition into a welcoming community that provides the support and resources to inspire academic achievement, student involvement and personal development.

**Core Values**
- Providing contemporary housing options that are environmentally conscious, safe, clean and well-maintained.
- Employing a talented and well-trained staff who are dedicated to serving prospective and current residents.
- Managing a responsible student centered business operation that provides efficient and effective services through the use of technology and excellent customer service.
- Developing a community that is supportive and promotes respect, trust, civility and acceptance for all community members.
- Providing services that promptly respond to the residents’ needs and concerns.
- Promoting a holistic living/learning experience that supports personal and academic growth, provides numerous opportunities for social interaction and promotes leadership development.

**Diversity Statement**
The Office of Housing and Residence Life at Florida Gulf Coast University recognizes the value in embracing and celebrating individual differences. As a community of learners, we seek to create an inclusive environment where all students are active participants in shaping the culture of our community. We accomplish this by:
- Promoting a set of community standards that encourage an understanding of what it means to live with and learn from others with varying perspectives;
- Designing a variety of programs and activities that encourage social, cultural, and intellectual engagement; and
- Committing ourselves to recruiting, hiring, and retaining a diverse staff.
The Office of Housing and Residence Life Staff
The Office of Housing and Residence Life has a full complement of personnel to accomplish our mission. Staff are comprised in 3 main areas: Residence Life, Facilities, and Business Operations. Below is a summary of some of the staff positions in our department that you may encounter on a regular basis.

Maintenance Mechanic
The Maintenance Mechanics assist in the daily maintenance and facility operations for the residential community. They also perform building maintenance functions including plumbing repairs, painting, carpentry, electronic key lock repair, and other repairs.

Assistant Director
The Assistant Director is responsible for directing all functions related to the day to day operations of North Lake Village or South Village and West Lake Village, including the supervision of Resident Directors and the reception desks, the recruitment, selection, and training of Resident Assistants, as well as the advisement of the Resident Housing Association and National Residence Hall Honorary.

Resident Director (RD)/Residence Life Coordinator (RLC)
The Resident Director (RD)/Residence Life Coordinator (RLC) is a full-time live-in professional who has special education and training related to college student development. Under the direction of the Assistant Directors, the RDs/RLC provide supervision and leadership to the Resident Assistant staff, address violations of the student code of conduct, advise the Area Councils, and perform a variety of administrative functions. These staff members also participate in the Housing administrator on-call rotation responding to emergencies during the evening and weekend hours.

Coordinator for Residential Student Conduct
The Coordinator for Residential Student Conduct is responsible for the day-to-day operations of the residential conduct process. The coordinator also serves in the Housing administrator on-call rotation, and advises the Residential Conduct Council.

Assignments Coordinator
The Assignments Coordinator is responsible for the daily management of student assignments. This person oversees the processing of applications, assignments, cancellations, room transfers and assists with the check-in and check-out processes.

Senior Secretary
The Senior Secretary is a full time staff member that manages the administrative office reception desk. This staff member greets and assists students, parents, and guests within the administrative office. The Senior Secretary also processes applications and assists students with account inquiries.
Program Assistant (PA)
The Program Assistant is a full time staff member who assists with the supervision of the reception desks. The PA is responsible for directing the actions of student assistants during assigned shifts at the desk, managing the delivery of mail and packages to residents, managing the key inventory for all residential rooms/apartments and providing a wide range of information to residents, prospective students and their families.

Graduate Assistant (GA)
The Graduate Assistant for Residential Student Conduct is a graduate student who is a member of the Office of Housing and Residence Life staff and reports to the Coordinator for Residential Student Conduct. The GA assists the Coordinator for Residential Student Conduct with creating conduct letters, administering pre-hearing information sessions, and tracking sanctions. The GA also works in conjunction with the RDS and assists with all aspects of residence life.

Residence Life Team Assistant (RLTA)
The Residence Life Team Assistant is a student staff member that assists the Resident Director with day-to-day administrative functions. The RLTA also serves as a resource and mentor for the Resident Assistants (RA). RLTAs have been RAs for at least one year and have a broad range of experience within the University and the Office of Housing and Residence Life.

Resident Assistant (RA)
The Resident Assistants (RAs) aid students in solving problems of virtually every kind. They also help in planning programs for the building. RAs are charged with the responsibility of creating and maintaining an environment conducive to personal, academic and social growth. Their duties also include many administrative functions. RAs, as University officials, are responsible for the enforcement of community standards. The primary contact between the Office of Housing and Residence Life and the residents is the RA. Residents should not hesitate to take problems or ideas to their RA. RAs participate in an on-call rotation as first responders for emergency situations, lockouts, and policy enforcement. The Resident Assistant reports to the Resident Director/Residence Life Coordinator.

Student Accounts Specialist
The Student Accounts Specialist is responsible for all billing and collections for housing rental and miscellaneous fees. This person sends communication to students when accounts are delinquent and also assesses housing late payment charges.
General Housing Information

After Hours Assistance
Resident Assistants (RAs) are on-call every day from 10:00 pm to 8:00 am. The phone number to contact the on-call RA is posted on the bulletin board located on the first floor of every building in North Lake Village and West Lake Village, as well as in each hallway of South Village. A Resident Director (RD) or another Office of Housing and Residence Life staff professional is on-call twenty-four hours a day, seven days a week, to assist the RAs and residents.

Building/Floor Meetings
During the first week of the fall semester every Resident Assistant (RA) will announce a meeting for the residents of each building/hall. Attendance at these meetings is mandatory because information concerning safety and security as well as other important topics will be discussed. Residents are responsible for the information disseminated at all such meetings. Residents who have conflicts with scheduled building meetings should inform their RA as soon as they are aware of the conflicts. RAs may also call building/hall meetings at other times during the year.

RAs may call additional floor meetings throughout the semester.

Confidential Records
In compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974, student records, which generally include information concerning personal student information and the student’s individual relationship to the educational institution, are kept confidential. The release of student disciplinary records will be governed by applicable federal and state laws regarding the privacy of education records. A third party release is available should a student wish to share their conduct records with a third party.

Holiday/Intersession Periods
Students are allowed to remain in the residence halls during various University holidays on the conditions of their Housing Agreement. The residence halls will be closed to residents during the time period following the final summer check-out and prior to fall move-in. All policies and procedures remain in effect during holiday/intercession periods (e.g. Quiet Hours, Guests/Visitation.)

Maintenance
For any repairs needed in a resident’s room, the resident must complete a maintenance request at http://gulfline.fgcu.edu by accessing the Housing Web Portal. From there, the maintenance request form can be found under the ‘Assignments’ link in the left sidebar.

For emergency repairs (such as a broken water pipe) contact the reception desk immediately. If the reception desk is closed, residents should contact the Resident Assistant (RA) on-call.

Maintenance personnel work during normal business hours (9:00 a.m.-5:00 p.m.) and may not always be able to arrive at hours most convenient to students. Typically, maintenance personnel will enter students’ rooms/apartments after 9:00 a.m. On the occasion that a maintenance
employee must enter a room/apartment when no one is home, an entry notice will be left listing the type of work completed, when it was completed, and who completed the work.

**Parking**
Parking permits are required for all students who wish to bring a vehicle on-campus (including within the residential community) and must be obtained from the FGCU Parking Office. All vehicles parked in areas around the residence halls must display a FGCU Housing parking permit or visitor’s pass. A visitor’s pass may be obtained at Parking Services or the University information booth and is only valid for the times marked on the pass. Students residing in University housing are permitted to have one vehicle on campus.

**Personal Property**
The University is not responsible for any personal belongings. Theft or damage to a resident’s property is not the liability of the University. Residents are encouraged to purchase renter’s insurance. Residents are also encouraged to participate in Operation Identification. This program is designed to aid in the recovery of lost or stolen merchandise and is supervised by the University Police Department. For more information, call University Police at (239) 590-1900.

**Programming**
The Office of Housing and Residence Life provides numerous academic, cultural, educational, social, and recreational programs each semester at no additional cost. Residents have opportunities to meet and interact with peers and learn new skills while having fun. Residents are encouraged to contribute ideas for programs and activities that they would like to have presented in their residential community.

**Recycling**
The Office of Housing and Residence Life promotes sustainability by offering recycling centers located in North Lake Village, South Village and in West Lake Village. Be sure to read all instructions before placing materials into the bins. Recycling bins are not to be used as trash receptacles.

