

# Resident Handbook



2017-2018





## Welcome Home!

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We are pleased that you have chosen to make you home at Knights Circle! Asset Campus Housing (ACH) and The University of Central Florida (UCF) Department of Housing and Residence Life (DHRL) are committed to providing quality customer service and a holistic living-learning environment.

All of us hope that you seize the many opportunities that will be presented to you through programming, activities and other events offered by your Resident Assistant, as well as the other organizations represented in the Knights Circle community.

We encourage you to make your UCF housing experience all that it can be. The Department of Housing and Residence Life staff will be here to assist you in any way possible, but we expect that you will take the lead by participating in your community, through listening to others, sharing your experiences and knowledge, living by the expectations of the community, and by being a role model for others to do the same. This handbook is designed to be a resource for questions that might arise during your stay at Knights Circle.

## ACH Management Staff

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The ACH team is here to help the residents in Knights Circle. You will find staff members listed below to assist you with renewal opportunities, leasing information, facility concerns, rent payment and other information regarding the community. Please do not hesitate to contact a member of the ACH Team!

The ACH offices can be contacted at the following numbers:

Bookkeeping/Accounting	(407) 563-0960
Maintenance Issues	(407) 563-0981
Leasing/Renewing	(407) 563-0980

Additionally, ACH employs management staffs, who are available to help residents resolve issues. You can make an appointment to discuss any issues with Staff. The ACH management staff holds regular office hours and can be reached from 9am to 5pm, Monday-Friday.

General Manager-Robert Myers	<a href="mailto:rmyers@achliving.com">rmyers@achliving.com</a>	407-563-0970
Assistant General Manager- Selvyn Thomas	<a href="mailto:stthomas@achliving.com">stthomas@achliving.com</a>	407-563-0969
Assistant General Manager-Justin Pringle	<a href="mailto:jpringle@achliving.com">jpringle@achliving.com</a>	407-563-0963
Leasing Manager- Jessica Sawyer	<a href="mailto:jsawyer@achliving.com">jsawyer@achliving.com</a>	407-563-0962
Accounting Manager- Victoria Akers	<a href="mailto:vakers@achliving.com">vakers@achliving.com</a>	407-563-0967
Maintenance Supervisor- Dan Marko	<a href="mailto:dmarko@achliving.com">dmarko@achliving.com</a>	407-563-0965

## *Housing and Residence Life Staff*

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### **Our Mission**

The mission of the Department of Housing and Residence Life is to provide students living in university housing with a safe and secure environment that is conducive to academic and personal achievement.

### **Statement on Diversity and Inclusiveness**

The Department of Housing and Residence Life strives to create a community where each person feels welcomed and valued for his or her own individual contribution. We will achieve this through:

1. Encouraging students and staff to better understand themselves as well as others in the community
2. The provision of programs and opportunities for all to share experiences, values, cultures and beliefs
3. Identifying biases, assumptions, ridicule and prejudices as they occur and readily challenging these statements that may be obstacles of true community

### **Our Vision**

To provide a residence life program that encourages a positive living and learning environment, supportive of students' development in the college community by providing quality opportunities and connections for academic and personal growth.

We believe our residence life program is a fundamental component of the UCF experience and we are committed to:

1. Providing a qualified and diverse staff dedicated to the mission and vision of the department
2. Fostering a welcoming environment where individual differences are shared and explored
3. Providing opportunities for holistic education through individual and community development
4. Establishing intentional and purposeful relationships among students and staff
5. Advocating for personal responsibility, accountability, and sound ethical decision-making

The DHRL staff in conjunction with ACH management provides services to the students living at Knights Circle. Each building is assigned a Resident Assistant (RA) to act as a guide for many of the issues that may arise. The RAs are supervised by Coordinators who are also employed by UCF.

### **Live the Creed**

Integrity: I will practice and defend academic and personal honesty.

Scholarship: I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

Community: I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

Creativity: I will use my talents to enrich the human experience.

Excellence: I will strive toward the highest standards of performance in any endeavor I undertake.

