



Dear CCU Resident,

On behalf of University Housing, let me welcome you home to Coastal Carolina University. Whether you are a returning or a first-time Chanticleer, we are honored to welcome you and will seek to live up to our mission statement: *"University Housing creates a foundation of care for resident safety and success."* Let's achieve that together! The following pages are your key to understanding University Housing and your role as a resident.

The evidence is clear that students who live on campus continue at higher rates than other students, have higher grade point averages, and report higher levels of connection to the University. I hope you will find these things to be true of your experience.

I encourage you to be an active member of your community. Speak kindly to your neighbors, get to know and rely on your resident adviser (RA), and always be yourself. You'll find that you are a powerful and important part of the world around you and the community of learners you have joined.

Make an effort to get to know your RA and community coordinator as soon as you can. These staff members are here for you and have participated in intensive training to prepare for your arrival and for the continued care for your safety and success throughout the year. Please let them know how they can be helpful to you and keep them informed of how you are transitioning to a new year as a student at Coastal Carolina University.

Welcome home!

Kathy Daley  
Senior Director of University Housing

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## MISSION

University Housing creates a foundation of care for resident safety and success.

## VISION

Living in University Housing transforms students into Chanticleers prepared to be leaders serving a global community.

## VALUES

### *Transformation through development*

Anchored in an ethic of care, University Housing focuses on residents as unique and complex learners actively engaged in their own holistic development.

### *Excellence through innovation*

University Housing utilizes the strengths of our staff and collaborative partners to implement new initiatives and best practices. We are dedicated to the personal and professional development we need for our department to become a leader in our University community and beyond.

### *Sustainability through stewardship*

University Housing is mindful of our potential impact on the community, the environment, and the resources available to future generations. We make sustainable decisions grounded in ethical practice, transparent to all stakeholders.

### *Community through inclusion*

University Housing aspires to create a socially just community founded on civility and inclusion. By examining social constructs and privilege, all members of our community learn from and about each other.

### *Achievement through evaluation*

University Housing is governed by a culture of assessment; we are committed to evidence-based evaluation of our programs and services to further the mission and goals of the department, the division, and the University.

## UNIVERSITY HOUSING AND MEAL PLAN REQUIREMENT

Coastal Carolina University is committed to providing its students with a comprehensive educational experience that includes a residential component. Therefore, all degree-seeking full-time, first- and second-year students who graduated from high school within two calendar years prior to enrolling in Coastal Carolina University are required to live in residential communities operated by University Housing and purchase a meal plan. Possible exemptions and the process for requesting exemptions are described in the posted University policy. Being automatically or manually marked as exempt does not prevent a student from choosing to apply for housing and entering into the annual license agreement or from purchasing a meal plan. Residents will indicate their meal plan preference on the housing application. Visit [coastalcarolina.campusdish.com](http://coastalcarolina.campusdish.com) for more information.

To review the policy ([STUD-336](#)) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies). Residents needing to apply for a housing or a meal plan exemption will do so through the housing application process in [MyCoastalHome](#).

## COMMUNITY SAFETY AND SUCCESS

University Housing is proud of its many student and professional staff members who work around the clock to ensure our residential facilities are communities focused on resident safety and success.

### Resident Advisers

Resident Advisers (RAs) are undergraduate or graduate students who serve as live-in peer leaders and role models. Each RA is assigned to a wing, floor, or building and the residents who live there. RAs participate in specialized community development training that enhances the on-campus living experience. RAs answer questions about the campus and residential facilities; help residents with community, personal, and academic concerns; mediate group conflicts that may arise; coordinate educational and social programs and activities; set up active and passive activities that focus on education and resources; encourage engagement among the community; support and promote University events; and enforce University policies. There is an RA on-call in each community from 5 p.m. to 7 a.m. on weekdays and 24 hours a day on the weekends; the on-call number is posted throughout each community for emergency use.

### Community Coordinators

Community Coordinators (CCs) are full-time professionals who live and work within the residential student communities. Community Coordinators are responsible for all residential community operations and serve residents through careful selection, training, and supervision of the RAs. CCs are available as a resource to residents in a variety of ways, such as: assisting with facilities concerns; providing mediation and follow-up for roommate, resident, and community issues; and supporting resident academic endeavors. CCs also coordinate and approve room changes; oversee health and safety inspections; and may serve as hearing officers for conduct cases involving allegations of violations of the Code of Student Conduct and the Community Living Guide. Each CC has an office in or adjacent to their community and participates in a 24-hour on-call rotation for crisis response.

### Community Desk Staff and Operations

Community desks are the hub of information and activity in your Housing community. Desk assistants (DAs) and desk managers (DMs) are students who serve as customer service representatives at the community desks. Residents should visit their community desk in order to:

- Check-in to their room.
- Receive answers to general questions.
- Receive loaner key / lock-out assistance.
- Report a lost room key.
- Check out equipment (e.g., vacuum, broom and dustpan, basketball, etc.).
- Report an emergency maintenance request.

COMMUNITY DESKS	PHONE
Township Circle Community Desk (Ingle Hall) Serving: Eaglin Hall Ingle Hall The Gardens The Woods	843-349-6410

Elvington Loop Community Desk (Tradition Hall) Serving: Chanticleer Hall DeCenzo Hall Singleton-Young Hall Tradition Hall	843-349-4127
University Place Community Desk (Grand Strand 102) Serving: Grand Strand Low Country Sandhills Blue Ridge Piedmont	843-349-5060

### Maintenance and Custodial Staff

Maintenance and custodial staff are dedicated to providing safe, clean, and comfortable residential facilities. In addition to maintaining and cleaning common spaces, the custodial and maintenance staffs respond to maintenance requests – submitted in [MyCoastalHome](#). These staff members also complete preventative maintenance and respond to emergencies.

### Housing Assignments Services

Housing Assignments Services staff oversee business operations in the University Housing office, manage [MyCoastalHome](#), and respond to housing communications via phone, email, website, and social media. This team collaborates with Community Coordinators in managing assignments, occupancy, room changes, and a variety of other services such as room selection, housing exemptions, releases, and accommodations.

## MYCOASTALHOME

[MyCoastalHome](#) is your gateway to all things housing and meal plan at Coastal Carolina University, and it will allow you to do all the following:

- Complete a housing application (or request a housing exemption), check the status or cancel it.
- Search for potential roommates and communicate with roommates prior to room selection.
- Select or change a meal plan during designated time periods (or request a meal plan exemption). Select your room during the room selection process.
- Register for ChantiCREW, our fall move-in volunteer program.
- Sign up for timeslots (i.e., Fall Move-In, Closing).
- Review & update the check-in condition of your room.
- Request a room change during designated time periods.
- Apply for student employment with University Housing.
- Submit a maintenance request.
- Submit an extended stay request for University-sponsored department or program.

Residents will log in using their username and password. Your username is the part of your email address before the @ symbol (e.g., email is chauncey@coastal.edu so the user name is chauncey). You can find your username and password at [coastal.edu/search/password](#). [MyCoastalHome](#) will be active for new students and new transfer students after being accepted to Coastal Carolina University and paying the enrollment deposit. To access [MyCoastalHome](#), go to our website [coastal.edu/housing](#).

## COMMUNITY LIVING

Living as a member of a cooperative community teaches residents to respect the rights of others and advocate for their own rights. University Housing recognizes the need for an atmosphere conducive to academic success and works diligently to protect the health, safety, and security of all residents and their belongings.

### Rights and Responsibilities

- The right to study, read, relax, and sleep without measurable interference, noise, or distractions, and the responsibility to help others have these rights.
- The right to feel safe in the residence halls and the responsibility to help ensure the safety for others in the building.
- The right to have respect shown for one's privacy and the responsibility to respect the privacy of others.
- The right to have respect shown for one's personal property and the responsibility to respect others' personal property as well as community property.
- The right to have visitors within the housing unit in accordance with policy and the responsibility for the behavior of those guests.
- The right to live in an area free of intimidation and physical or emotional harm and the responsibility to ensure this right for others.
- The right to a clean-living environment and the responsibility to help keep it clean.
- The right to maintain one's personal beliefs and values and the responsibility to respect the beliefs and values of others.

Please keep in mind that an individual's rights end when exercising those rights infringes upon the rights of others. The housing facilities at Coastal Carolina University are places for fun but are also places for study. In keeping with the mission of Coastal Carolina University, housing facilities must have an atmosphere conducive to academic success and development. Residents whose behavior violates the rights of other members of the community may be subject to disciplinary action and removal from our communities.