**Safety**
The University promotes safety throughout the campus community. Safety is a shared responsibility between the University and the students. The Office of Housing and Residence Life encourages residents to keep their doors and windows locked at all times. Never prop doors open. Residents should utilize the peep hole before opening the door to visitors.

Suspicious behavior should be reported to the University Police (239) 590-1900 immediately and residents should never confront a suspicious individual. The Office of Housing and Residence Life encourages residents to get to know their neighbors in surrounding buildings/halls and to become familiar with people who would normally pass through the residential community.

When on campus during evening or early morning hours, residents are encouraged to walk with a friend, use the shuttle service, or call the University Police for an escort. There are also Code Blue Poles located in all parking lots, the academic core areas and throughout student housing...
with the exception of West Lake Village. Code Blue Poles provide a single-touch button that summons a UPD officer and creates a direct connection to University Police Dispatch.

All doors in University Housing are equipped with a deadbolt that can be engaged from inside or outside the apartment. Residents are encouraged to use the deadbolt, both when inside the apartment and after leaving.

**Smoke Detectors**
Smoke detectors are provided in all bedrooms, and common areas for the safety of the residents. Replacement smoke detector batteries are available through a Resident Assistant (RA). Residents are prohibited from tampering with smoke detectors. In the event that smoke detectors are found to be tampered with, residents will be charged a fine of $100 plus $100 for each additional ticket and will be brought through the conduct process for any subsequent incidents.
Student Involvement

Area Council
Area Councils, a subdivision of the Resident Housing Association, provides opportunities for students to get involved in a variety of leadership positions within their residence hall. There are four executive board positions in each area (President, Vice President, Secretary and Treasurer) and floor/wing delegates. All positions are elected at the beginning of the Fall semester and are held for the entire academic year. Successful candidates must maintain a 2.5 cumulative GPA and must remain in good standing with the University. Weekly meetings are held as well as a number of opportunities to get involved with the Resident Housing Association, programs, service opportunities as well as attendance at State, Regional and National Conferences. Students interested in being a member of their area council should speak to their RA or Resident Director.

Green Team
The Green Team is a committee within the Office of Housing and Residence Life that promotes sustainability in both Housing and Florida Gulf Coast University. Green Team consists of students, faculty and staff who have an interest in “green” initiatives, collaborating to create policies, events and promotional material with the intention of informing the campus community about local and global ecological concerns. Each year, the Green Team hosts a number of events, including: Green Eagle Festival, LIGHTS OUT for Earth Hour, and a variety of service learning projects. To become involved in the Green Team, please contact the Office of Housing and Residence Life at (239) 590-1700 for more information.

National Residence Hall Honorary (NRHH)
The National Residence Hall Honorary (NRHH) is the only nationwide organization and honor society that exclusively recognizes leaders in the residence halls. It is comprised of the top 1% of our residential population. Realizing the value of participation, leaders have contributed vast amounts of their personal time in an effort to make their own college experiences more meaningful for themselves. NRHH exists to honor these leaders. They work hard and all too often go unnoticed without even so much as a thank you. That is the fundamental purpose of an NRHH Chapter. In order to be eligible for induction, students must have and maintain a 3.0 cumulative GPA, must reside on campus and must contribute positively to the overall housing student experience or be leaders among our residential community. Students interested in becoming a part of NRHH can speak to their RA, Resident Director or any member of NRHH.

Resident Assistant (RA)
Resident Assistants (RAs) serve the University community as programmers, community builders, policy enforcers, and liaisons between the student body and the Office of Residence Life. They are assigned to residence hall buildings. Each RA supervises a building of 47 men and women. At any given time, an RA is a mentor, counselor, tutor, advisor, teacher and friend. And yes, at times has to be a disciplinarian. They are trained by the professional residence life staff to help develop building unity and plan educational and social programs. Their major concern is to facilitate the personal and social growth of each member of their residential unit. RAs are friends, administrators, counselors, peacemakers and resource persons. In addition, RAs will staff the main desk at the Commons in North Lake Village, the Community Center at West Lake
Village and South Village residence halls. Please continue to check the Office of Housing and Residence Life home page for when applications may be available. Students interested in becoming an RA should see their RA or RD.

**Residential Conduct Council (RCC)**
The Residential Conduct Council (RCC) is a panel of residential students who volunteer their time to hear conduct cases for the Office of Housing and Residence Life. The RCC meets twice a week in the evenings and will hear one to six different incidents on any given night. RCC members are given service hours in exchange for the time they commit to the Council. Students interested in being a part of the RCC should contact the Coordinator for Residential Student Conduct for an application.

**Resident Housing Association (RHA)**
The Resident Housing Association (RHA) is the student government for housing. Each student living on campus pays a fee of $15 each semester that goes into the RHA budget. The students involved with RHA have the ability to collectively decide how the money will be spent to create a better living experience for the students living on campus. RHA has used this money to put on large campus wide events such as Foam Parties, Casino Nights, and Movie nights as well as used the money to make improvements to housing that the students want to see. Members have an opportunity to develop social, networking, communication, and leadership skills as well as attend and participate in events, conferences, and community service.

To learn more about how to get involved with RHA ask your Resident Assistant or stop by the RHA Office located at Eagles’ Landing 116 in North Lake Village.
Amenities

Cable Television
All living rooms and bedrooms in the residence halls receive the basic cable stations offered in Fort Myers by Comcast at no additional charge. Residents are responsible for bringing their own television and cable to hook-up to the cable jack.

Grills
The Office of Housing and Residence Life has grills available for resident use around the pool decks of North Lake Village and West Lake Village and near the lake front in North Lake Village and West Lake Village. Malfunctioning grills should be reported to the reception desk.

Internet Service
Internet service is provided via ethernet ports in all bedrooms within the residential community of North Lake Village. Residents experiencing difficulty with internet connectivity should contact the Computing Services Help Desk at (239) 590-1188. West Lake Village residents must submit a maintenance request for internet service issues. Wireless internet is available throughout North Lake Village and South Village. Computer labs are located in Eagles’ Landing in North Lake Village, the West Lake Village Community Center and South Village halls.

Laundry Facilities
Coin-operated laundry rooms are provided throughout the residential community in North Lake Village and within South Village halls. All policies must be upheld while in the laundry facilities. Individuals who lose money to the laundry machines in North Lake Village should come to the 2nd floor of the Commons to speak with the Office Manager. South Village residents may contact the Program Assistants on the 1st floor of their hall regarding this issue. All apartments in West Lake Village come furnished with their own washer and dryer. West Lake Village residents experiencing issues with their washer/dryer should submit a maintenance request.

Light Bulbs
Submit a maintenance request to have any housing fixture light bulbs replaced.

Lost and Found
Lost and found is located at the University Police Station. Reception desks do not accept lost items with the exception of Housing keys and student IDs.

Mail/Packages
Resident Mailboxes are located at the Commons in North Lake Village, the West Lake Village Community Center and on the first floor of South Village Halls. Residents are responsible for checking their mailbox on a regular basis. The Office of Housing and Residence Life is not responsible for any stolen or misplaced mail. Residents may also send stamped envelopes at the reception desks.
Residents in North Lake Village and South Village who receive packages will receive package notification slips in their mailbox. Residents may have approximately 21 days to retrieve their package. After this time period, packages may be returned to sender. In the event that there is no return address, the package will be disposed of.

The Office of Housing and Residence Life does not receive United States Postal Service mail on weekends, holidays or dates when the University is closed. However, deliveries from vendors such as florists and private deliveries are accepted throughout the weekend.

**Pest Control**
Residents who discover insect/pest problems should submit a maintenance request. See FAQ.

**Pool**
Community pools are located in North Lake Village behind the Commons building and in West Lake Village behind the Community Center. Community pools are available for use by all FGCU on-campus residents. All nonresident guests must be accompanied by a resident when using the community pools. Pool hours are from 9:00am until dusk, as posted at each location. All residence hall policies and regulations and posted pool rules must be followed when using the pool. Any violations may result in the immediate suspension of pool privileges and further disciplinary action.

ADA pool lifts are available for residents and/or patrons who require assistance with entering and exiting residential pools. Residents and/or patrons who require assistance must provide the area front desk/community center staff with 24-hour notice so that the pool lift/s may be installed for use.

**Trash**
Trash compactors are provided for residents throughout North Lake Village. Residents are responsible for taking their trash to the compactors and placing the trash into the compactor. Instructions for use are printed on all trash compactors.

South Village residents are provided with a trash room/trash chute. Residents must bring their trash to the trash room/trash chute to properly dispose of it and not leave trash in the hallways.