## **OUR STAFF**

### **Coordinators**

Our coordinator staff supervises the student staff to help put our resident life programs into action. Coordinator staff members have masters degrees and live right in your community. Please feel free to contact the Coordinator listed below for your community:

Buildings 1-2, 7-21	407-563-0976
Buildings 3-6, 22-34	407-208-1253

### **Graduate Assistants (GA)**

GA staff members are UCF graduate students who live in your community. They assist our communities in a number of ways. Please contact the GA listed below for your community:

Buildings 1-2, 7-21	(407) 563-0976
Buildings 3-6, 22-34	(407) 208-1255

### **Resident Assistants (RA)**

RAs live in your community/apartment, answering your questions and helping you with day-to-day life, as well as planning fun and educational events. RAs also help enforce policies and university regulations. If you have concerns regarding your room, need someone to talk to, or are having difficulties with your roommate(s), feel free to call your RA. There are RA's on duty in each community office during the academic semester each evening from 4:45 PM until 12 AM in all three communities.

### **Residence Hall & Apartment Patrol (RHAP)**

RHAPs are students who monitor community safety from midnight to 8 a.m. every day. They respond to concerns and assist in enforcing community policies. RHAPs are located in Phase I.

### **Office Assistants (OA)**

OAs work from 8 a.m. to 5 p.m., Monday through Friday, to assist with day-to-day community activities. OAs are located in each Housing and Residence Life Office (Phase 1, Phase 3).

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## *Community Office Information*

**Maintenance/Phase I:** located off the second entrance from Data Court adjacent to Building 1. Feel free to call in a maintenance work order or drop by the Phase I office. However, residents are encouraged to place all non-emergency work orders through the online work order system 24 hours a day in your online resident portal. Contact a staff if you are unsure how to request a work order.

**Maintenance Hours:**

Monday through Friday: 8:00 am-5:00 pm

Saturday: 8:00 am-5:00 pm

Sunday: 8:00 am-5:00 pm

**Accounting/Phase II:** located to the right of Data Court, adjacent to Building 20. This office serves as your rent payment headquarters and is conveniently located near the mail center. If you have questions regarding your account, please visit the Phase I office. The staff can assist you with the following:

- Collect rent payments
- Balances owed
- Financial Aid and Florida Prepaid information
- Miscellaneous charges and their origin
- Payment problems/arrangement for late payments
- Change of billing address
- Please remember to make your lease payment by the 1<sup>st</sup> day of each month. Payments are late after 5 p.m. on the 3<sup>rd</sup> of the month. Late fees start accruing on the 4<sup>th</sup> as follows: \$35 on the 4<sup>th</sup> and an additional \$5 every day thereafter until paid. Each student should be aware of when his/her payment is due to avoid the possibility of late charges.
- Collection of keys upon move out
- Requested walks/inspections of apartments upon move out

**Accounting Staff Hours:**

Monday through Friday: 8:00 am-5:00 pm

Saturday: 10:00 am-5:00 pm

Sunday: 12:00 pm-5:00 pm

**Leasing/Phase III:** located near the front entrance of the property facing Alafaya Trail. If you have any questions regarding your lease or would like to inquire about renewal opportunities, please visit the team in Phase III. This office can also provide a copy of your current lease if necessary.

**Leasing Hours:**

Monday through Friday: 9:00 am-7:00 pm

Saturday: 10:00 am-5:00 pm

Sunday: 12:00 pm-5:00 pm

**Need assistance outside of business hours?**

**Resident Assistant Staff are on duty from 4:45 pm to 8:00 am every day in each Phase/Community office.**

**RHAP staff members are available in the office from 12am to 8am in Phase 1.**

**Office Phone Numbers at a Glance: Knights Circle**

RA on Duty, Phase I Residence Life	(407) 760-1868
RA on Duty, Phase II Residence Life	(407) 760-5549
RA on Duty, Phase III Residence Life	(407) 760-5919
Accounting Questions	(407) 563-0960
Maintenance Work Orders	(407) 563-0981
Leasing Questions	(407) 563-0980

#### OFFICE HOURS

Phase One Clubhouse	24 Hours
Phase Two Clubhouse	8:00AM to Midnight / Weekend 12pm-Midnight
Phase Three Clubhouse	8:00 AM to Midnight/ Weekend 12pm-Midnight

## *Community Living*

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For most college students learning to share an apartment is a new experience. In order to foster an amicable living environment all residents are strongly encouraged to fill out a roommate agreement within the first week of living together. A roommate agreement can provide opportunities to communicate about specific issues that frequently cause conflict. The Department of Housing and Residence Life staff members can assist with this process. It is imperative to initiate open communication amongst your roommates prior to a roommate agreement. If the need for mediation arises, please contact your building RA. To help facilitate open communication between roommates our UCF Department of Housing and Residence Life Staff has provided a few tips for effective communication:

- Be considerate of your roommate(s)
- Compromise and be fair about expectations
- Determine rules within the apartment that everyone can agree upon
  - A roommate agreement can help with this!
- Never assume that your roommates will be just like you; we are all unique individuals!
- Be realistic; do not expect your roommate(s) to be your best friend
- Productive communication should be face to face. Avoid communicating issues over social media such as through Facebook, Twitter or texting
- Ask your RA for advice, they are trained to mediate conflict
- Be open to a new and exciting living experience

**Noise:** All residents and guests are expected to be considerate and keep noise at an acceptable level at all hours of the day. Noise should be kept at a level where it cannot be heard outside of your room. This policy refers to loud stereos/radios, televisions, pounding on walls or floors, loud yelling and screaming, musical instruments, amplifiers, subwoofers, etc. Any violation of the noise policy may result in a student conduct referral. Noise in the outdoor area or common areas of residential facilities should also be kept at a level that does not disturb other apartments. Please refer to Exhibit A2 in your Knights Circle Lease Agreement

**Courtesy Hours:** You are expected to be considerate and keep noise at an acceptable level at *all hours of the day*.

**Quiet Hours:** You must respect quiet hours, which are **11 p.m. to 8 a.m. every day**. This is to include all areas in and around the house (including surrounding outside areas).

Special 24 hour quiet hours are implemented during exam periods at the end of each semester. Appropriate notification will be posted.

**Confronting Noise:** Please confront the individual(s) responsible for the noise and politely communicate that the noise is disturbing you. If you are unable to resolve the problem on your own, seek assistance from your resident assistant.

**Programming:** On occasion, the Department of Housing and Residence Life staff may be offering programming that may deviate from the posted quiet hours.

## *Amenities and Clubhouses*

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It is our hope that you are pleased with the recreational facilities and amenities offered at Knights Circle. In order to encourage safety and protect the property within the amenities, some policies are in place for their use. ACH staff has direct authority over how, when and by whom these facilities are used. Your cooperation is greatly appreciated. We hope you understand that these policies are to help ensure the safety and enjoyment of all residents. Only residents, their family and invited guests, while accompanied by the residents, may use any of the recreational facilities.

**Appliances:** Each unit is provided with a refrigerator, stove, dishwasher, microwave, washer and dryer. All residents are responsible for the cleaning of these appliances. Stoves should be cleaned on regular basis and the top can be lifted up to clean any grease that has fallen through the drip pans.

**Basketball, Volleyball and Tennis Courts:** The basketball courts are provided for the enjoyment of all residents. Help us keep the basketball courts clean and safe by remembering the following policies:

- The basketball courts are unsupervised. Knights Circle is not responsible for accidents, injuries or lost, stolen, damaged or misplaced items.
- Basketball courts are available for use each day 10am to 11pm.
- Do not hang from the basketball rim or net.
- Motorcycles, bicycles, tricycles, skateboards and skates are not permitted on the court surface.

**Bulletin Boards:** One way your RA will keep you informed of upcoming events, or important information, is by posting information on apartment, building, and community bulletin boards. Only staff may post on these bulletin boards.

**Cable TV:** All Knights Circle apartments are wired for cable TV service. Standard cable service is provided. If you choose to order additional premium cable options above this service level (such as digital cable), you will need to make arrangements with Airwaves directly. Furthermore, residents must supply their own television and cable wires to connect their televisions to the outlet.

**Clubhouse:** Our clubhouses have been provided for the use and enjoyment of all residents. To ensure that all residents benefit in an equitable manner, and that our facility is maintained in top condition, use of the clubhouse may be permitted only under the following conditions:

- Only residents of this community and their guests may use the clubhouse. Guests must be accompanied by the resident at all times when using the clubhouse.
- No pets, alcoholic beverages, or smoking allowed in the clubhouse.
- No wet clothing permitted in the clubhouse.

Phase I is open 24 hours daily and provides a theatre room, study lounge, computer lab, and fire pit patio (Theatre room and fire pit patio close at midnight). Phase II offers a lounge space, computer lab, and fitness center. It is open daily 9:00am-midnight. Phase III provides a fitness center and game room and is open daily 9:00 am-midnight.