### Living with a Roommate

Fundamentals to a successful roommate situation:

- Get to know each other. Take time to learn what your roommate needs and expects.
- Learn to communicate effectively with one another. Tell each other what is and is not OK. Be honest! Boundary setting is a sign of respect.
- Establish guidelines. At the beginning of the year, decide the ground rules each of you can live by (i.e., sleep and study schedules).
- Respect each other's privacy. Ask for and give each other space when needed.
- Resolve conflict as it arises. Inevitably as the year goes on, the room appears to get smaller, and frustrations and irritations may grow.
- Deal with problems maturely and in a timely fashion. Talk with your RA about positive ways to deal with roommate conflicts.
- Be willing to compromise. Sharing a room involves give and take on each side (Reciprocity).
- Be considerate, reasonable, and flexible.

- Self-advocacy - Stand up for your rights. Do not let the roommate situation be a one-sided affair. If you are uncomfortable with something, let your roommate know.
- Share responsibilities with your roommate/suitemates and be accountable for your actions.

### Roommate Relationships

University Housing seeks to encourage and create positive, assertive, and caring communication when working to resolve a roommate conflict no matter how large or small. Such communication will ensure that you are clearly stating your intentions and needs. It also ensures that the person you are communicating with feels they have the room to assert their needs and intentions as well. Remember there can be a solution for all situations or conflicts, and it is vital that all parties remain flexible and as objective as possible throughout the conflict.

One useful tool in conflict resolution is the use of “I” statements. “I” statements help create a message that is not offensive while specifically identifying your concerns, how they impact you, and what your roommate might do to resolve the problem. An example of the proper use of an “I” statement is:

- I feel angry when you turn on the overhead light when I am sleeping. Please use the lamp if you need light while I am sleeping.
- I feel annoyed when you leave your stuff on the side of the sink. Please put your personal items away after you have used them.

Adding a statement about what you will do to reflect your own expectations or make it easier for your roommate to live up to your expectation is also important. You might amend the above examples by saying:

- I know I have a sleep schedule much different than yours, and I will try and sleep at more regular hours when I can.
- I haven’t always put my things away either, and I will make an effort to do this every time if you will.

Such additions show that you are willing to help resolve the conflict and acknowledge that the fault is not entirely with the other person.

The art of listening is critical to conflict resolution. . Listening, like any other skill or talent, must be honed with practice and commitment. Your RA can work with you to practice this skill. Since we know much of listening (and more importantly letting the other person know they are being heard) is nonverbal, remember the **SOLER** acronym and you may be a more successful listener:

- S** – Square up to the speaker.
- O** – Open body posture.
- L** – Lean in.
- E** – Eye contact.
- R** – Relax.

If you use these tips, remain flexible with yourself and your roommates, and set realistic expectations, you are certain to be more successful than those who try to put their heads down ignore a problem. Remember that your RA is always available if you take the time to ask for help.

### Roommate and Cleaning Agreements

Roommate and cleaning agreements are tools used to assist residents sharing a space. The RA's role is neutral and can assist residents in engaging in dialogue and self-advocacy while completing the agreements. Residents will be held accountable for violations of the agreements.

### **Personal Property**

Transitioning to living in a residential housing community will impact the personal property residents are permitted to use and possess. Some everyday items used in private residences may present a safety concern or disruption to university facilities. If you have any questions about a personal item you would like to bring, please first inquire with your community coordinator. Please visit our [website](#) for what to bring and what not to bring.

## **COMMUNITY PROGRAMMING AND INITIATIVES**

University Housing and partners across campus focus on the holistic development of our residents. We value academic success, and work to support residents' personal and intrapersonal development in order to make academic success more attainable.

### **[COASTAL Living Engagement Model](#)**

Living on campus at Coastal Carolina University provides you with the greatest opportunity of being fully engaged in Teal Nation. University Housing intentionally provides engagement opportunities through the seven COASTAL Living themes: community; overall wellness; academic success; self-discovery; transition; appreciation for diversity; and leadership. Your resident adviser will make an effort to get to know you and may be the first staff member who notices if you are struggling socially or with your academics. You will have opportunities to learn about yourself and those around you, forge strong relationships with others in your community, develop the skills necessary to succeed both academically and in the world, and take on leadership roles that will prepare you for life. University Housing maximizes the availability of academic resources to our residents, including regular interaction between faculty and residents outside of the classroom.

### **National Residence Hall Honorary**

The National Residence Hall Honorary (NRHH) is a leadership-based honorary organization comprised of exemplary residential students who contribute outstanding service and who provide important leadership in the advancement of residence hall systems. NRHH seeks residential students that show strong leadership skills, an appreciation for recognition, and a passion for service. Membership in NRHH is open to residents who have lived on campus for at least one full academic semester and have a minimum CCU GPA of 2.5. Each campus' chapter can induct up to 1 percent of the number of students living on campus.

### **Second-Year Experience Plus (SYE+)**

The Second-Year Experience Plus (SYE+) program bridges the gap between the first year and graduation. Through designated SYE+ programs, residents will be successful not only in the classroom, but also at CCU as a whole and in life after college. Residents become more equipped to make decisions on their future goals and aspirations.

### **[Special Interest Housing](#)**

We offer a variety of special interest housing options that are categorized as either Resident Interest Groups (RIGs) or Living Learning Programs (LLPs). University Housing collaborates with campus partners

to incorporate advising, faculty involvement, tutoring, and more into these communities. RIGs allow for students to live within a common community with a specific focus, supported by a campus department specializing in that focus. Residents of our LLPs live in a common community; however, the focus is of an academic nature with a specific academic partner. Residents living in an LLP are registered for a minimum of one common academic course.

## SERVICES AND ADMINISTRATIVE INFORMATION

### ACCESS CONTROL

#### Electronic Access

Some doors are secured through radio-frequency identification (RFI). Residents living in communities with electronic access doors will have access granted on their CINO Card, through an embedded RFI chip. Electronic doors are unlocked by waving the CINO Card two inches in front of the reader. Due to this access, residents must report their card as lost or stolen immediately for safety and security. Report it online at [coastal.edu/cinocard](http://coastal.edu/cinocard) by selecting "Report Lost Card" from the menu after log-in.

#### Keys

All residents receive room keys and electronic access via the CINO Card during the check-in process. Occupancy begins upon receipt of one's key. Keys are issued to provide residents access to their assigned space when University-operated residences are open, and to provide a safe and secure place for themselves and their belongings. University Housing communities are only as safe as we make them together. While University Housing provides access and security, **it is the responsibility of each resident to use keys and CINO Cards appropriately and to keep these items with them at all times.** Residents are prohibited from copying keys.

#### Lock-outs and Loaner Keys

If a resident is locked out of a room, the resident must go to the appropriate community desk with a photo ID to be issued a loaner key/fob. Loaner keys/fobs are provided as a courtesy and must be used responsibly. Loaner keys/fobs are not "spare" keys. Loaner keys/fobs must be returned within 30 minutes. Failure to return a loaner key/fob within 30 minutes will result in a nonrefundable \$75 lock change administrative fee assessed to the student's account as the initial part of the lock change process. The remaining lock change costs for key fob, key tag, and cores will be assessed to the student's account after a lock change occurs or the next business day, whichever is earlier. In cases of emergency lock changes, the \$75 lock change administrative fee and remaining costs for materials and labor will be charged simultaneously. All residents will be provided two lock-outs free of charge each semester. Each additional lock-out will result in a unique \$50 lock-out fee and residents may be held accountable through the conduct process.

#### Lost, Stolen, or Broken Keys and Key Fobs

Residents must report lost, stolen, or broken University Housing keys to their community desk immediately. Residents will be responsible for the costs associated with replacing keys, key fobs, key tags, and lock cores.

All lock-change fees have a nonrefundable \$75 administrative fee as well as a fee for materials once the lock change occurs. The cost of the materials portion of a lock change is determined by the location and

room type and is based on the number of lock cores that need to be re-cored as a result of the lost or stolen key. Rates are subject to change and are posted online.

### **Room Entry**

Coastal Carolina University officials, wearing a name/ID badge or University-issued uniform, may enter University residential spaces for approved purposes at reasonable or necessary times, for reasons including, but not limited to:

#### **Health and Safety Inspections**

University Housing staff will conduct routine room inspections checking for cleanliness, maintenance and safety concerns, and adherence to University Housing rules and regulations. Staff will open and inspect University-owned property (i.e., cupboards, dishwasher, refrigerator, laundry machines) to ensure proper working order and safety.

#### **Maintenance and Repair Work**

Maintenance requests submitted through [MyCoastalHome](#) will initiate a staff response to make necessary repairs. If a repair is ongoing, unexpected, or incomplete, students may follow up with the community coordinator for updates. University Housing maintenance or custodial staff may also enter if a problem in another space impacts your student's space or vice versa. Any violations encountered will result in notification to the appropriate staff member.

#### **Emergency Conditions**

University staff may enter a resident's space during a facility, environmental, communicable disease, or weather-related event or disaster to make sure all residents have vacated and facilities are prepared.

#### **Occupancy Verification**

University Housing staff may enter residential spaces to confirm occupancy and vacancies.