West Lake Village residents are provided a valet service to pick up their trash Monday through Friday. No loose trash will be collected so all trash must be bagged properly and tied. Leaky bags may not be placed outside. Only two bags per apartment are permitted. All trash must be in bags (cardboard boxes must be broken down and placed in bags) and placed outside the residents’ front door only between the hours of 7:00 a.m. and 10:00 a.m. The pick-up service will begin promptly at 10:00 a.m. If any resident misses the service, it is their responsibility to bring the trash to the compactor or put it out the next morning the service is offered. In the event these guidelines are not followed, the apartment will receive a warning and any further infractions will result in a $25.00 fine per person. If the problem persists beyond the fine, the valet service will be terminated for that apartment and responsibility for disposing of the trash will fall on the residents of the apartment.
Vending Machines
Vending machines are located throughout North Lake Village in some laundry facilities and outside the Commons, as well as in the West Lake Village Community Center. Vending machines are also located in the first floor lobby of South Village halls. Persons who lose money in vending machines should report the loss to the Office of Business Operations on the first floor of McTarnaghan Hall.
Student Conduct Information

A conduct process has been established to address any instance in which a student violates the basic standard of community living by endangering the safety of other students or by violating any of the policies outlined by the Student Code of Conduct. Policy violations that occur within the residential community are generally addressed and documented by the OHRL staff and/or University Police. Occasionally, University Police officers will address and document policy violations which are then forwarded to the Coordinator for Residential Student Conduct. For a detailed explanation of the procedures involved with each step of the conduct process, please refer to section I. of the Code of Conduct.

Prohibited Conduct Under the Student Code of Conduct

The following are examples of the expectations set forth by the Office of Housing and Residence Life for behavior within the residential community. The examples may give rise to a charge of violating the Student Code of Conduct. These examples are not exclusive and are provided to illustrate prohibited conduct. The relevant section of the Student Code of Conduct is included in this discussion.

The following actions, including complicity to commit these actions, constitute conduct for which a student, a group of students, or a registered student organization may be subject to disciplinary action, whether such actions are engaged in, on or off University premises.

a. Alcohol

Within the University residence halls, the following alcohol community standards apply, complementary to those alcohol policies found in section E.11 of the FGCU Code of Conduct: Violation of any community standards listed below will result in a charge under section E.15 of the FGCU Code of Conduct.

1. In a room/apartment shared by residents over and under 21 years of age, it must be clear that the alcohol is being consumed and/or possessed only by the residents who are 21 years of age or older.

2. Guests of a room/apartment who are 21 years of age or older and visiting a resident who is under the age of 21 may not consume or possess alcohol. Guests who are 21 years of age or older and are visiting a resident who is 21 years of age or older may consume and/or possess alcohol except when a person(s) under the age of 21 is (are) present in the room/apartment.

3. The possession and consumption of alcohol in any outdoor area including but not limited to lobbies, community spaces, breezeways, pool area, beach front, smoker stations, courtyards, housing/residential buildings, elevators and parking lots is prohibited. For this reason, residents may be asked to pour out contents of unmarked containers (cups, glasses, sports bottles, etc.).
4. Excessive amounts of alcohol and devices and/or games that encourage excessive consumption of alcohol, including but not limited to, kegs, trash cans, beer balls, other large containers containing alcohol, beer funnels, beer bongs, progressive drinking parties, beer pong, flip cup, water pong, card games that promote drinking, etc. are not permitted.

b. Appliances
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct.

The use of electrical appliances in North Lake Village, Osprey Hall and West Lake Village must adhere to the following guidelines:
- Appliances should require no more than one thousand (1,000) watts.
- Window AC units are not permitted.
- Extension cords and adapters must contain an in-line fuse or circuit breaker.
- Space heaters and other open heating element appliances (simmering pots, hot plates, etc.) are prohibited.
- Open flame appliances are prohibited.
- Halogen lamps are prohibited.
- Hair dryers, curling irons, and irons should be used with extreme care.
- Personal mini-refrigerators must be plugged directly into the wall and not into a surge protector or extension cord.

The use of electrical appliances in South Village housing, with the exception of Osprey Hall, must adhere to the following guidelines:
- Cooking appliances permitted in South Village housing are small microwaves, mini-refrigerators, and automatic shut-off coffeemakers.
- Appliances including, but not limited to, toasters, toaster ovens, and electric skillets are prohibited. Electric grills such as George Foreman grills are permitted in South Village; however, they may only be used in the kitchen.
- Appliances should require no more than one thousand (1,000) watts.
- Extension cords and adapters must contain an in-line fuse or circuit breaker.
- Space heaters and other open heating element appliances (simmering pots, hot plates, etc.) are prohibited.
- Open flame appliances are prohibited.
- Halogen lamps are prohibited.
- Hair dryers, curling irons, and irons should be used with extreme care.
- Personal mini-refrigerators must be plugged directly into the wall and not into a surge protector or extension cord.

c. Bicycles
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Bicycle racks are provided for your convenience. Bicycles are prohibited from being kept in the breezeways and hallways of the buildings. The Office of Housing and Residence
Life is not responsible for the security of bicycles. Bicycles may be stored in residents’ rooms, provided their roommate(s) agree and the bicycles are clean before being brought into the room/apartment. Non-registered, inappropriately parked bicycles may be removed by UPD. If bicycles are locked, UPD reserves the right to cut the lock to removed non-registered, inappropriately parked bicycles. At the end of the Spring and Summer semesters all bicycles must be removed from racks. Unclaimed bicycles are removed and disposed of by UPD, as per Florida Statute, Chapter 705.

Parking Services provides a free bicycle registration program. To contact Parking Services, call 239-590-1912.

d. **Bonfire Pit**
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. The use of the bonfire pit, located in North Lake Village, is restricted for open use. Registered Student Organizations wishing to use the bonfire pit must complete a Housing Facilities Reservation Request form available at the front desk of the Commons in North Lake Village.

Students or organizations who have a bonfire after being notified of a burn ban will be charged under Section E.16 of the FGCU Code of Conduct.

e. **Candles/Incense**
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Candles and/or incense are not permitted in the residence halls, even for decorative purposes.

f. **Car Repair**
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct pursuant to FGCU Regulation: FGCU-PR8.005. Car repairs, including but not limited to, oil and other fluid changes, engine repair and auto body work are prohibited in and around the residence halls and parking areas.

g. **Cleaning**
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. All residents of the room/apartment shall be held accountable for the cleanliness of the room/apartment. Residents in the room/apartment may be assessed cleaning charges during and/or at the end of the semesters if regular cleaning is not performed. If the cleanliness of a room/apartment is not sufficient, the residents will be required to clean the room/apartment immediately, or be subject to cleaning charges.
h. **Community Spaces**  
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the [FGCU Code of Conduct](https://www.fgcu.edu/policy/). All policies and procedures listed in this handbook as well as posted rules and regulations must be followed while in a community space. Specific policies and procedures pertaining to each community space can be found posted in the respective location (e.g. kitchen, game room, study lounge, laundry room, etc.). Any policy violation occurring in a community space will be charged to all persons present in that community space.

i. **Decorations/Room Alterations**  
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the [FGCU Code of Conduct](https://www.fgcu.edu/policy/). Pictures, posters, and other items used to decorate rooms can make residents feel more at home. Decorations are encouraged as long as they do not create health or fire hazards or damage the room. Decorations must adhere to the following standards:

- Live Christmas trees are prohibited.
- Dartboards with metal-tip arrows are prohibited. Magnetic, Velcro and plastic darts are allowed.
- Residents may not wallpaper or paint the rooms/apartments.
- Decorations may not cover more than 75% of the room wall space.
- Decorations may not be posted on or hung from the ceiling.
- Decorations must be 18 inches away from the sprinkler head.
- All decorations in the common areas of the room/apartment must be approved by all roommates.
- Decorations may not cover the emergency pull cords, sprinklers, vents, alarm horns or smoke detectors.
- In North Lake Village, no decorations may be placed on top of the cabinets in the kitchen.
- Pull-up bars that attach to the door frame are prohibited.
- Room alterations including, but not limited to, the addition of ceiling fans, track lighting, light dimmers, and/or mounted items are not permitted.
- No article, sign, poster, decoration or object may be hung or placed on the outside of an apartment/residence hall, or displayed on the inside of an apartment/room so as to be visible from the outside of an apartment/room when the blinds are closed.
- The installation of additional locking mechanisms to any University doors is prohibited.
- The possession or presence of empty alcohol containers is prohibited in the private rooms and/or common areas where any resident is under the age of 21, even if the empty container is intended for decoration. Empty alcohol containers may be stored in the private bedrooms of residents who are 21 years of age or older so long as the containers do not present a health and safety concern.
Using double-sided tape, large screws, nails, and some other adhesives will remove paint and damage the walls. Charges will be assessed for any room alterations or damages. See the fees section in the back of this book for the cost of damages.

j. **Doors/Entryways**

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. For your protection and safety, apartment/suite front doors may not be propped and/or left open throughout all University Housing.