*\*Resident must provide a Driver's License or a student ID in order to check out any recreational equipment. Items available on a first come, first served basis.*

**Computer Labs and Faxing:** The computer labs are located in Phase I and Phase II and are open for resident use only. The computer lab in Phase I is available 24 hours. Violation of any or all of the below stated rules will be cause for termination of computer lab use and may result in eviction and/or student conduct violation

- Documents are to be saved on resident's personal storage device (flash drive, zip drive, etc.), not on the hard drive.
- Documents saved on hard drive will be deleted.
- Residents will be held responsible for any damage to equipment during his/her computer time.
- No food, drink or smoking allowed in computer labs.
- All of the equipment in these rooms is electronically monitored. Removing set equipment will engage alarm system.
- Screen savers and desktop images are not to be changed at any time.
- No obscene information or material is allowed on the computers at any time or for any reason.

Changing from one computer to another with the personal storage device could spread a virus, therefore, neither ACH nor UCF are responsible for any virus infections.

**Exterminations:** The rooms at Knights Circle are treated by a professional exterminator several times per year. If there is a continuing insect problem in a room, please report it to the maintenance department. It is important to note that cleanliness (such as proper food storage) will assist in keeping your room pest-free.

**Family Education Rights and Privacy Act (FERPA):** For security reasons (FERPA), resident phone numbers and/or apartment numbers will not be given out by the University of Central Florida staff or the staff of Asset Campus Housing. No one other than residents will be allowed access to their apartment. Residents will be required to sign a FERPA release for information sharing between UCF and ACH staff upon signing of their lease. Unless a FERPA release has been signed for a guarantor to access information, UCF staff is unable to share information regarding a student's records.

**Fitness Room:** The Fitness room is provided for the enjoyment of all residents. Fitness room hours are: Phase III is 9:00 AM to 12 Midnight. All guests must be accompanied by a resident. Help us keep the fitness room clean and safe by remembering the following policies:

- The fitness room is unsupervised. Use the fitness rooms at your own risk. Knights Circle is not responsible for accidents, injuries or lost, stolen, damaged or misplaced items.
- No wet clothing allowed in fitness room.
- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Please report needed repairs immediately to the ACH staff.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Please report vandalism and unauthorized users.



- Do not remove fitness equipment from the fitness room. Do not leave personal items in the fitness room.
- Respect others by keeping noise to a minimum and by disposing of trash properly.
- Do not work out alone.
- Please wipe down the fitness equipment with a clean towel once you are done.
- No smoking or alcoholic beverages are allowed in the fitness areas.

**Internet:** Your room will have a data port. Airwave Networks provides wireless services to every bedroom here on the community. Wireless access is also available in each of the three clubhouses. If you encounter a problem with your connectivity to the internet please contact Airwaves for assistance. Please keep in mind that Airwave Networks is active in administering its acceptable use policies.

- **The customer service line for Airwave Network is:** 1-877-778-WAVE (9283)
- For more information, please visit: <http://www.airwave-networks.net>

**Game Day:** The Department of Housing and Residence Life will enforce policies on UCF Football Game Days. In addition, all official UCF tailgating policies and fan behavior guidelines will be enforced.

**Grills:** The Phase 1 clubhouse has three propane-fueled grills on the fire pit patio for your convenience. These grills are offered but on a first come, first-served basis. The fire pit patio and its amenities are close at midnight, seven days a week. Grills, propane, lighter fluid or related materials cannot be stored in your room, apartment, on the balcony or on community grounds.

**Laundry:** Each apartment is provided with washing machine and dryer. Proper cleaning is required in order to avoid potential maintenance issues.

**Lighting:** Lighting at our community is an important part of our maintenance program. If you notice that lights are out, please notify your area office during business hours. Do not remove light bulbs or fixtures from outside lighting. You may be charged for these replacements.

**Lock-Out Procedures and Lost Keys:** You should carry your keys with you at all times and are prohibited from giving/lending your apartment or bedroom keys to anyone else to use. It is a violation of your lease agreement to give your keys out to anyone else, including the guarantor of your lease and /or your parents. Furthermore, you are not permitted to make copies of your apartment keys. In the event that it is determined that you have violated this policy, you will be responsible for paying for the lock change, as well as the cost of new keys for all roommates in your apartment. If you are locked out of your room, you should go to your community office. You will be required to present some form of photo ID to be allowed into your room. If you have more than three lockouts during the semester, you may be fined for each additional lockout at \$50 per incident. If you have lost your key, you must report this immediately to the Knights Circle staff. The Knights Circle staff will assist you in ordering your new key. You are responsible for the cost of the replacement of any lost or stolen key(s).