#### **General Welfare**

University staff may enter a space in the interest of residents' health and well-being (i.e., investigating a missing student).

#### **Administrative Searches**

A Coastal Carolina University official may conduct administrative searches of assigned spaces and residents' belongings when a reasonable suspicion suggests a potential violation of the Code of Student Conduct, the Community Living Guide, or University Housing License Agreement.

#### **Violations in Plain View**

If a Coastal Carolina University official or University Housing staff member notices an illegal or prohibited item in plain sight within a residential space, a staff member may enter the space to confiscate the item.

When entering a resident's room, a University representative wearing a name tag or University uniform will knock loudly, identify themselves, state their position, and ask to enter the room. In the absence of a response, the University official will knock again and indicate loudly that they are "keying in" or "entering"

the room. Within the Elvington Loop communities, suite corridors are considered an extension of the hallway and University Housing Staff have the ability to enter utilizing proper announcement procedures.

## AMENITIES AND SERVICES

### Communication

University Housing uses a resident's Coastal Carolina University email address as the primary method for communicating relevant and important information. Residents should check their CCU email on a regular basis; failure to do so does not absolve an individual from the responsibility of being aware of and acting upon the important information shared through CCU email.

### Equipment Checkout

Residents can check out equipment (e.g., brooms, dust pans, vacuum cleaners, pool cues, pool balls, sporting equipment, and other game equipment) by showing their CINO Card at their community desk. Residents must return equipment in the same condition it was at checkout.

### Insurance and Liability

Coastal Carolina University and University Housing are not responsible for lost, stolen, or damaged personal property, including, but not limited to, clothing, valuables, money, textbooks, computers, electronic devices, bicycles, musical instruments, and sports equipment resulting from theft, malfunction of mechanical equipment, water damage, or other causes. Residents are encouraged to confirm that their family's homeowner's insurance policy covers student housing or acquire renter's insurance available through most major insurance carriers.

### Laundry

All residents have access to laundry facilities located in Eaglin, Ingle, Chanticleer, DeCenzo, Singleton-Young, and Tradition halls and on each floor of Azalea and Magnolia halls. Residents of the Woods community can use the laundry facilities in either Eaglin or Ingle halls. All University Place apartments are equipped with a washer and dryer. The University's low-water, high-efficiency washing machines work best with laundry detergent labeled "HE" (high efficiency). If you choose to use detergent pods, be sure to add them directly to the washing drum and not the detergent tray. Correct use of detergents will ensure optimal cleaning of clothes and keep the machines in best working order.

The laundry facilities in Eaglin, Ingle, Chanticleer, DeCenzo, Singleton-Young, and Tradition halls are equipped with LaundryView ([laundryview.com](http://laundryview.com)), a web-based tracking system. LaundryView informs residents which machines are available and when their clothes are ready. Residents can save time by checking the online time chart to see when their laundry room is busiest and plan accordingly.

Do not overload the machines. Overloaded machines will not clean clothes properly and may damage the machines. There must be at least three inches between the clothes and the top of the machines. Residents may be held financially responsible for damages to machines that are overloaded. Overloading machines, as well as failing to clean lint traps, can lead to fire and damage to your clothing.

Each laundry room has a designated bin for abandoned laundry. Bins are emptied, and items donated, monthly. If a resident is missing a piece of laundry that is not in the bin, the community coordinator can assist in further investigation.

## Mail Services

Each resident is assigned a box at the campus post office, which also serves as a certified UPS and FedEx receiving point. The post office is located in Sands Hall. The mailing address for all residents living in University-operated housing is:

Student name  
CCU box no. \_\_\_\_\_  
107 Founders Drive  
Conway, SC 29526

Residents can find their post office box number and mailing address on [Self Service \(formerly WebAdvisor\)](#). Physical addresses for each building can be found online [here](#), posted in your community, or by asking a staff member. Residents are not permitted to have personal mail sent to the community desks; the desk staff members are not permitted to take responsibility for the items.

## Recycling

Each community has access to a University-operated recycling program. Recyclable items include newspapers, magazines, junk mail, computer paper, cereal boxes, aluminum cans, aluminum foil, steel cans, glass jars and bottles, and plastic bottles and jugs (remove and discard lids and tops). More information is available at [coastal.edu/sustain](http://coastal.edu/sustain) or call 843-349-5041.

## Student Computing Services and Wireless Internet

All residents living in University Housing have unlimited area access to the internet through the University's local area network (LAN). Each room features wireless access and a hard-wired, high-speed Ethernet connection, except the Gardens, which has wireless access only. Residents experiencing problems with email or their internet connection should contact Student Computing Services (SCS), located in Kearns Hall 113, at 843-349-2908, or via the [online help form](#). Print stations are available at the community desks at University Place, Ingle, Chanticleer, DeCenzo, Singleton-Young, and Tradition halls. Residents are encouraged to download anti-virus software to their devices; consult with SCS for more information.

Please note: Students must register all gaming consoles through SCS to gain internet access for online gaming ([coastal.edu/scs](http://coastal.edu/scs)).

# OCCUPANCY MANAGEMENT

## University Housing Student License Agreement

The University Housing License Agreement is an agreement between resident and the University to all terms and conditions for the occupancy and use of residential spaces operated by Coastal Carolina University. All residents will have the opportunity to review and agree to the License Agreement during the application process. The License Agreement is an academic year agreement (fall and spring semesters); summer terms are separate from the academic year. A copy of the current University Housing License Agreement is available at [coastal.edu/housing](http://coastal.edu/housing).

## Abandoned Property

Belongings left in one's room, suite, or apartment after the end of the license agreement term or after a resident checks out, whichever is earlier, will be considered abandoned property and will be disposed of

accordingly. During the license agreement term, a certified letter will be sent to the permanent address on file for residents whose property is abandoned detailing the timeline for necessary action to prevent disposal. Following the end of the license agreement term, property will be discarded without notification.

### **Breaks and University Closures**

University Housing closes for winter break and during the summer terms in order to perform maintenance on our facilities and to train our staff. In addition, the University may order a closure due to a facility, environmental, communicable disease, or weather-related event or emergency. Limited housing may be available during non-emergency closures with specific permission and after specific need is verified. Being a resident granted permission to remain during breaks is a privilege, not a right. Anyone violating policies during break times will be removed from housing immediately. University Housing remains open during Thanksgiving and spring breaks. Guests are not permitted during Thanksgiving, winter, and spring breaks.

Winter break is not included in the academic year license agreement term. Returning residents may leave belongings in their assigned space; however, a proper checkout with staff prior to break is required.

When residential facilities close (e.g., winter break, emergency event, etc.), residents are provided instructions on how to prepare their room and belongings for their departure. These instructions are distributed via CCU email, community meetings, and/or newsletter. Closing community meetings are conducted by University Housing staff and scheduled in advance of closing to distribute critical information and answer questions.

### **Extended Stay Residents**

Only residents participating in University-sponsored activities occurring outside of academic terms may request permission to stay in University Housing prior to or beyond the scheduled term. Advisors, coaches, etc., must make a request and these residents must complete an Extended Stay Agreement in [MyCoastalHome](#) in order to be granted permission to be an extended stay resident. All appropriate fees apply. To review the Extended Stay policy ([STUD-334](#)) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

### **Check-In**

Residents are required to formally check in to their assigned space. Once a resident receives their room key at check-in, the resident assumes responsibility for the condition of the space and its furnishings. It is important the resident reviews their room inspection report in [MyCoastalHome](#) to confirm conditions and note any discrepancies during move-in. Students who are required to live in University Housing but do not check in to their assigned space will remain financially responsible for the length of the license agreement; a space will remain reserved should they choose to check in later.

### **Check-Out**

Residents departing University Housing or changing rooms are required to formally check out of their space. In addition to the details provided in the University Housing Student License Agreement, staff will provide information to assist residents in completing the checkout process. This information includes checklists for proper cleaning and checking out of a space. Residents should sign up for a checkout appointment with their RA at least 48 hours in advance of the time they wish to leave. Residents are expected to vacate their residential space within 24 hours of their last exam each semester.

At the time of checkout, an RA will conduct a preliminary inspection of the room/apartment to determine if damages exist and if the room is clean. The RA will utilize the room inspection report (completed at check-in) during the checkout appointment. It is the responsibility of residents to clean their room/apartment, remove their belongings and trash, and report any damages that have occurred while living in their room/apartment. Damages, missing items, and/or cleaning costs that no one claims responsibility for will be divided equally among those living in the room/apartment.

Personal property left in a room or apartment after a resident has moved out shall be considered abandoned and will be removed, donated, or disposed of at the resident’s expense. A full-time staff member will conduct a more thorough inspection once checkouts are complete to ensure that all damages have been properly identified. Additional charges may be assessed at this time for damages to the room/apartment, failure to return room keys, and/or improper checkout.