Emergency exit doors, corridor entry doors, and exterior doors may not be propped, held open, and/or left open in South Village. Emergency exit doors may not be opened unless an emergency exists. Residents are also prohibited from allowing unidentified persons to enter a secure South Village building/wing by having the person(s) follow in behind them after they have opened the door (also see Safety and Security Standards). Side stairwell doors are exit only.

Deadbolts may not be used to prop any doors. Propping the door open with the deadbolt may damage the lock mechanisms. Residents will be held financially responsible should the lock mechanism be damaged due to door propping. See fees sections for the cost of lock repair.

FGCU and the OHRL is not responsible for lost or stolen items if your door is left open or propped. If the RAs come to an apartment/suite where the door is deadbolted and no one answers, the RAs will close the door.

k. **Elevators**

Students who violate any of the community standards listed in this section will be charged under Section E.7 of the FGCU Code of Conduct. Passenger elevators located within the residential community are provided for use by residents, their guests, and Office of Housing and Residence Life staff members. In order to keep elevators in safe working condition, the following actions are prohibited:

- Intentional damage and/or vandalism to the elevators, such as prying elevator doors open, jumping, etc.
- Overloading elevators.

If trapped in an elevator, sound the alarm and wait for help to arrive before attempting evacuation. The person trapped in the elevator should remain calm and comply with University and emergency personnel.

l. **Emergency Pull Cords**

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. All residents are encouraged to make use of the emergency pull cords located in all North Lake Village apartments whenever they feel unsafe and need the presence of Housing
staff and University Police. However, the accidental or false activation of the pull cords is prohibited and may result in a $25 fine for the first offense, a $75 fine for the second offense and a $250 fine along with disciplinary action for the third offense.

m. Fishing
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct through Policy 3.018: Fishing on Campus. Fishing on the Florida Gulf Coast University campus is only permitted within the lake in the area immediately north of university housing, and only along the rocky areas. All persons who fish on FGCU campus will be required to have a freshwater fishing license. All fishing on FGCU campus must be conducted in a catch and release fashion. All persons must abide by all state fishing regulations.

n. Furniture
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Residents are not permitted to remove equipment or furnishings from any room or space in the residential community. Furniture designated for use in bedrooms must remain in the designated bedroom. Beds and other furniture may not be raised off the floor using cinder blocks or by other any other means. Beds may not be lofted, except in a double apartment where beds may be bunked with the proper equipment. Place a maintenance request to have your bed bunked. Removing lawn chairs, tables, chairs, and other furniture found in and around the beach front, the Commons, Commons Pool, Eagles’ Landing, West Lake Village community spaces and South Village community spaces is prohibited.

o. Gas/Fuel Storage
Students who violate any of the community standards listed in this section will be charged under Section E.12 of the FGCU Code of Conduct. The presence/storage of any gas and/or fuel, including but not limited to, propane tanks for grills/stoves, gasoline, or fuel for lighter refills, is prohibited within the residence halls.

p. Grills
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. The use of personal grills (charcoal or propane) is prohibited on University Housing property.

q. Guests/Visitation
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. A guest is defined as any individual (student or non-student) that is not assigned to live in a particular room/apartment.

North Lake Village and South Village residents are permitted to have a guest(s):
Sunday – Thursday from 10:00am to 1:00am
10:00am Friday – 10:00am Sunday

West Lake Village residents have open visitation. Guest(s) are permitted under the following restrictions:

- All roommates agree to the guest(s)
- There are no more than 12 people present in a suite/apartment at the same time.
- All Office of Housing and Residence Life policies and procedures are being followed.
- Guests are not left unattended at any time.
- Guest(s) may stay for a maximum of 6 nights per semester.
- There are no more than 4 overnight guests per room/apartment at any given time.
- Cohabitation is not permitted.

Visitation is a privilege within the residential community. In the event that the above conditions are not met, Office of Housing and Residence Life staff members reserve the right to require a guest(s) to leave immediately.

r. Keys
Students who violate any of the community standards listed in this section will be charged under Section E.9 of the FGCU Code of Conduct. Residents are issued keys to their rooms at the beginning of each semester. Upon losing a key and/or ID card, residents should report the loss immediately to the reception desk. Residents who lose keys will be charged the full amount of materials and labor for a lock change. Once a lock change has been completed, the charge cannot be reversed. Charges vary depending on the type of key lost and the location of the room/apartment. See fees section for a list of costs.

Residents may not:
- Duplicate University keys
- Alter locks
- Loan/give their key(s)/access cards to another individual (including, but not limited to, roommates, friends, family, or other students).

s. Lockouts
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Residents should carry their keys with them at all times to avoid lockouts. Office of Housing and Residence Life staff logs each time a resident locked out. Beginning on the third (3rd) lockout, residents will be charged $25 for each lockout. Lockout charges accumulate through the entire academic year. Residents will be charged for not returning spare keys and access cards within the designated time period. Excessive lockouts may result in disciplinary action.
t. Pets
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct pursuant to FGCU Regulation: FGCU-PR9.003. Animals or pets, other than aquarium fish, are not permitted in student rooms/apartments. Fish tanks larger than a 20-gallon capacity are not permitted. If prohibited pets are found in a room/apartment, the student will be required to remove the pet within 24 hours and disciplinary action may occur. If stray animals are found, contact UPD.

u. Posting of Materials
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct pursuant to FGCU Policy 4.007. The bulletin boards found in the residence halls and in the community spaces of Housing are intended for use by the Office of Housing to advertise programs and provide news and updates to the residential community. Public forums in the form of the free-speech kiosks may be found on the FGCU main campus.

v. Quiet Hours/Courtesy Hours
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Quiet hours are maintained to help provide an atmosphere that is conducive to good scholarship and to promote an environment where individuals can learn from the experience of group living. Quiet hours are as follows:

- Sunday through Thursday:
  10:00 p.m. – 10:00 a.m.
- Friday and Saturday:
  Midnight – Noon

During quiet hours, volume and noise should be limited to a level that could not possibly disturb the nearest neighbors’ attempts to study or sleep.

The primary responsibility for the enforcement of quiet hours lies with the residents. If conflicts arise that residents themselves cannot reconcile or if the offending noise is coming from another building or room/apartment, residents may call on the building staff to address the situation. Residents are expected to comply when a reasonable request is made. Resident Assistants (RAs) will address any noise issues they encounter during their day-to-day activities.

**Courtesy Hours:**
Courtesy hours are in effect throughout the residential community twenty-four (24) hours a day. This means that although quiet hours may not be in effect, residents are expected to maintain reasonable volume levels at all times,
including, but not limited to, conversations in stairwells/hallways, slamming doors, and stereo volume.

There will be 24-hour quiet hours during finals week each semester. Special interest halls (e.g. Wellness, Honors, Intensive Study, etc.) may have more restrictive quiet hours. Quiet hours are enforced at all times including holidays, breaks, and intersession periods.

w. Room Use

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Residents are not permitted to assign, sublease or allow the use of the assigned space to another person and/or guest(s). Residents may not use their rooms/apartments as a place of business, nor may a student conduct any business within a housing facility. Residents are assigned a specific room for their use. Entering and/or using a vacant room for personal use may result in disciplinary actions, including but not limited to, restitution at a rate of $100 per day. West Lake Village residents may re-lease their room for the summer semester with approval from the Office of Housing & Residence Life.

x. Safety and Security Standards

Students who violate any of the community standards listed in this section will be charged under Section E.4 of the FGCU Code of Conduct. The University promotes safety throughout the campus community however, safety is a shared responsibility between the University and the students. In order to promote the safety and security of building occupants, the following behaviors are prohibited:

- Tampering or playing with fire extinguishers, sprinkler heads, exit lights, emergency lights or other emergency equipment.
- Tampering with and/or disabling smoke detectors. Residents who have tampered with or disabled their smoke detector will receive a $100 fine for the first offense and will be brought through the conduct process for all additional violations.
- Hanging items from sprinkler heads and/or smoke detectors.
- Tampering with or covering security cameras.
- Tampering with or pulling a fire alarm under false pretenses.
- Removing or damaging fire/evacuation maps/instructions from the back of the doors.
- Obstructing hallways, stairwells, elevators and/or sidewalks with furniture, debris and other materials.

y. Other Safety and Security Standards

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct.