**Theatre Room:** All residents must provide a Driver's License or photo ID who will use the room (i.e. if a group of 4 residents want to use the theater, all 4 must give DL/Photo ID for RA on duty to hold). Residents must get controllers for game consoles from front desk of Phase 1 and RAs must assist unlocking box where game consoles are located. Residents and guests must respect the space at all times. Knights Circle Staff reserve the right to end use of the theater at any time if inappropriate behavior occurs. Residents must clean up after themselves before leaving. Residents cannot get their ID's back until an RA has inspected the space to make sure it is clean

and there is no trash. Wii, PS4 and X-box Systems are available. We offer a small library of games for each system but feel free to bring in your own games as well. The Theatre room closes at midnight, seven days a week.

**Pool:** Pools are provided for the enjoyment of all residents. Please help us keep our pools clean and safe by remembering the following policies:

- Lifeguards are not provided. Swim at your own risk. For your safety, do not swim alone. ACH is not responsible for accidents, injuries, or lost, stolen, damaged or misplaced items.
- Pool hours are 8:00 am to 12:00 am seven days a week.
- A parent or guardian must accompany children under the age of 12 at all times.
- Pets are not allowed anywhere in the pool area
- Alcoholic beverages are not allowed anywhere in the pool area.
- Use plastic/ paper containers only. Glass containers are not permitted.
- Only proper swimwear is allowed.
- All guests must be accompanied at all times by the resident. No more than two (2) guests are allowed at one time.
- Keep gates closed at all times.
- Respect others by keeping noise to a minimum, covering pool furniture with a towel when using suntan oils, leaving pool furniture in pool areas and disposing of trash properly.

**Study Room:** The Study Room is open 24 hours a day in the Phase One Clubhouse for you to use to study, surf the Net, or meet with guests. Within the study room residents will have access to wireless internet.

**Tanning Beds:** Knights Circle provides tanning beds for resident use only and they are located in the Phase Two clubhouse. Residents cannot tan more than once in a 24 hour period and eye wear is required. Furthermore, to use the tanning bed the resident must provide an ID and a tanning agreement must be signed and on file.

**The Lounge/Game Room:** The Lounge is available in the Phase 3 clubhouse and is where you will find Ping-Pong, air hockey, and a pool table for residents to use. Please go to the front desk in Phase Three to check out any equipment. Be sure to bring your ID to check out the equipment.

**UCF Shuttle Service:** The Direct Shuttle services provided are run exclusively through UCF. ACH Management does not operate these services. Pick up and drop off locations are marked throughout the community in each phase.

**Valet Trash/Recycling:** Garbage pick-up is provided each weekday morning. Please place appropriately bagged trash outside your apartment door after 10:00 PM each weekday night and every morning before 8:00am except for Saturdays and Sundays. Any non-bagged garbage, bottles, cans and/or boxes (including pizza boxes) will not be picked-up. There will be a \$25.00 fine (subject to change) for removal of such items from the breezeway. It is the responsibility of each resident to break down and dispose of such items in garbage compactors located throughout the community. The recycling center is available in Phase One and Two. Please refer to Exhibit A13 of your Knights Circle Agreement.

**Vending Machines:** Drink machines are located in all three Phase clubrooms. Money lost in these machines should be reported to the Vending machine Company, the contact information will appear on each machine. . Please report any machines that are out of order as well. Knights Circle is not responsible for reimbursements for the vending machines.

## Maintenance and Apartment Care

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Cleaning of the unit is the responsibility of the residents. We would ask that residents keep the unit in a reasonably clean condition at all times. Roommates should work together to keep the common areas clean. Upon inspection of the unit by Knights Circle Staff, the residents can be asked by written notice to clean the unit to this expectation. If the notice is not complied within a reasonable amount of time, a cleaning service will be performed by ACH Staff at the resident's expense.

**Maintenance:** Our maintenance staff is available to assist you with concerns regarding your apartment. You can place a work order online at [www.liveatknightscircle.com](http://www.liveatknightscircle.com), through the Asset Campus Properties iPhone App. or you can call 407-563-0981 anytime.