**Express Check-out**

While it is preferred for residents to check out with an RA, the express check-out option is available for those residents who must leave quickly or during the late night/early morning hours. Express check-out allows residents to turn in their key and properly check out without a scheduled appointment with an RA. An RA and full-time staff member will later inspect the room for damage and cleaning and assess appropriate charges. By selecting the express check-out option, a resident opts to:

- Follow all checkout and cleaning instructions.
- Decline the benefit of having an RA present to conduct a formal check-out prior to their departure.
- Waive their right to appeal any damage, cleaning, or other check-out charges.
- Complete the express check-out process in the following order:
  1. Resident picks up an express check-out envelope from the community desk.
  2. Resident removes all belongings, thoroughly cleans the room and any shared spaces.
  3. Resident locks room door(s) and windows.
  4. Resident completes information on the express check-out envelope and signs it.
  5. Resident retains their copy.
  6. Resident places the key in the envelope, seals the envelope, and places the envelope in the University Housing drop box located near the community desk. Failure to return the key will result in lock change charges.

**Express Checkout Drop Boxes and Locations**

Drop Box	Communities	Location of Drop Box
Elvington Loop	Chanticleer, DeCenzo, Singleton-Young, Tradition	Outside of Tradition Hall, on the Elvington Loop side, to the right just past brick pillars.
Township Circle	Eaglin, Ingle, Gardens, Woods	Outside of Ingle Hall on the parking lot side.
University Place	Blue Ridge, Grand Strand, Low Country, Piedmont, Sandhills	Outside of Grand Stand 102 to the left of entry doors.

**Involuntary Reassignment or Removal from Housing**

Per the University Housing Student License Agreement or through the University conduct process, residents may be reassigned to a different space, restricted from specific locations, or removed outright from University Housing. Residents are required to follow all check-in and checkout procedures and are financially responsible for applicable fees.

### **Request to Reduce Occupancy of Room**

Depending on occupancy and space availability, residents may have the option to declare a double or triple-occupancy room private after the occupancy verification process is complete in the third week of each term. A resident living in a private room pays an additional fee each semester. All of the room furniture must remain in the room, including the second/third bed. Once a resident has established a private room, the resident will continue to be charged the private room fee for the current academic year, unless the resident provides written notice to University Housing by the first day of classes for the next term or the University notifies the resident that due to space limitations, the private space option has been removed. Private rooms are never guaranteed.

Residents who live in spaces that are eligible to be “declared private” will be offered the option in writing and charged 125 percent of their original rate for all the days the assigned space is declared private. In addition, residents living in a triple-occupancy room can request the occupancy to be reduced to double; the two residents living in the room must agree and will share the rate increase.

### **Room Selection Process**

Each spring semester, current residents are invited to participate in the room selection process for the following academic year. Through [MyCoastalHome](#), residents will be able to request roommates and select their space and meal plan. In order to participate, residents must complete the housing application by the published priority deadline which is available at [coastal.edu/housing](http://coastal.edu/housing). Those residents who apply after this deadline are eligible to participate only after all other residents have gone through the process. Information about this process will be distributed during spring semester.

### **Room Changes and Consolidation**

For purposes of occupancy verification and making new assignments, it is necessary to freeze room changes at different times of the year. Therefore, fall semester room changes are not allowed during the first two weeks and the last two weeks; spring semester room changes are not allowed during the first two weeks and after spring break. Residents interested in changing rooms must submit a request in [MyCoastalHome](#). Only University Housing approved room changes are allowed, and residents can check the status of a request in [MyCoastalHome](#). All room change requests are considered on a first-come, first-served basis and are based on space availability.

Residents found occupying a space other than the one assigned to them will be required to move back to their assigned space and may be assessed associated fees. Residents who allow an unassigned resident or guest to occupy their room may receive a charge to their student account and be documented for the Code of Student Conduct violation. Residents who spread out and occupy a vacant space hindering the ability to move someone into that vacancy will be required to move their belongings out of the way for the new resident and may be charged at a daily rate for occupancy of both spaces.

University Housing reserves the right to require residents to change rooms with proper notice and in cases of administrative necessity or to protect the safety, security, community integrity, and academic success of any resident. University Housing will use this right to facilitate consolidation of several residents to as

few apartments, suites, or rooms as possible. Residents without roommates who are in the consolidation process should be prepared to accept a new roommate or accept a change of room assignment. The empty space must remain ready for a new roommate to be assigned at any time. Common areas, including shared bathrooms, must also be kept clean and ready for use by newly assigned roommates.

### **Room Inspection Report**

Within 48 hours of check-in residents must review their Room Inspection Report in [MyCoastalHome](#). This report is used to document the current condition of the room and its contents (e.g., furniture, carpet, windows, shelving). It is vital that residents carefully examine the room and make any necessary changes to the report, documenting any problems/damages found. The Room Inspection Report will be used at checkout to assess the condition of the room at that time. Any damages in the room/apartment that were not documented on the Room Inspection Report at check-in will be considered new damage, and the student's account will be charged for these items.

## **MAINTENANCE AND FACILITY OPERATIONS**

### **Air Conditioning / Heating Systems**

University Housing operates several variations of heating and cooling systems throughout housing facilities. In Eaglin, Ingle, Chanticleer, DeCenzo, Singleton-Young, and Tradition halls, chiller systems are specifically designed to automatically adjust to conditions inside and outside of the building. As seasons change, residents may need to adjust layering of their attire. The Woods, the Gardens, and University Place apartment communities are thermostat-controlled with preset standards to limit drastic adjustments and resulting mechanical issues.

Residents who adjust their thermostats down extremely low with the hope of cooling down the apartment more quickly may instead freeze up the system, requiring the unit to be disabled and thawed. Adjusting the thermostat in this manner may cause unneeded stress or damage, resulting in repair charges and delays in service.

### **Mold and Mildew**

Microbial spores are naturally occurring and found in all indoor and outdoor environments. Microbial growth is possible when a spore encounters a moist, favorable environment containing a food source. Microbial development ceases when the environment dries out or the food source is exhausted. The first sign of microbial growth is typically an earthy smell, associated with visible, and oftentimes uniform, discoloration. As a quality assurance measure, University Housing partners with third-party mold and indoor air quality experts to routinely collect and analyze air and surface samples within our residential facilities.

A well-maintained HVAC system is the key to limiting microbial growth from naturally occurring spores, reducing humidity levels (moisture in the air), and improving air quality. In University Housing, certified HVAC technicians provide routine filter changes, component inspections, and register cleaning so residents can be comfortable and confident in their space.

In addition to HVAC maintenance, there are other important factors that influence microbial growth. In order for residents to do their part in preventing microbial growth, and maintaining the desired temperature in their space, the below guidelines should be followed (where applicable):

- Report microbial growth concerns immediately by submitting a maintenance request through [MyCoastalHome](#). Trained technicians will investigate the report and take action to resolve concerns.
- Housing windows should remain closed. Open windows create temperature differentials that lead to condensation, in addition to raising humidity, allergen, and dust levels in the space.
- In apartments, thermostats are set to “auto” instead of “on”. “On” overworks the HVAC motor, wastes energy, clogs the filter, and passes air through the system without evaporating the humidity.
- Allow three feet of clearance in front of return and supply vents. Blocking vents prevents air circulation, increases HVAC system pressure and damages components.
- Turn on bathroom fan while showering. When finished showering, allow fan to continue running and open the door to allow humidity to escape. Condensation can develop on air vents when humidity is trapped in a small area. This moisture can create a conducive environment for trace amounts of microbial growth development on vents and other surfaces.
- Clean bedroom, bathroom, and common areas regularly to mitigate the spread of germs and microbial growth.
- Damp articles of clothing, towels, and other materials should be placed on a hanger or hook to be dried promptly.
- Vacuum and dust regularly to reduce the number of allergens that may have hitchhiked into your space.
- Empty trash and recycling regularly and wash dishes after use.

Early intervention and collaborative efforts are key to successfully addressing mold reports. Mold testing is not recommended in many cases, instead, comprehensive inspections are the best approach to determine issues and initiate remediation. When warranted, measures are taken to thoroughly clean and dry affected areas, in addition to repairing faulty mechanical or facility components. Staff will monitor mitigation actions until an issue is fully resolved. In some cases, residents may be relocated while work is being completed.

### **Circuit Breakers**

Circuit breakers will automatically turn off or trip if the amount of electrical power being used exceeds their design specifications. University Housing reserves the right to require residents to remove or discontinue use of items – even those typically approved for use – should those items cause the circuit breakers to trip. Should a resident have a loss of power, they should contact one of the community desks and/or submit a maintenance request in [MyCoastalHome](#). Do not tamper with electrical boxes.