- Tampering with room/apartment circuit breakers.
- Leaving food cooking unattended.
- Refusing or failing to vacate a building during an alarm.
z. Satellite Dishes
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Satellite dishes are prohibited.

aa. Smoking
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct pursuant to FGCU Regulation: FGCU-PR9.007. Designated smoking areas are the outside smoking areas indicated by benches and cigarette disposal boxes. Any University staff member or student can request that any other staff or student adhere to the smoking policy. Smoking outside of the designated smoking areas may result in a fine of $25 for the first offense, a $50 fine for the second offense, and a $100 fine as well as disciplinary action for the third offense. Cigarette butts must be properly disposed of. Hookahs are prohibited on housing property.

bb. Storage
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. The Office of Housing and Residence Life does not provide storage for residents in or around the buildings and/or parking lots. This includes, but is not limited to, trailers, boats, jet skis, lawn furniture, etc.

cc. Tailgating
Students who violate any of the community standards listed in this section will be charged under Section E.9 of the FGCU Code of Conduct. Residents are prohibited from allowing unknown persons to enter behind them when entering secure buildings/areas in residence.

def. Trash
Students who violate any of the community standards listed in this section will be charged under Section E.15 of the FGCU Code of Conduct. Trash must be disposed of in the designated trash compactors located throughout North Lake Village and in designated trash chutes within South Village. Trash may not be left in breezeways/hallways, in common areas, under/in stairwells, in vending areas, or outside of the building or compactors. Compactor operating instructions are located on the door of each compactor. Malfunctioning or full compactors should be reported to the Commons reception desk or the RA on-call and trash should be disposed of at another compactor. Residents who leave trash outside of designated areas will be subject to a fine of $50 per item of trash for the first offense, $100 per item of trash for the second offense, and $250 per item of trash and disciplinary action for each offense thereafter.
ee. **Video/DVD Viewing**

Students who violate any of the community standards listed in this section will be charged under Section E.18 of the [FGCU Code of Conduct](https://www.fgcu.edu/studentconduct/) through **Title 17**. Due to restrictions outlined in copyright law, the showing of copyrighted materials for entertainment (i.e. motion picture or other audiovisual work) is not permitted in public areas within the residential community. Even in those instances in which only on-campus residents are permitted to participate, viewing of copyrighted materials in public areas for entertainment is prohibited. Exceptions to this policy are those instances in which a license is obtained from an appropriate vendor (i.e. Swank Motion Pictures, Inc.).

Residents are permitted to view copyrighted materials in rooms/apartments/suites presuming that the viewing is not open to the general public and the number of individuals in the unit at any given time does not exceed safety standards.

Permission to use copyrighted materials for educational programming may be obtained from the owner of the copyright; written evidence of this approval must be made available to the Associate Director for Residence Life prior to posting of advertisement for the event.

ff. **Visitation**

Please see Guest/Visitation community standard.

gg. **Waterbeds**

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the [FGCU Code of Conduct](https://www.fgcu.edu/studentconduct/). Waterbeds are prohibited.

hh. **Wildlife**

Students who violate any of the community standards listed in this section will be charged under Section E.16 of the [FGCU Code of Conduct](https://www.fgcu.edu/studentconduct/) pursuant to **FGCU Regulation: FGCU-PR9.003**. Feeding, harassing, injuring, killing, collecting, or otherwise disturbing wildlife (deceased or living) is prohibited.

ii. **Windows**

Students who violate any of the community standards listed in this section will be charged under Section E.15 of the [FGCU Code of Conduct](https://www.fgcu.edu/studentconduct/). Due to the sensitive nature of heating and air conditioning systems, as well as safety and security reasons, residents are encouraged to keep apartment windows closed and locked. Residents who open their windows while running the air conditioner may be assessed the cost to repair the A/C should damages occur. Blocking access to windows is also prohibited. Hurricane screens on the exterior of the windows must remain latched and secured at all times. Screens may not be propped open at any time.

The entry/exit of a building/room through a window is prohibited.
jj. Wireless Internet Routers
Students who violate any of the community standards listed in this section will be charged under Section E.16 of the FGCU Code of Conduct pursuant to Policy 3.022: Technology Acceptable Use Policy and Procedure. Due to security issues and as per the University ResNet Acceptable Use Policy, personal wireless access points (wireless internet routers) are not permitted to be connected to the FGCU network in North Lake Village and South Village.
Administrative Procedures

Apartment or Room Changes
Residents wishing to make apartment or room changes should complete the proper request forms at the housing administrative office located on the second floor of the Commons or the West Lake Village Community Center. Changing rooms without written authorization constitutes an improper check-out and may subject those involved to disciplinary action and/or a $100 improper transfer fee, and/or relocation back to the original room. At the beginning of each semester, there is a “freeze” during which no room changes are permitted. After the freeze, residents may request room changes at no charge.

If it is not possible to authorize the room change that is requested, the student who makes the request will remain in his/her current room. If it is possible to honor the requested room change, the resident will be required to complete the room change by the date established by the Office of Housing and Residence Life in order to avoid being charged a $150 improper checkout fee.

Failing to complete a requested room change arranged by the Office of Housing and Residence Life staff causes other room changes to be affected. Therefore, once a room change is accepted the new assignment cannot be reversed.

Check-In Procedures
When checking in, residents must verify and return a Room Inventory Form (RIF) to their Resident Assistant. The RIF denotes the condition of all areas of the room/apartment/suite upon move-in.

Residents who live in a room/apartment/suite with vacancies are expected to keep their room/apartment/suite in such a manner that roommates who may be assigned to the vacant room(s) may move in at any time. This matter is especially important at the winter break between semesters when new residents assigned to a room frequently arrive before returning residents. Residents whose room/apartment require special attention before new roommates can move in may be charged for extra cleaning and for rearrangement of furniture.

Checkout Procedures
When checking out of a room, residents must schedule a checkout appointment with their Resident Assistant (RA). During the appointment the resident returns his/her key(s), completes a walkthrough of the room/apartment/suite with a housing staff member and signs the Room Inventory Form (RIF). Residents who fail to follow these procedures may be assessed a $150 improper checkout fee in addition to any other damages that may be assessed.

Residents are responsible for the condition of their room/apartment/suite. When damages occur, the fees for these damages will be charged to the responsible party. If the person causing the damage cannot be identified, all residents of the room/apartment/suite will be charged for the damage. Residents must leave their rooms/apartments/suite in a clean condition when they checkout. Failure to do so may result in an extra cleaning charge.
At the end of the contract, residents must vacate the room/apartment/suite within twenty-four (24) hours of their last final exam unless this exam is on the last day of scheduled exams, in which case residents must vacate their room/apartment/suite by the published close of that semester. Residents withdrawing from the University prior to the end of the academic year must vacate their room/apartment/suite within twenty-four hours after such withdrawal and must follow the proper checkout procedures as listed above.

Students who fail to move out of the proper day will be charged a $100 per diem rate.

Complaints
Residents who have problems should bring their concerns to their Resident Assistant (RA). The RA may then refer the resident to the Resident Director (RD). In situations where residents feel uncomfortable approaching their RA, they may bring their concerns directly to the RD.

Lockouts
If a resident is locked out of his/her room/apartment/suite and/or bedroom, the resident should proceed to their reception desk. If the lockout occurs after the desk closes, the resident should call the Resident Assistant (RA) on-call for their designated area. The RA on-call number can be found on the bulletin board located on the first floor breezeway of every building in North Lake Village and West Lake Village or in each hallway in South Village. Residents will be asked to present an ID or asked to verify information to confirm his/her identity. Residents receive two lock-outs at no charge per academic year. A fee of $25 will be assessed on the third lockout and each subsequent lockout.

Lost Keys
Lost keys should be reported to your reception desk immediately. Residents will be charged the full amount of materials and labor for a lock change. Once a lock change has been completed, the charge cannot be reversed. Lock change fees are listed in the fees section.