When calling or sending a maintenance request please provide the following:

- Name and Phone Number.
- Building Number, Apartment Number, and Bedroom Letter.
- Location of the issue. (Bedroom A, kitchen, etc...)
- A specific description of problem.

Emergency work orders such as plumbing, electricity, air conditioning, etc., will be addressed immediately. Please note that emergency calls must be called in directly, as online requests are only checked during business hours. In order to initiate an emergency work order, please contact your RA, or the RA's on duty. Work orders are performed on a first come first service basis or based on the priority of the work order.

All maintenance requests will be completed in a timely manner. Non-emergency requests will be completed between 8:30 am and 4:30 pm, Monday through Friday, excluding holidays.

**Emergency Maintenance Guidelines:** Emergency maintenance requests can be handled after regular business hours and on weekends if they present a danger to residents, guests and/or damage to community. To inquire about emergency maintenance services, please contact the RA on duty for your community.

**Examples of emergency maintenance requests include:**

1. Fire.
2. Lack of electricity.
3. Broken or non-working exterior doors, locks, windows.
4. Lack of heat (inside temperature is below 65 degrees).
5. Lack of air conditioning (inside temperature is above 78 degrees).
6. Lack of water or Hot water.
7. Toilet not working or overflow.
8. Flooding/broken pipes/leaking appliances.
9. Refrigerator malfunctions.

**Maintenance Inspections:** Bi-monthly inspections are required by the lease agreement. These inspections are focused on the overall condition of the apartment. These inspections only take 10-15 minutes in the unit and residents do not have to be present. Residents will be notified in advance before an inspection takes place. Any damages to the unit will be documented at that time and charges assessed. Any work orders found as a result of the inspections will be performed within 72 hours of these inspections. The filters for the air conditioning units will be changed once a month.

# Policies and Procedures

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In any community, there are standards that must be met in order to provide a safe, secure and positive living environment for all. Your lease states our community standards that have been implemented to provide an enjoyable atmosphere for everyone. Below you'll find a brief description of policies stated in your lease. It is our hope that this information is helpful in explaining our community standards. Please do not hesitate to bring questions regarding these and other policies to your Coordinator.

- All students, regardless of the college that they are enrolled in, will be held responsible to all Golden Rule & University Code of Conduct policies.
- All residents living at Knights Circle will be held to the lease rules and regulations.
- All tenants agree to abide by all State, Federal, Municipal laws, ordinances, orders, and regulations.

## 1. Alcohol

- a. Possession or consumption of alcoholic beverages by anyone under the age of 21 is prohibited.
- b. Manufacturing and/or selling of alcoholic beverages is prohibited.
- c. Providing alcohol to individuals under the age of 21 is prohibited.
- d. Possession of common source alcohol containers (e.g. kegs, party balls) is prohibited.
- e. Possession or display of alcoholic paraphernalia (e.g. beer funnels, beer bong, beer pong tables) is prohibited.
- f. Residents of legal drinking age are prohibited from consuming alcohol in the presence of guests.
- g. Possession or consumption of alcohol, regardless of age, outside of an assigned space (e.g. lounges, hallways, community centers, pools, saunas, sky decks, balconies, and courtyards) is prohibited.

*Alcohol will be disposed when individuals violate the policy above. Students present in a room, suite, apartment or general vicinity that contains alcohol may be found in violation of the aforementioned policy. For more information consult Section 11 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Please refer to Section 8J in your Knights Circle Lease Agreement.*

## 2. Animals & Pets

- a. All animals, with the exception of fish, are prohibited in residential communities.
- b. Aggressive and poisonous fish are prohibited.
- c. Possession of fish tanks over 10 gallons is prohibited.
- d. Feeding, touching, harassing, injuring, or killing wildlife on property is prohibited.

*The prohibition of pets in residential communities does not apply to persons with a disability that require the use of a service animal. A \$100 fine per occurrence and/or student conduct referral may be imposed if an unapproved pet or animal is found. If an animal is found in an apartment for a third time, it is at the ACH Management discretion to terminate a resident lease. Please refer to Exhibit A12 in the Knights Circle Lease Agreement.*

### **3. Bicycles**

- a. Bicycles are prohibited from being locked or chained to anything other than university approved bicycle racks.