### **Dishwashers**

In order to maximize the efficiency of the dishwasher, residents are advised to pre-rinse all dishes, removing visible food particles. Failure to adequately remove food from dishes may result in dried-on food and clogged drains. Only soap designated for dishwashers should be used. The utilization of dish soap not specifically designated for dishwasher use can cause damage and flooding of the machine.

### **Garbage Disposals**

A garbage disposal is a machine that grinds food waste and allows it to be washed down the sink drain. In order to avoid problems, the following are directions on how to use a garbage disposal and keep you safe:

- Food to be disposed of should be placed in the disposal while the disposal is OFF.
- Turn on the faucet and run cold water.
- Turn on the garbage disposal, only after all fingers and non-food items are clear of grinder.
- Listen until you hear the food clear the disposal.
- Turn OFF the disposal. Let the water run 15 seconds more to flush the pipe.
- Turn the water off.

Improper use of garbage disposals can be dangerous. Always keep your hands far away from moving parts. Please also keep in mind:

- Starchy food like rice and pasta can cause disposals to clog and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
- Bones, cornhusks, and other high-fiber items should not be put into the disposal as they may clog the drain.
- Keep eating utensils and other items from falling into the disposal.
- Periodically, place ice cubes within disposal and run it. This helps to remove any food build up and keep unit operating to its highest potential.

### **Hazardous Materials**

Most hazardous and combustible chemicals are not to be stored in University Housing facilities. Items such as motor oil, gasoline, or batteries may not be discarded in the dumpsters. To dispose of hazardous material, you must take them to your local dump station.

### **Health and Safety Inspections**

University Housing will conduct regular inspections that include a thorough evaluation of all private and public areas of the apartment or room. Repairs or replacement of damaged items and their associated charges as well as action through the student conduct system may result from these inspections. These inspections could be as often as monthly, and University Housing reserves the right to conduct more frequent inspections as necessary. During these inspections staff will open and inspect University-owned property (i.e., cupboards, dishwasher, refrigerator, laundry machines) to ensure proper working order and cleanliness. Items such as piled dirty clothing, open or old food, dirty dishes, unkempt bathroom facilities (dirt, mold, mildew, etc.), and bothersome odors are serious health hazards to the community and are prohibited.

### **Interruption of Services**

There may be times when services (e.g., water, electricity, Ethernet connection, HVAC, etc.) are interrupted and repairs are needed and/or preventative maintenance is scheduled. Whenever possible, advance notice of such outages will be communicated via fliers, email, mobile text, and/or voicemail messages. In certain situations (e.g., severe weather, emergencies, accidents, etc.) advance notice may not be possible. In the event of an interruption in service, every effort will be made to correct the problem as quickly as possible.

### **Maintenance Requests**

Residents must report facility emergencies immediately (e.g., electrical problems, leaks, lack of hot water, microbial growth, and clogged or overflowing toilets) by calling the community desk, the University Housing office, or the CC during business hours; call the RA on-call or community desk after hours. In

addition, residents are asked to submit a maintenance request in [MyCoastalHome](#). Failure of residents to report problems promptly can result in significant risks to health and safety.

Residents must report non-emergencies, such as burned-out light bulbs or pest concerns, by submitting a maintenance request in [MyCoastalHome](#). Facilities and maintenance staff may be in direct contact with the resident who enters the request.

University Housing will not know about unreported maintenance issues. Residents who fail to report maintenance issues that cause subsequent problems will be held financially responsible for damages. Submitting a maintenance request does not remove a resident's obligation to pay for damages they are responsible for and may result in charges to a resident's account.

### **Pest Control**

University Housing provides expert pest control services through University staff and professional contractors. Residents can assist in the effort to control pests by keeping rooms/apartments clean, food in sealed containers, and doors/windows closed. When a continual or severe pest problem arises, residents should submit a maintenance request in [MyCoastalHome](#) to report the problem. Sudden and seasonal changes in weather and construction near our facilities may trigger the appearance of insects and other pests in our facilities.

### **Syringe/Needle Disposal**

Rather than placing exposed hypodermic needles directly into trash containers, residents must use an approved Sharps® container. Residents can contact Student Health Services about purchasing an approved Sharps® container and proper disposal instructions.

### **Trash Removal**

Residents must dispose of all trash in the exterior dumpsters located in each community. Residents who improperly discard trash will be held accountable through the conduct process and may be charged financially.

### **Water Leaks**

Leaks in faucets, toilet tanks, and other plumbing equipment can waste water and ruin fixtures. Such leaks are considered an emergency and residents must report them to the RA on-call or the community desk immediately. Failure to report problems can lead to mold and mildew and possible charges to residents.

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

### **Blue Light Emergency System**

Blue light emergency notification stations are strategically placed at multiple locations throughout campus. When activated, the system provides direct contact with Public Safety and immediate officer response.

### **Community Safety Precautions**

Residents should feel safe and secure in their communities. While we are dedicated to creating a safe environment, crime can occur. It is important to remember that our communities are only as safe as we make them. The following precautions should be taken to help protect you against crime:

- Lock your room/apartment door when you are home. Ask who is at the door before opening the door or granting entry.
- Lock your room/apartment door when you leave – even if you are just “running down the hall.” It is best to get in the habit of locking the door at all times.
- Do not prop exterior doors.
- Keep your keys and CINO Card in your possession at all times. Do not loan your keys or CINO Card to anyone for any reason.
- Avoid walking alone when possible, especially at night.
- Report any suspicious activity to Public Safety immediately.
- Let your roommate or friends know where you are going and when you will be returning.

### **Department of Public Safety**

The mission of Public Safety is to provide the University community with professional, proactive safety and protection. Coastal Carolina University is equipped with a full service [Police Division](#) trained to protect, serve, and be responsive to the University community, a [Fire Safety Division](#) committed to fire prevention and life safety operations, and the [Office of Emergency Management](#) that prepares the University community for all hazards and threats by facilitating the coordination and integration of a comprehensive emergency management program.

### **Doors**

Doors you have key or electronic access to should remain closed and locked when not in use. **If a resident loses a key**, it must be reported immediately to their community desk. **If a resident loses a CINO Card**, it must be reported to the CINO Card Office at 843-349-4000 and online at [coastal.edu/cinocard](http://coastal.edu/cinocard) by selecting “Report Lost Card” from the menu after login.

#### **Building Access**

Residents of a particular building are the only ones who have access to that area, and those individuals should not give their CINO Card to any other person to gain access.

#### **Room Access**

Residents’ keys belong to CCU and are only issued to individual residents. They may not be lent or given to any other person. You should always lock your door when leaving your room, suite, or apartment.

#### **Door Propping/Tailgating**

Tailgating is the term used when someone allows an individual to enter a building or space without using a key or CINO Card. This most often occurs while residents are entering or exiting a building or space and the door is held open for someone following. The security of our communities is compromised when people are allowed to tailgate into a building, especially if you do not know them and/or they are not residents of the community. Tailgating is prohibited.

Door propping is prohibited. An exception for residential room doors can be made if all residents of a room agree, and only while a resident is present, able to see the open door at all times, and takes responsibility for un-propping the door.

### **Emergency Contact Information**

Each student living in University Housing is required to share and update emergency contact information through the Office of the Registrar prior to occupancy. The University will reference this information in the event of an emergency. Residents expecting to be away for an extended period of time (more than 24 hours) during non-break periods should always let at least one person in the residential community know of their whereabouts.

### **Fire Safety Equipment**

Safety devices may not be tampered with in any way or disabled. Anyone found tampering with, disabling, or interfering with fire safety equipment is subject to disciplinary action, possible removal from housing, and/or criminal charges. Fire equipment includes, but is not limited to: fire rated doors; fire extinguishers; sprinkler heads; exit signs; smoke detectors; windows; emergency lights/strobes/devices; pull stations; fire panels; evacuation route signage; and stairwells. Residents should not place any items/belongings in hallways/pathways or in front of exits because they can become hazards during an emergency.

### **Fire Evacuation**

All facility alarms should be treated with responsible and urgent action. If you hear an alarm, you should gather your keys and CINO Card and exit the building immediately. Residents must obey the instructions of all CCU staff in an emergency. Move far away from the building and remain calm. You will be given permission to re-enter the building by Fire Safety staff or University personnel when the threat has been cleared.

### **Holiday Decorating Guidelines**

Decorating your living space can be a fun and festive way to enjoy the holidays. The following guidelines help to ensure a safe and enjoyable residential living experience during the holidays. If you have any questions, please consult your Community Coordinator.