Room Entry
The University appreciates the resident’s desire for privacy, particularly in the context of university community-style living, and will do all it can to protect this privacy. However, it is occasionally necessary for the University to exercise its contractual right to room entry. An Office of Housing and Residence Life staff member may enter a resident’s room/apartment under the following conditions:

- At the invitation of the resident;
- To provide maintenance (which includes preventive maintenance);
- If there is reason to believe that a violation of University policies and/or regulations exists;
- If an emergency exists or is believed to exist;
- For scheduled health and safety inspections (The building/floor Resident Assistant (RA) will enter each room with a Resident Director or Residence Life Team Assistant to conduct a visual scan for unsafe living conditions during the first seven days of September, November, February and April);
- To conduct a unit inspections and/or;
- To conduct a wellness check.
When a Housing staff member enters a room/apartment the following procedure will be followed:

1. The staff member will knock on the door.
2. Following the knock, the staff member will wait a time of sufficient duration to provide the occupant(s) ample opportunity to open the door.
3. If a resident does not answer the door, the staff member will key into the room/apartment and announce themselves.
4. If a resident is not home, documentation will be left noting why the room/apartment was entered.

Certain maintenance functions are contracted to outside companies. Individuals who provide services to the University for such contractual services are considered the same as University personnel.

Room Searches
Office of Housing and Residence Life staff are permitted to search a student’s apartment/room under the following conditions:

- A clear indication that the established conduct, standard of health, or safety regulations are being violated,
- An emergency situation exists that requires the search of a room for a particular item, and/or persons;
- There is evidence of the use, possession, or sale of illegal drugs. In this instance, an apartment will be searched if one or more of the following conditions exists:
  - A staff member observes the contraband or smells the odor of what he/she believes is a drug.
  - An individual informs a member of the Office of Housing and Residence Life staff that he/she has observed the use, possession, or sale of illegal drugs or paraphernalia or misuse of any legal drug or other legal substance. In such case, the individual will be thoroughly questioned and a judgment shall be made regarding his/her credibility. A room search will take place if the individual appears to be credible, a written statement has been obtained and the individual invites the staff members to enter his/her room/apartment for purposes of a search. The individual shall be warned that knowingly providing false information is a violation of Office of Housing and Residence Life policies and regulations and the FGCU Student Code of Conduct.

In a situation that falls under the above criteria for a room search, the following procedures will be followed:

1. All room searches by Office of Housing and Residence Life staff will be cleared with the Director of Housing and Residence Life or his/her designee, unless an emergency precludes such a delay.
2. Every search will be conducted as soon as is reasonably possible after the information or report is received.
3. There will be at least two Office of Housing and Residence Life staff members present, at least one of whom will be a full time Office of Housing and Residence Life administrator.

4. The University Police will be notified and will be present for the purpose of ensuring the safety of all parties involved and to receive and/or test contraband.

5. Office of Housing and Residence Life staff members will knock on the door. Following the knock, the staff member(s) will wait a sufficient duration to provide the occupant(s) ample opportunity to open the door. If a resident does not answer the door, the staff member(s) will key into the apartment and announce themselves.

6. Before any search begins, room occupants who are present will be notified of the reason for the search and will be afforded an opportunity to voluntarily produce the items or materials sought.

7. The student may be present during the search provided he/she does not attempt to inhibit the search. If the student is not present, a determination will be made as to whether there is an immediate need to search the room. If the student is not present they may be notified via phone, however the search may commence without notification. If an item is confiscated and turned over to University Police, the student will be left a notice by the Office of Housing and Residence Life staff notifying them of the search and any items confiscated.

8. The room will be searched in an orderly manner and all information will be documented. All items in the room, including those belonging to guests, will be searched.

9. During the course of a search, if the staff member(s) discover potentially dangerous substances, amounts of illegal substances larger than for personal use, or indications of larger illegal activity, University Police will be informed and may initiate their own investigation.

10. All information obtained from the search will be turned over to the Office of Student Conduct or designee for appropriate action. An independent decision will be made by the Director of the Office of Housing and Residence Life or his/her designee on a case by case basis as to whether to provide the University Police with the name of the resident accused of possessing, using or selling illegal drugs, misusing any legal drug or other legal substance, and whether the Director of the Office of Housing and Residence Life or his/her designee will request the University Police to criminally prosecute the resident.

During the search process, failure to comply with any reasonable request by a University Official may result in further disciplinary action. Reasonable requests shall include emptying of pockets, clothing, purses, etc.

**Non-University Personnel entry/search (for purposes of law enforcement)**

All entries and searches by non-University staff will be coordinated with the University Police. The Director of the Office of Housing and Residence Life or designee will usually accompany such outside personnel as an observer.
Emergency Procedures & Inclement Weather Information

Emergency Contacts
In the event of a medical emergency, call 911; for other emergencies, dial (239) 590-1911. To contact the University Police Department for non-emergencies, call (239) 590-1900

- When making an emergency call, give a clear description of the problem, your location (including building, room/apartment number and room) and your name.
- Immediately following this call, please contact the area/building reception desk so that on-site assistance can be initiated by the Office of Housing and Residence Life.

All of this information can be found on the interior side of the entry door to your apartment/suite.

Bomb Threats
If a bomb threat is received, the resident should:

1. Note the exact time of the call.
2. Write down as accurately as possible all statements made by the caller.
3. Listen to the voice to determine the caller’s sex, age, accent, and distinguishing features of the voice.
4. Listen for background noises.
5. Note alleged location of the device.
6. Immediately notify the local authorities by dialing 911 and contact the building/area reception desk.

In the event of a bomb threat requiring evacuation of the building, residents will be alerted by law enforcement, emergency management personnel, and/or Office of Housing and Residence Life staff members.

A bomb threat, even one made as a prank, is a violation of federal, state and local laws.

Emergency Evacuations and Drills
In the event of an actual emergency (e.g. fire, tornado, etc.) or a periodic emergency drill, immediate compliance with directives given by the staff is required.

All drills are timed and must be repeated if completion time does not meet safety standards. It is of the utmost importance that anyone in a room/apartment/suite responds promptly in an emergency situation for the safety of that individual and for the safety of all. This same compliance is expected of guests.

Failure to comply during drills or emergencies may result in disciplinary action.

Fire Evacuation Procedures
All residents are required to follow the fire and safety regulations listed below.

A. Periodic fire drills may be required to ensure that residents know what to do in the event of a fire. Residents should be familiar with the fire instructions. All residents and visitors are required to evacuate the building when the building fire alarm is sounded.
B. In the event the fire alarm sounds:
1. All occupants are required to leave the building at once using the nearest stairway exit. Never use an elevator during a drill or actual fire.
2. Depart the room/apartment/suite immediately, but dress in preparation for exiting weather (shoes, coat, etc.).
3. If you are away from your room when the fire alarm sounds, do not return to your room.
4. Do not return to the building until given the all-clear signal by an Office of Housing and Residence Life staff member.

C. In the event of a fire:
1. Activate the fire alarm by pulling an alarm pull-station.
2. Contain the fire, if possible, by closing the door.
3. Leave the building via the stairwell. Do not use an elevator. Close the room and apartment doors behind you. Remain calm at all times.
4. Notify the reception desk or an RA immediately.
5. No matter how small the fire, and even if it is already extinguished, report it to the Commons, West Lake Village Community Center, South Village reception desk, or an RA immediately.

Hurricane Evacuation Procedures/Policy
Residents must evacuate if they are requested to do so. Residents must follow the instructions indicated by University officials and emergency personnel.

Once a determination is made by the President of Florida Gulf Coast University along with emergency management officials for the surrounding area to prepare for a hurricane or other severe weather and evacuate, the following will happen:

The Office of Housing and Residence Life will communicate with residents via e-mail and posted flyers. Resident Assistants (RAs) will contact each resident to determine the resident’s evacuation plans (on or off campus).

If a resident plans to leave campus, the resident must notify his/her RA prior to his/her departure.
- Residents whose permanent address (parents, family, etc.) is within a stated radius, as determined by the Director of the Office of Housing and Residence Life and the Vice President for Student Affairs, must evacuate off campus
- Residents whose permanent address (parents, family, etc.) is outside of the stated radius, as determined by the Director of the Office of Housing and Residence Life and the Vice President for Student Affairs, and do not have an alternate off campus evacuation location will evacuate to Alico Arena as the designated hurricane shelter for the student residents of Florida Gulf Coast University.
- Residents should dispose of all perishables (especially items in the refrigerator and freezer), secure their rooms/apartments, and prepare for potential power outages.