*UCF Police or authorized personnel may remove bikes that are located in unapproved areas or are not registered with Parking Services. You can register your bike at <http://police.ucf.edu/PropertyReg.html>. Please refer to Exhibit A3 in the Knights Circle Lease.*

### **4. Computer Usage**

- a. Personal wireless connections (e.g. routers, tethering, splitters) are prohibited in residential communities.

*The University has explicit guidelines regarding proper computer usage. Refer to The Golden Rule Student Handbook, as well as your contract with Computer Services. Please refer to Exhibit A20 in the Knights Circle Lease.*

### **5. Controlled Substances**

- a. Use, presence, possession, manufacture, sale, or distribution of illegal drugs, controlled substances, and/or natural or synthetic compounds is prohibited.
- b. Prescription drugs taken outside of their intended use or by anyone other than the patient are prohibited.
- c. Non-prescription drugs taken outside their intended use as identified on the packaging or as directed are prohibited.
- d. Possession of drug-related paraphernalia (e.g. bong, pipes, syringes, scales, grinders) is prohibited.

*Alleged drug violations are subject to the full extent of law enforcement, student conduct violations, and Housing and Residence Life Agreement violations, including housing agreement termination. Students will be responsible for termination fees as well as the remaining balance of the current term's rent and must vacate the residential facility within 72 hours of being found in violation. Additionally, students present in a room, suite, apartment or general vicinity that contains controlled substances may be found in violation of the policy. For more information consult Section 10 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Please refer to Section 8J in your Knights Circle Lease Agreement.*

### **6. Decorations**

- a. You are encouraged to use your creativity and ingenuity to make your room as comfortable as possible. We do ask that you follow the simple guidelines provided here to keep maintenance problems to a minimum and save you from damaging your room.
- b. Alterations: No alterations may be made to your front door or entrance to your apartment home. Front door mats are encouraged, but we reserve the right to remove mats that are

not designed for outside use, such as carpet remnants. No structural changes or additions may be made to the exterior of the building, including patios and balconies.

- c. Ceilings: Do not hang any items on or near the sprinkler heads.
- d. Décor: Please be considerate of your roommate(s) feelings as it pertains to your decorations. Vulgar and/or pornographic images, words, and content may offend others with whom you live. Possession and/or display of stolen community such as construction materials (cones, signs, etc.), street signs, and shopping carts are strictly prohibited and will be reported. Keep all decorations away from heat or electrical sources.

## **7. Disruptive Conduct**

- a. Behavior that impacts the daily operations of residential communities is prohibited.

*Repeat or flagrant violations may be subject to additional disciplinary action. For more information consult Section 3 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

## **8. Doors**

- a. Never disassemble doors or door closures as doing so may damage the door and/or wall and you will be charged for any damages.
- b. Avoid propping doors with the deadbolt or any other object as this may cause damages as well as posing possible safety and security concerns.
- c. In addition, doors should never be inappropriately obstructed with furniture or other belongings.
- d. For safety reasons, Housing and Residence Life staff will secure all doors and lock any propped door when residents are not present.

## **9. Electrical & Appliances**

- a. Possession or use of unapproved electrical devices is prohibited.
- b. Halogen, octopus, and torchiere lamps are prohibited.
- c. Appliances with exposed elements (e.g. coils) are prohibited.
- d. Appliances exceeding 1,000 watts are prohibited.
- e. Refrigerators exceeding five cubic feet are prohibited.
- f. Decorative or holiday lights exceeding 25 feet in length or connecting more than two light strands is prohibited.

*In addition, all items must be listed to Underwriters' Laboratories ([UL](#)) standard: Extension cords must contain an internal circuit breaker, not exceed 6 outlets, not have cracked or exposed wires, burn marks, loose connections or other damage, and the electrical load on strip must be less than 20 amps. For more information, see "Fire Safety".*

## **10. Exterior/Balcony**

- a. Since the appearance of patios and balconies affect the appearance of our community, they may not be used to store boxes, trash, clothing, dead plants, machinery, gasoline or electric powered motors, broken furniture, interior furniture, and/or hammocks. It is also prohibited to hang signs on balconies unless approved by the Department of Housing and Residence Life or ACH management. Only outdoor furniture may be placed on the outside. ACH has the final decision as to whether the

items on your balcony are acceptable. Use of electric, gas or charcoal grills on the patio/balconies is prohibited. Any grills found in the community will be removed and stored at owner's expense. Presence of grills on the balconies can result in a fine imposed by Knights Circle management. Please refer to Exhibit A9 of your Knights Circle Agreement.