- Life safety equipment may not be tampered with, altered, decorated, or covered. Life safety equipment includes, but is not limited to: fire rated doors; fire extinguishers; sprinkler heads; exit signs; smoke detectors; windows; emergency lights/strobes/devices; pull stations; fire panels; evacuation route signage; and stairwells. The fire hose/extinguisher cabinet and electrical panels may not be covered or blocked.
- Ceiling lights may not be dimmed. Light bulbs may not be taken out of their sockets. Decorations near or around the ceiling lights must have an eight-inch clearance.
- All lighting used to decorate must be UL approved/listed including string/rope lights. Use caution with decorative lighting.
  - Make sure lights do not come in contact with flammable objects (e.g., curtains, papers, tissues, etc.).
  - Ensure lights are not a tripping hazard and do not block pathways.
  - All decorative lights must be unplugged when you leave your room/apartment and before you go to sleep.
- Live trees and bales of hay are prohibited in residential facilities.
- Kitchen appliances may not be decorated or blocked by decorations.
- A clear path of exit must be maintained at all times. Hallways, doorways, and common areas must be free of obstruction. Furthermore, a clear line of sight to the exit must be maintained.
- Decorations can only cover a maximum fifty percent of wall space.
- Decorations are not permitted on fire/entrance doors to resident spaces. These doors are never to exceed five percent coverage of total area, which equates to a single sheet of paper.

- Decorations may never be attached to or hung from the ceiling, windows, exposed pipes, or sprinkler heads.
- Nothing is permitted to be attached to or hung from balconies at University Place.
- Mirrors cannot be placed in or adjacent to any exit in such a manner as to confuse the direction of exit.
- Hallway decorating contests and haunted houses may only be facilitated by University Housing staff; decorations must be pre-approved by the staff member and follow safety guidelines. Decorating may begin two days prior to the day of judging. All decorations must be removed within 48 hours of the conclusion of judging.
- All holiday decorations must be removed within 48 hours after the holiday. If the holiday occurs during winter break, all decorations must be removed prior to the break.

### **Missing Student Policy**

A student may be considered missing if they are reported absent from the University for more than 24 hours without any known reason, the absence is contrary to the student's usual pattern of behavior, or there is a perception of unusual circumstances. All reports of missing students will be directed to the Coastal Carolina University Department of Public Safety which, with Student Affairs and University Housing (if applicable), will investigate each report and determine whether the student is missing in accordance with this policy. To review the policy ([STUD-322](#)) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

### **Personal Emergency Action Plan**

In the event of a facility, environmental, communicable disease, weather-related event or disaster that results in a University closure or requirement to separate from campus, students will need to utilize their Personal Emergency Action Plan (PEAP), submitted as part of their University Housing application in [MyCoastalHome](#). In the event of evacuation, most students travel on their own or with friends and roommates to a designated home out of the area, so it is advisable to begin discussing PEAPs with others soon after arriving to campus. Also, consider and determine your plan if you need to quarantine or isolate. The University will provide as much notice as possible so that students can make arrangements and provide for their own safety and welfare. It is important to plan ahead and update PEAPs throughout the year. There will be no refund, proration, or adjustment of charges or fees for the time a resident does not have access to University Housing or other University facilities or programs due to facility, environmental, communicable disease, or weather-related events or disasters.

### **Severe Weather**

When thunderstorms, tornadoes, or other severe weather is in the area, residents should seek shelter immediately, preferably away from windows, on ground levels, and in a hallway in the center of a building. Residents should use the stairways, not elevators, as severe weather often is accompanied by power outages.

If the National Weather Service issues a hurricane warning for the area, residents will be advised to travel home, further inland or to a Red Cross emergency shelter before the onset of severe weather. The University will not operate as a designated shelter and will not provide a shelter-in-place option in University Housing. In case of evacuation, residents should update their Personal Emergency Action Plan in [MyCoastalHome](#), so the University knows where they are going, including updated contact information. University Housing will remain closed until such time as all services have been restored and it has been deemed safe to reopen. More information is available at [coastal.edu/services/safety\\_and\\_security](http://coastal.edu/services/safety_and_security).

## COMMUNITY GUIDELINES

The following policies and procedures are intended to be used in conjunction with the Code of Student Conduct, University Housing License Agreement, and additional information published by University Housing throughout the academic year. Residents who are found responsible for violating University Housing Community Guidelines may receive an action plan which may include a warning, probationary status, educational tasks, restitution, a cancellation of their license agreement and removal from University Housing, and/or suspension or dismissal from the University. These guidelines are referenced in the Non-Academic Conduct Code within the Code of Student Conduct.

**a. Advertising and Posting**

Advertisements and postings must be approved as per University policy prior to being placed in residential areas and will only be distributed or posted by University Housing staff. Approved postings may be delivered to the University Housing office for distribution. Other forms of posting including, but not limited to chalk writing, banners, etc., must be specifically approved by University Housing. Solicitation in and around the residential facilities, especially door-to-door, is strictly prohibited. Items including banners, signs, and posters may not be hung in windows and/or from balconies. In respect for the greater community, residents are restricted from decorating or posting any materials on the exterior of their main suite or apartment door.

**b. Balconies/Patios, Banisters, Breezeways, Access Ramps, and Stairwells**

Sitting, standing or hanging on, sliding down, or climbing over balcony railings or banisters is unsafe and is therefore prohibited. Nothing is permitted to be attached to apartment balcony rails, including hammocks. Balconies may not be used to store bicycles, trash, paper, or other combustible items. The use of grills or other sources of flame is prohibited in these areas given the risk of fire. University-owned furniture must remain within the apartment or suite; it is not permitted on balconies or where it is exposed to weather and the elements.

**c. Bicycles, Bicycle Storage, and Other Wheeled Devices**

The use or storage of bicycles and all other motorized or non-motorized vehicles (including electric-powered scooters, Segways, hover boards, etc.) are prohibited within the residential facilities and breezeways. Bicycle racks are provided around residential facilities and around campus for your use. Bicycles locked or chained to stairwells, balconies, trees, or any University Housing or private property other than bicycle racks may be subject to removal and impounding. Motorized vehicles must be parked in a parking space. Other wheeled devices such as skateboards, scooters, and/or rollerblades are not to be rolled, ridden or worn inside the residential facilities/hallways/breezeways. Residents are strongly encouraged to register their bicycle with Public Safety online at [coastal.edu/safety/police/bikes](http://coastal.edu/safety/police/bikes).

**d. Cleanliness**

Residents are expected to maintain their assigned space in a clean and sanitary manner. Failure to maintain a properly clean space is prohibited. Lack of regular cleaning may result in damage to University property and residents being held financially responsible. While some communities have bathrooms that are sanitized by University Housing staff, the continued cleanliness of the bathrooms remain the responsibility of the residents. For instance, regularly vacuuming the carpet extends the life of the carpet and regularly cleaning the bathroom avoids a buildup of mold

or mildew in showers and toilets preventing permanent stains. Residents identified as being responsible for offensive odors will be asked to eliminate the cause of the odor. An offensive odor is any odor or aroma of such intensity that it becomes apparent and is offensive to others. Some examples are: perfume, cologne, air freshening spray, garbage, spoiled food, or large amount of dirty laundry. University Housing staff will address offensive odors when complaints are received.

**e. Ceilings and Pipes**

Hanging or attaching items from the ceilings and exposed pipes is strictly prohibited.

**f. Community Resources/Amenities**

Each community is provided with resources that may be freely used, reserved, or checked out from a community desk such as gaming and sport equipment, laundry facilities, etc. Misuse, abuse, or damage to these resources may result in restricted privileges for the community or individual residents and/or replacement fees.

**g. Common Space Usage**

Furniture and equipment located in common spaces throughout the residential facilities are intended for community use. Inappropriate use, rearranging, removing, or damaging this furniture and equipment is prohibited. Any of the above may result in action through the student conduct system. Access may be restricted to common spaces as a result of misuse and cost for cleaning/repair may be shared by members of the greater community.

**h. Damage to University or Student Property**

Damage to University Housing facilities and/or property is prohibited and may result in repair and replacement fees to be assessed to the responsible student's account. Damage to the property of fellow residents may result in restitution through the student conduct process. Residents are responsible for their room, suite, and/or apartment and all its furnishings, fixtures, and equipment within. Any damages or untidiness must be reported promptly and properly. Any materials (i.e., markers, paint, glitter, glue, fingernail polish, etc.) that are spilled or mark University Housing property (i.e., furniture, carpet, walls, etc.) that permanently alters or requires deep cleaning is also considered damage and will result in charges assessed to the responsible student's account. Any unreported damages discovered by staff during the year, during a proper checkout, or following an improper check-out may result in charges to your student account.

A current list of some standard damage and cleaning costs can be found on [coastal.edu/housing](http://coastal.edu/housing). The list is not all inclusive and costs are subject to change without notice based on fluctuating costs for materials. If you feel you have received a fee by mistake, please submit a letter of appeal to your community coordinator.