- The residential students remaining at Florida Gulf Coast University will be instructed to do the following:
Dispose of all perishables (especially items in the refrigerator and freezer), secure their rooms/apartments/suites, and prepare for potential power outages.

Pack a small bag with pillow, blanket, sleeping bag, medication, a few changes of clothes, necessary toiletries and a few personal items along with identification to be ready to bring to the shelter.

Work with other residential students and work with the Resident Assistants along with other University officials in preparing for the evacuation.

Remain in the apartments/rooms/suites until the word is given to evacuate to the shelter.

- All Housing Essential Personnel, University Police Officers and other University officials will evacuate resident students to the shelter and prepare the shelter for the hurricane and/or severe weather.

- Once an evacuation order is issued, residents will not be permitted to return to their rooms/apartments for any reason until the all-clear is given. The staff and resident students will remain in the shelter until University Police notify the staff it is safe for residential students to return to their rooms/apartments/suites.

**Hurricane Watch**
A hurricane watch signifies that there is a probability that a hurricane may approach the southwest Florida area. The National Weather Service will issue a hurricane watch for a specific time period and geographic area. Residents should monitor television and radio weather bulletins for details and changes in weather conditions. Residents are encouraged to make necessary preparations and plans in the event that they are asked to evacuate.

**Hurricane Warning**
A hurricane warning is issued when a hurricane is projected by the National Weather Service to impact this regional area. The President of FGCU will determine if the University is to be closed. When a warning is issued, residents will be provided instructions regarding securing and evacuating on-campus residence halls. Residents must comply with all reasonable requests made by University officials or emergency personnel. Students should check their Eaglemail and/or the University website for details about the situation.

**Tornado Evacuation Procedures/Policy**
The National Weather Service issues two types of tornado alerts: tornado watch and tornado warning. Residents should be familiar with this distinction because it dictates which course of action to follow. Residents should evacuate if they are requested to do so. Residents must comply with all reasonable requests made by University officials or emergency personnel.

**Tornado Watch**
A tornado watch signifies that atmospheric conditions are such that a tornado may develop. The National Weather Service will issue a tornado watch for a specific time period and geographic area. Residents should monitor television and radio weather bulletins to listen for details and changes in weather conditions.
Tornado Warning
A tornado warning is issued when a tornado has been sighted in the immediate area.
In the event of a tornado warning:
   1. Close room and apartment doors.
   2. Do not remain in any area that has glass windows.
   3. Cooperate fully with all staff members.

Weather Conditions and Reports
During severe weather watches and warnings, residents should be prepared to take proper precautions. Windows should be closed during thunderstorms and battery operated lights should be kept close at hand in case of a power failure. Residents must be prepared to evacuate to the safe areas of their buildings when tornados and/or severe weather conditions are likely.
# Fees & Charges

## Fees for Services not Covered by Room Fees
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Cancellation</td>
<td>Refer to terms and conditions</td>
</tr>
<tr>
<td>Deep clean entire apartment</td>
<td>$400.00</td>
</tr>
<tr>
<td>Extra cleaning per hour (1/2 hour minimum charge)</td>
<td>$50.00</td>
</tr>
<tr>
<td>Improper Check-out</td>
<td>$150.00</td>
</tr>
<tr>
<td>Late Payment</td>
<td>$100.00</td>
</tr>
<tr>
<td>Maintenance Labor per hour (1 hour minimum)</td>
<td>$48.00</td>
</tr>
<tr>
<td>Panic Alarm</td>
<td>$25.00, $75.00, $250.00</td>
</tr>
<tr>
<td>Improper Room Change/Transfer</td>
<td>$100.00</td>
</tr>
<tr>
<td>Smoking Violation</td>
<td>$25.00</td>
</tr>
<tr>
<td>Trash Violation</td>
<td>$50.00, $100.00, $250.00</td>
</tr>
</tbody>
</table>

## Damage/Cleaning/Additional Maintenance Fees

### Air conditioning
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paint air conditioner vent cover</td>
<td>$30.00</td>
</tr>
<tr>
<td>Replace broken thermostat</td>
<td>$100.00</td>
</tr>
<tr>
<td>Replace air handler access door</td>
<td>$110.00</td>
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</tbody>
</table>

### Bathroom Items
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace medicine cabinet</td>
<td>$55.00</td>
</tr>
<tr>
<td>Replace shower curtain rod</td>
<td>$30.00</td>
</tr>
<tr>
<td>Replace shower head</td>
<td>$25.00</td>
</tr>
<tr>
<td>Replace soap dish</td>
<td>$110.00</td>
</tr>
<tr>
<td>Replace toilet</td>
<td>$200.00</td>
</tr>
<tr>
<td>Replace toilet paper holder</td>
<td>$30.00</td>
</tr>
<tr>
<td>Replace towel rack</td>
<td>$30.00</td>
</tr>
<tr>
<td>Replace toilet seat</td>
<td>$35.00</td>
</tr>
<tr>
<td>Replace toilet tank</td>
<td>$65.00</td>
</tr>
<tr>
<td>Replace cover for light/fan fixture</td>
<td>$10.00</td>
</tr>
<tr>
<td>Replace complete light and fan fixture</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

### Carpet/Floors
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean tile floors (strip and wax)</td>
<td>$85.00</td>
</tr>
<tr>
<td>Replace bedroom carpet (single bedroom)</td>
<td>$376.00</td>
</tr>
<tr>
<td>Replace bedroom carpet (double bedroom)</td>
<td>$519.00</td>
</tr>
<tr>
<td>Replace hallway carpet</td>
<td>$382.00</td>
</tr>
<tr>
<td>Replace living room carpet (single)</td>
<td>$376.00</td>
</tr>
<tr>
<td>Replace living room carpet (double)</td>
<td>$393.00</td>
</tr>
<tr>
<td>Shampoo bedroom carpet (single)</td>
<td>$85.00</td>
</tr>
<tr>
<td>Shampoo bedroom carpet (double)</td>
<td>$95.00</td>
</tr>
<tr>
<td>Shampoo hallway carpet</td>
<td>$80.00</td>
</tr>
<tr>
<td>Shampoo living room carpet (single)</td>
<td>$85.00</td>
</tr>
<tr>
<td>Shampoo living room carpet (double)</td>
<td>$95.00</td>
</tr>
<tr>
<td>Replace cove base (5ft or less)</td>
<td>$58.00</td>
</tr>
<tr>
<td>Service Description</td>
<td>Price</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Replace cove base (5ft to 10ft)</td>
<td>$68.00</td>
</tr>
<tr>
<td>Replace cove base (10ft or more)</td>
<td>Labor and Materials</td>
</tr>
<tr>
<td>Doors</td>
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</tr>
<tr>
<td>Repair interior door</td>
<td>$25.00</td>
</tr>
<tr>
<td>Replace bedroom door</td>
<td>$225.00</td>
</tr>
<tr>
<td>Replace broken closet door (mirror, sliding)</td>
<td>$245.00</td>
</tr>
<tr>
<td>Replace door handle</td>
<td>$65.00</td>
</tr>
<tr>
<td>Replace door stop</td>
<td>$12.50</td>
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<tr>
<td>Replace peephole</td>
<td>$40.00</td>
</tr>
<tr>
<td>Fire Equipment</td>
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</tr>
<tr>
<td>Replace Smoke Detector</td>
<td>$25.00</td>
</tr>
<tr>
<td>Replace Fire Extinguisher</td>
<td>$50.00</td>
</tr>
<tr>
<td>Replace Evacuation Map/Instructions</td>
<td>$50.00</td>
</tr>
<tr>
<td>Furniture</td>
<td></td>
</tr>
<tr>
<td>Clean armchair/loveseat</td>
<td>$75.00</td>
</tr>
<tr>
<td>Clean mattress</td>
<td>$75.00</td>
</tr>
<tr>
<td>Clean sofa</td>
<td>$75.00</td>
</tr>
<tr>
<td>Move furniture (within apartment)</td>
<td>$30.00</td>
</tr>
<tr>
<td>Replace armchair</td>
<td>$398.00</td>
</tr>
<tr>
<td>Replace bed frame (metal spring)</td>
<td>$75.00</td>
</tr>
<tr>
<td>Replace bed frame (wooden)</td>
<td>$80.00</td>
</tr>
<tr>
<td>Replace bed pegs</td>
<td>$75.00</td>
</tr>
<tr>
<td>Replace desk chair</td>
<td>$114.00</td>
</tr>
<tr>
<td>Replace desk/dresser top</td>
<td>$160.00</td>
</tr>
<tr>
<td>Replace desk/dresser handle</td>
<td>$3.00</td>
</tr>
<tr>
<td>Replace keyboard tray (desk)</td>
<td>$45.00</td>
</tr>
<tr>
<td>Replace legs on sofa/armchairs (each)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Replace loveseat</td>
<td>$492.00</td>
</tr>
<tr>
<td>Replace mattress</td>
<td>$125.00</td>
</tr>
<tr>
<td>Replace sofa</td>
<td>$605.00</td>
</tr>
<tr>
<td>Replace sofa/chair/loveseat cushion</td>
<td>$50.00</td>
</tr>
<tr>
<td>Kitchen Items/Appliances</td>
<td></td>
</tr>
<tr>
<td>Clean marker off of refrigerator</td>
<td>$75.00</td>
</tr>
<tr>
<td>Replace dairy compartment cover in refrigerator</td>
<td>$35.00</td>
</tr>
<tr>
<td>Replace dishwasher</td>
<td>$300.00</td>
</tr>
<tr>
<td>Replace garbage disposal</td>
<td>$70.00</td>
</tr>
<tr>
<td>Replace glass shelf in refrigerator</td>
<td>$85.00</td>
</tr>
<tr>
<td>Replace kitchen counter top (per section)</td>
<td>$395.00</td>
</tr>
<tr>
<td>Replace microwave (countertop model)</td>
<td>$65.00</td>
</tr>
<tr>
<td>Replace microwave (Over the counter model)</td>
<td>$200.00</td>
</tr>
<tr>
<td>Replace microwave dish</td>
<td>$50.00</td>
</tr>
<tr>
<td>Replace oven</td>
<td>$550.00</td>
</tr>
</tbody>
</table>
Replace oven/stove drip pan (6”) $6.50
Replace oven/stove drip pan (8”) $7.50
Replace oven hood (complete unit) $25.00
Replace oven hood exhaust fan motor $20.00
Replace oven hood grate $5.00
Replace refrigerator $500.00
Replace vegetable drawer in refrigerator $60.00