**i. Decorations**

In order to protect and preserve University Housing facilities, residents may not make changes to the walls, ceilings, doors, floors, or furnishings that result in damage, necessitate repair, or permanently alter the original appearance. Nails, screws, adhesives, and other items that may leave holes or residue or remove paint from any surface are prohibited. If your walls are drywall you may use push pins or thumb tacks and if your walls are painted block walls you may use pull tab release strips and hooks as long as they are used and removed properly, and do not damage the wall. Resident decorations on doors and windows are prohibited (unless University Housing approved).

**j. Doors and Building Access**

Door propping is prohibited. An exception for residential room doors can be made if all residents of a room agree, and only while a resident is present, able to see the open door at all times, and takes responsibility for un-propping the door. Nothing can be hung or draped over the door because the item can jam the door preventing it from opening or closing, which is an unacceptable safety risk, and also, the weight may cause wear on the hinge mechanisms.

Additionally, lobbies, breezeways, hallways, stairwells, and elevators must remain clear and secure at all times. Please report any area that is not accessible or secure to your RA or another University Housing staff member. Use of emergency exit or exit-only doors is permitted only in an emergency situation (e.g., building alarm, fire, etc.). Adding or changing locks, deadbolts, chain locks, or other access control hardware to any door is prohibited.

**k. Extended Stay Housing**

Residential facilities are closed for winter break, during the summer terms, and during University ordered facility, environmental, communicable disease or weather-related events or disasters. When residential facilities close (e.g., winter break, weather-related event, etc.), residents are expected to follow instructions on how to prepare their room and belongings for their departure which is distributed via CCU email, University Housing staff, and/or closing newsletter. Guests are not permitted during the breaks.

During winter break, only those residents participating in a University-sanctioned program or event will be permitted to remain in the halls. Those residents that meet this requirement must fill out an Extended Stay Request in [MyCoastalHome](#) and have it approved by University Housing by the published deadline. Approved residents will be charged a fee. Extended stay is a privilege, and those found in violation of any rules and regulations will be removed immediately. To review the Extended Stay policy ([STUD-334](#)) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

**l. Failure to Report a Violation**

Residents have a responsibility to report violations of the Code of Student Conduct and University Housing Community Guidelines, especially in situations where the violation may endanger the violating student, other individuals, or University or personal property.

**m. Fire Safety**

**i. Equipment and Evacuation**

Tampering with, removing, or misusing fire safety equipment such as a smoke detector, sprinkler head, fire extinguisher, emergency exit sign, or other relevant signage is strictly prohibited. Violators may be subject to immediate removal from the University Housing system and may result in criminal charges. Nothing may be attached to or hung from any fire safety device. Residents must evacuate promptly, using stairwells only, when the fire alarm sounds and may not reenter until given permission by a University staff. During evacuations residents should remember to close and lock their doors, if safe to do so.

**ii. Pavilion Fireplace**

The Tradition Pavilion Fireplace may only be used during approved University Housing events under the supervision of authorized staff. Fireplace use without University Housing permission, is a violation of the University Housing Community Living Guide and Code of Student Conduct. Users of the pavilion are responsible for properly discarding trash and recycling after use. If a spill or damage happens during use, please report to the Elvington Loop community desk.

iii. **Kitchen Usage**

University Housing offers residents the ability to prepare food in kitchens in University Place, the Woods, and the Gardens and in-community kitchens in Chanticleer, DeCenzo, Singleton-Young, and Tradition halls. Residents who choose to utilize these kitchens are expected to do so in a responsible manner, which includes being responsible for their own safety, the safety of others, and the cleanliness and safety of our facilities. At no point may food be left unattended. When finished cooking, confirm all heat sources are turned to the “off” position and cool. All cooking items should be washed and surfaces wiped down. All kitchens are equipped with sprinkler systems and a fire extinguisher. In the event of a fire, never attempt to move food or kitchen equipment that is on fire. Call 843-349-2911 immediately.

n. **Furniture**

Each assigned space is fully furnished, and residents may not bring additional/extra or personal furniture into their room/suite/apartment without written authorization from the senior director of University Housing or designee. Prohibiting personal furniture such as couches, futons, chairs, bean bags, etc., decrease the likelihood of infestations, bacteria, and other issues from upholstered furniture. It also reduces the likelihood of ingress and egress issues. Common area furniture may not be moved or relocated into rooms or apartments for any reason. Furniture allocated for a vacant space must remain clean and accessible to an incoming roommate at all times.

o. **Gambling and Commercial Enterprises**

Residents are granted limited and specific use of their assigned space through University Housing License Agreement, and gambling (i.e., dice, cards, athletic) or operating a commercial enterprise (i.e., any activity for which a resident is paid fees for services) in University-operated housing is prohibited.

p. **Guests**

Residents are held responsible for the behavior of their guests. A guest is defined as any person in a room, suite, apartment, or building to which they are not assigned, which includes a resident of another CCU residential community. Consequences for guest behavior may be financial, legal, or result in action under the Code of Student Conduct. University Housing reserves the right to remove a guest from its facilities at any time and to restrict future guests for any resident.

i. **Responsibility for Guests**

Guests must be escorted by a resident at all times when present in the residential facilities. Guests are not issued keys by University Housing and residents should never allow a guest to borrow their keys or CINO Card. Residents are responsible for the actions of their guests at all times and are fully responsible for educating guests about University policies and procedures.

ii. **Overnight Guests**

Overnight guests must be discussed and approved by the roommates and/or suitemates prior to the guest's arrival. A roommate and/or suitemate reserves the right to disqualify a guest for reasonable purposes. Residents should talk to their roommates and/or suitemates about a guest staying, including the length of the stay, within a reasonable amount of time prior to the guest's arrival. If an agreement cannot be reached, the residents should have a mediation conversation with their RA. Residents may not have guests stay more than three consecutive nights and five nights in a month. Parking passes for approved guests are provided by Public Safety. Overnight guests are prohibited during the first and last two weeks of each semester and during breaks (Thanksgiving, winter, and spring breaks).

iii. **Cohabitation**

Cohabitation is strictly prohibited and occurs when a person not assigned to a specific space uses that room as if they are assigned to that space. Accessing an assigned space while the assigned residents are not home, keeping clothing or personal items in another's assigned space, and regularly sleeping in or using the restroom facilities in a space to which one is not assigned are examples of cohabitation. Residents who allow an unapproved resident or guest to occupy their room may receive a charge to their student account and be held responsible under the Code of Student Conduct.

q. **Hall Sports, Games, Physical Play, and Pranking**

Residents may not participate in or encourage any sport, horseplay, or physically rough play inside the residential facilities due to the potential for damage, injury, and/or setting off the fire safety sprinkler system. This includes, but is not limited to bouncing, throwing, or kicking of balls and/or other objects, rollerblading or roller-skating, throwing a Frisbee®, playing tag, wrestling, or water fights/games. Games or activities that encourage excessive or accelerated consumption of food or beverage are prohibited. Furthermore, playing pranks on fellow residents is strictly prohibited. Aside from the negative repercussions to relationships, real damage to facilities and safety concerns are often the result of pranks.

r. **Improper Checkout/Housing Closure**

Failure to properly checkout of one's assigned space will result in a \$100 fee. Improper check-out will include not making, failing to be present for, being more than 15 minutes late for, and failing to be prepared for a checkout appointment as well as failure to properly Express Checkout. Any resident found to have left their assigned space for the semester, academic year, or after having withdrawn from the University without checking out will be charged for improper checkout. Residents are expected to follow procedures to prepare their room for closures, including but not limited to winter break, weather events, or other emergencies.

s. **Ingress and Egress**

Residents are required to maintain a clear path for ingress and egress (i.e., entering and exiting). Furniture, clothing, and cords (power, network, etc.) may not block walking paths to doors and windows. The corridors within the suites in Chanticleer, DeCenzo, Singleton-Young, and Tradition halls are not intended to be used as living spaces. These are corridors and must be clear of furniture, trash, cords, etc., at all times.

t. **Keys and Identification Cards**

Residents must keep their keys and CINO Card on their person at all times. Keys are issued along with assignments and will only be issued to the assigned resident. Residents may not allow guests, parents and family members, or other residents to borrow their assigned keys or CINO Card. Keys must be turned in during the checkout process and in accordance with University Housing staff instructions. Residents who fail to return their key will be charged a re-core fee to their student account regardless of whether it was lost, stolen, destroyed, etc. Excessive lockouts are considered irresponsibility with keys and are therefore prohibited.

**u. Prohibited Items**

University Housing reserves the right to determine if an item is disruptive to the community or presents a safety risk and may instruct a resident to remove an item from the residential facilities. Prohibited items may be confiscated and held by a University official until a conduct meeting can be arranged. The item may or may not be given back with the understanding that if it is returned to the resident that the item must leave Coastal Carolina University campus immediately. The following list is not intended to be an exhaustive, but rather a representative list of items prohibited in residential facilities:

**i. Alcohol Containers**

University Housing is a community that discourages alcohol misuse and is committed to educating residents about decisions to possess items that may encourage alcohol consumption. The use of alcoholic beverage containers and packaging (cans, bottles, kegs, beer boxes, etc.) as decorations or for any other purpose regardless of your age is prohibited. This includes beer bong, shot glasses, martini glasses, yard or half-yard glasses, beer pong tables, or other devices used to drink alcohol, with or without alcohol in them.

**ii. Appliances**

Refrigerators are provided in the Woods, University Place, and the Gardens. However, residents are permitted to bring one (1) refrigerator so long as it does not exceed 4.6 cubic feet and is approved by Underwriters Laboratories (UL). One UL-approved microwave (less than 1,000 watts) is also permitted. Residents are advised to limit the number of appliances in their spaces, especially in Eaglin and Ingle halls, due to limited space and limited electrical power capacity. University Housing reserves the right to require residents to remove or discontinue use of appliances should they become a safety or disturbance issue.

**iii. Candles and Incense**

Since candles, incense, and the like constitute a fire hazard they are not permitted in the residential facilities (including but not limited to candles with or without wicks, candle warmers, gifts or mementos, decorative items, warmed wax, and similar devices).

**iv. Cinder Blocks**

Cinder blocks, bricks, blocks of wood, and any other materials which may damage flooring or become a hazard in the residential facilities are not permitted. Residents may complete a maintenance request for their bed to be lifted by University Housing staff, or purchase plastic risers no higher than 12 inches high (these typically look like square mini traffic cones).

- v. Electric Heaters and Personal Air Conditioners**  
Given the fire safety hazard and additional load on residence hall electrical systems, electric heaters, and personal air conditioners (e.g., window fans) are not permitted. Each residence hall has a fully operational heating and cooling system. If you find the system is not operating as you expect, please submit an online maintenance request and consult your RA if the problem continues.
- vi. Fuels / Combustible Materials**  
Any combustible fuel or material (e.g., lighter fluid, oil, gasoline, charcoal, propane, kerosene, etc.) is strictly prohibited. Materials used for decoration that present a fire hazard (e.g., live trees, hay, etc.) are also prohibited. These items must be removed from the residential facilities immediately. All associated costs for proper disposal will be assessed to the responsible resident(s).
- vii. Non-UL Approved Lights / Extension Cords / Multi-Plug Adapters / Electrical Hazards**  
Only one surge protector strip is allowed per double outlet. Rewiring of resident rooms by non-University employees is not permitted. Neither University Housing nor Coastal Carolina University is responsible for any damage to electrical equipment (computers, TVs, phones, appliances, etc.) caused by power surges or lightning. All appliances, lights, and cords used in University Housing facilities must be UL-approved and deemed non-hazardous by University Housing. UL stands for Underwriters Laboratories which performs safety testing for the Occupational Safety and Health Administration. Common non-approved lights include, but are not limited to, halogen and lava lamps, neon and black lights, LED rope lights, and sky lanterns.
- viii. Open Heating Elements**  
Any appliance or device typically used at home or in an office environment that has an open heating element and does not have an automatic shut off feature is prohibited. If your assigned space includes a kitchen, you may bring small countertop appliances with an automatic shutoff feature engaged at all times as long as it does not disrupt the academic environment.
- ix. Pets**  
No pets are permitted in the residential facilities with the exception of fish contained in one tank equal to or less than 10 gallons (per apartment, suite, or room). A fish is defined as legless, cold-blooded, aquatic vertebrate animal with fins, gills, and scales. Pets belonging to guests and family members are prohibited from visiting the residential facilities. The resident will be responsible for all costs associated with the possession and removal of the animal (i.e., damaged furniture, cleaning fees, pest control, etc.). Residents are restricted from feeding or leaving food outside the buildings for animals.

Support animals must receive approval through the Office of Accessibility and Disability Services **prior** to bringing the animal into the residential community. While service animals do not require approval, residents are encouraged to communicate with University Housing in advance of moving in. To review the Animals on Campus policy ([UNIV-488](#)) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

**x. Smoking / Tobacco**

Coastal Carolina University is a tobacco-free and vape-free campus and prohibits smoking in and around all campus buildings including all residential facilities. The Tobacco-Free Campus policy prohibits the use of all forms of tobacco and smoke-related products on University property. Appropriate charges will be assessed if evidence of smoking is found. To review the Tobacco-Free Campus policy (UNIV-DSO-431) in detail, consult the University Policies website at [coastal.edu/policies](http://coastal.edu/policies).

**xi. Wireless Routers and Internet Switches**

High-quality internet service is provided throughout the residential facilities. Residents who plug in their own personal router can create a security risk. Additionally, routers and switches are often connected to the network in reverse which results in a failure of the entire network. Ultimately, these devices will disrupt the continuity and security of the provided network, thus they are prohibited.

**v. Quiet Hours / Courtesy Hours**

In order to maintain an environment conducive to study and sleep, residents are responsible for turning down sound systems or discontinuing noisy activity immediately if requested by others to do so. Please remember other residents may live above, below, and beside you in every direction and you have a responsibility to prevent noise and activity that can be heard by other residents whenever possible. Noise heard outside one's room/apartment/suite door will generally be understood to be a violation of quiet hours. Furthermore, car stereo volume and general noise exterior to the building may have a negative impact on interior residential environments.

**Quiet hours are as follows:**

- Sunday to Thursday: 10 p.m. to 10 a.m.
- Friday and Saturday: 11 p.m. to 11 a.m.
- Twenty-four/seven quiet hours are in effect from the evening prior to Study Day through exam week at the end of each semester and will be clearly posted and strictly enforced.

It is important each resident makes an attempt to confront any resident who may be creating a disturbance before contacting your RA or CC so long as you are confident your safety is not in question.

Additionally, any noise or distraction that disturbs residents is not conducive to academic success and personal health and, therefore, courtesy hours are in effect 24 hours a day and seven days a week throughout the year. Excessive noise, at any time, is not appropriate and will be subject to documentation without warning. Please reference this community standard when requesting your fellow residents cease any loud or distracting behavior.

**w. Roommate Agreements**

Failure to uphold, respect, or abide by a roommate agreement is unacceptable. Roommate agreements are not intended to be exhaustive contracts between roommates, but they do serve as clear statements of expectations between those living together and the staff who support them. Contact a Resident Adviser for more information.

**x. Screens and Windows**

Windows must remain closed at all times. Open windows lead to indoor pests, condensation and raises humidity, allergen, and dust levels. Tampering with window locks or opening windows is prohibited. Using a window as an entrance or exit is prohibited (unless in case of emergency) Removal of any screen or window is prohibited and the cost of replacement/repair will be charged to the responsible resident. Items including banners, signs, and posters may not be hung in windows. In respect for the greater community, residents are restricted from decorating or posting any materials on windows. This includes window paint and decals. This is also to ensure the health and safety of residents and emergency personnel. In order to protect those individuals who may be walking outside the facility, no objects of any type may be thrown, dropped, pushed out of, placed outside of, or allowed to fall from any residential space.

**y. Trash / Littering**

Trash cans at building entryways and in corridors are provided for basic individual items (e.g., cups, wrappers, gum); they are not intended for personal/bulk trash. All personal trash must be removed from residential spaces regularly and deposited in the dumpsters at the exterior of buildings. Residents will be charged \$25 for each bag, box, or uncontained item found in public areas such as hallways, breezeways, lobbies, or anywhere other than an appropriate dumpster. Littering is prohibited.

**z. Unapproved Occupancy**

Residents or guests occupying an unassigned bed space or using unassigned furniture is prohibited. Each resident is assigned one bed space and one set of associated bedroom furniture. Unoccupied bed spaces, closet space, and furniture must remain unused, clearly separated, clean, fully assembled, and available for incoming residents at all times. Furniture arrangements must be hospitable for incoming roommates and have proper ingress and egress pathways. Use of unassigned beds and furniture may result in additional housing fees and referral to the student conduct process.

**aa. Weapons, Projectiles, Ammunition, and Explosives**

Coastal Carolina University is a weapon-free campus. University Housing strictly prohibits the use, possession, and storage of weapons of any kind in the residential facilities. Weapons include but are not limited to firearms; simulated firearms; BB guns; pellet guns; water guns; spear guns; dangerous chemicals; any explosive device (including fireworks); ammunition; nun chucks; brass knuckles; butterfly knives; sling-shots; swords; knives with a blade larger than 3 inches; paintball guns/equipment; bows and arrows; darts; and other materials that can be used to intimidate, threaten, or endanger others are prohibited on campus. Possession of a weapon may subject you to removal from the residence halls/apartments as well as the University. Throwing any object or trash from/toward windows, ledges, roofs, or balconies is prohibited. Kitchen knives are considered weapons when used outside of culinary purposes (e.g., under pillow, threat or actual harm to self or others, etc.).