Lights
Re-secure wall/ceiling light fixture $7.50
Replace wall/ceiling light fixture $17.50
Replace missing compact fluorescent bulb $10.00

Locks/Keys/Access Cards
Lost/Not returned temporary access card (per card) $10.00
Re-key 2-bedroom apartment $60.00
Re-key 4-bedroom apartment $100.00
Re-key 3-bedroom suite in South Village $80.00
Re-key 2-bedroom suite in South Village $60.00
Re-key single suite in South Village $40.00
Re-key 4-bedroom apt. in West Lake Village $120.00
Re-key 3-bedroom apt. in West Lake Village $100.00
Re-key mailbox $10.00
Replace Lever 9 K $85.00
Replace lock face plate $20.00
Replace lock card reader $100.00
Replace lock Basis G magnetic stripe $656.00
Replace lock magnetic stripe $125.00
Replace Mortis Lock (electronic) $300.00
Replace Mortis Lock (mechanical) $40.00
Replace Tubular/Cylindrical Lock $249.00

Miscellaneous
Remove items left in apartment per hour (1 hour minimum) $50.00
Ceiling tiles $25.00
Replace outlet cover $3.00
Replace switch cover $3.00
Removal of adhesive tape from walls and doors $48.00
Replace apartment number sign $25.00
Replace electrical outlet $25.00
Replace/Repair internet outlet $25.00
Replace/Repair phone outlet $25.00
Replace/Repair Cisco wireless access point $450.00
Program a television for resident(s) $48.00

Patch/Paint Work
Paint bedroom door $30.00  
Paint ceiling $50.00  
Paint ceiling (touch-up) $27.50  
Paint closet interior $30.00  
Paint door frame $25.00  
Paint front door (exterior) $50.50  
Paint front door (interior) $35.00  
Paint wall $50.00  
Patch and Paint small hole $105.00  
Patch and paint medium hole $125.00  
Patch and paint large hole $145.00  
Remove Nails, patch holes (small area) $27.50  
Wall touch up paint (light) $27.50  

**Windows/Blinds**  
Remove valances/curtains and/or rods $10.00  
Replace blinds (per set) $35.00  
Replace blind wand $10.00  
Replace broken window (lower sash) $175.00  
Replace broken window (upper sash) $275.00  
Replace window screen $25.00  
Replace window sill $170.00  

All other charges to replace missing or damaged items not listed above will be the cost of the item plus labor and administrative charges. Damages caused by residents that require the use of a sub-contractor will result in charges to the resident equal to the vendor’s total invoice as well as overhead costs associated with the repair.

*All fees are subject to change due to increases in materials or administrative costs.*
**Important Phone Numbers**

<table>
<thead>
<tr>
<th>Office of Housing and Residence Life</th>
<th>(239) 590-1799</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commons Reception Desk</td>
<td>(239) 590-1711</td>
</tr>
<tr>
<td>Everglades Reception Desk</td>
<td>(239) 590-1744</td>
</tr>
<tr>
<td>Biscayne Reception Desk</td>
<td>(239) 590-1719</td>
</tr>
<tr>
<td>Palmetto Reception Desk</td>
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</tr>
<tr>
<td>Osprey Reception Desk</td>
<td></td>
</tr>
<tr>
<td>WLV Community Center Reception Desk</td>
<td>(239) 590-1712</td>
</tr>
<tr>
<td>Housing Administrative Office</td>
<td>(239) 590-1700</td>
</tr>
<tr>
<td>Resident Assistant On-Call Listed on Building Bulletin Boards</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University Police</th>
<th>(239) 590-1911</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Police (emergency)</td>
<td>(239) 590-1900</td>
</tr>
<tr>
<td>University Police (non-emergency)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Campus Resources</th>
<th>(239) 590-7956</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adaptive Services</td>
<td>(239) 590-7145</td>
</tr>
<tr>
<td>Alico Arena Box Office</td>
<td>(239) 590-7700</td>
</tr>
<tr>
<td>Aquatics Center</td>
<td>(239) 590-1150</td>
</tr>
<tr>
<td>Bookstore</td>
<td>(239) 590-7935</td>
</tr>
<tr>
<td>Campus Recreation</td>
<td>(239) 590-1091</td>
</tr>
<tr>
<td>Campus Reservations</td>
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<tr>
<td>Career Development Services</td>
<td>(239) 590-7946</td>
</tr>
<tr>
<td>Cashier’s Office</td>
<td>(239) 590-1213</td>
</tr>
<tr>
<td>Center for Academic Achievement (tutoring)</td>
<td>(239) 590-7906</td>
</tr>
<tr>
<td>Computing Services</td>
<td>(239) 590-1188</td>
</tr>
<tr>
<td>Counseling and Psychological Services</td>
<td>(239) 590-7950</td>
</tr>
<tr>
<td>Dean of Students’ Office</td>
<td>(239) 590-7900</td>
</tr>
<tr>
<td>Dining Services</td>
<td>(239) 590-1160</td>
</tr>
<tr>
<td>Financial Aid and Scholarships</td>
<td>(239) 590-7920</td>
</tr>
<tr>
<td>First Year Advising</td>
<td>(239) 590-7875</td>
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<tr>
<td>IT and Angel</td>
<td>(239) 590-7100</td>
</tr>
<tr>
<td>Library</td>
<td>(239) 590-7610</td>
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<tr>
<td>International Services</td>
<td>(239) 590-7925</td>
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<tr>
<td>Multicultural Student Services</td>
<td>(239) 590-7991</td>
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<tr>
<td>Office of Outreach Programs</td>
<td>(239) 590-7834</td>
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<tr>
<td>Parking Services</td>
<td>(239) 590-1912</td>
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<tr>
<td>Prevention and Wellness</td>
<td>(239) 590-7733</td>
</tr>
<tr>
<td>Registration and Records</td>
<td>(239) 590-7980</td>
</tr>
<tr>
<td>Service Learning</td>
<td>(239) 590-7015</td>
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<tr>
<td>Student Government</td>
<td>(239) 590-7948</td>
</tr>
<tr>
<td>Student Health Services (Clinic)</td>
<td>(239) 590-7966</td>
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<tr>
<td>Student Involvement</td>
<td>(239) 590-7739</td>
</tr>
<tr>
<td>Service</td>
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<td>----------------------</td>
<td>----------------</td>
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<tr>
<td>Testing Center</td>
<td>(239) 590-7955</td>
</tr>
<tr>
<td>University Operator</td>
<td>(239) 590-1000</td>
</tr>
</tbody>
</table>