- b. Only all-weather furniture is allowed on patios and balconies. No furniture supplied by Knights Circle is allowed on the balconies. Balconies are not to be used for storage. Violation of either of these policies will result in a \$50 fine.
- c. No laundry or signage is allowed to be hung on the balconies. No nails or screws are to be used to hang any items on the exterior of the property including the balconies.
- d. No personal grills are allowed on the community. There are numerous grills supplied around the community for residents to use. Violation of this policy will result in a \$250 fine per occurrence.
- e. Interior: Residents will be liable for damage to interior, including but not limited to paint, walls, cabinets, carpets, floors, or damage to any part of the premises resulting from failure to exercise reasonable care. Residents may also incur a referral to the student conduct process for any excessive damage/vandalism/health and safety violation.
- f. Paint: You are not permitted to paint the walls, ceilings or any portion of your room.
- g. Wall Coverings: Due to guidelines set forth by the Florida State Fire Marshal, you are not permitted to completely cover walls and doors with decorations, pictures, posters, etc. Limited decorations are permissible, but cannot cover more than 20% of the walls. Large tapestries, excessive posters/paper, etc. are prohibited.
- h. Walls, Doors and Adhesives: The walls and doors will not withstand most tape, glue, nails, or tacks without leaving damage. Do not use stickers or contact paper (shelf liner) on dressers, closets, light fixtures, doors, or drawers. Please use caution in hanging items on room walls. You will be responsible for any damage to your assigned unit upon move-out or before. Do not use double stick tape, nails in cement block walls, hooks, putty, or any other item which causes wall damage.
- i. Windows: All residential windows must be kept uniform at all times. Windows should be kept free of writing, signs, stickers, curtains, drapes, aluminum foil, and other personal possessions and window accessories etc. This is necessary to maintain a neat exterior building appearance. Screens should not be removed. All window coverings must show a white backing. This includes both drapes and blinds. Aluminum foil, tinting, cardboard, signs and etc. may not be placed over windows where they can be seen from the exterior. Resident must exercise care and caution about leaving windows or doors open during inclement weather.
- j. Antennas may not be attached to the outside of the building. This includes satellite TV dishes.

## **11. Failure to Comply**

- a. Non-compliance with written and verbal instructions from university officials is prohibited.

*For further information consult Section 3.H. in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Please refer to Exhibit 9N in your Knights Circle Lease Agreement. If a resident or guests of a resident established an unacceptable pattern of misconduct or is frequently found to be in non-compliance with the rules and regulations outlined in the lease, UCF Golden Rule, and the Community Living Guide, s/he may be subject to disciplinary action including, but not limited to eviction. Please refer to Exhibit 9M in your Knights Circle Lease Agreement.*

## **12. Failure to Report**

- a. Failure to report violation(s) of the Community Living Guide or University policies to university officials is prohibited.

*Failure to report includes students present within or around residential communities when a violation(s) occurs. Additionally, students may be found responsible for the corresponding violation(s).*

### **13. Fire Safety**

- a. Starting a fire, activating a fire alarm without due cause, or falsely reporting a fire to University or emergency response officials is prohibited.
- b. Tampering, destroying, damaging, or misusing emergency or safety equipment (e.g. smoke/heat detectors, fire extinguishers, or sprinkler heads) is prohibited.
- c. Failure to evacuate or re-entering into a building without authorization by University or emergency response officials during a fire alarm or drill is prohibited.
- d. Possession, storing, manufacturing, distributing or using explosives, flammable liquids, open flame sources (e.g. candles, incense), live cut trees, or hazardous substances is prohibited.
- e. Possession or use of two-prong extension cords, plug adapters, halogen lamps/bulbs is prohibited.
- f. Possession or use of space heaters in residential communities is prohibited.
- g. Splicing into or altering the electrical wiring in residential communities is prohibited.
- h. Failure to monitor cooking food or take precautionary steps while cooking (e.g. turning on vents, opening windows) is prohibited.
- i. Blocking the egress of balconies, hallways, stairwells, and doors is prohibited.
- j. Wall decorations covering more than twenty percent of the wall are prohibited.
- k. Curtains used in hallways, windows, or as partitions are prohibited.
- l. Affixing items to the ceiling that can cause a fire, interfere with fire suppression system, or act as an accelerant is prohibited.

*Residents must use grounded three-prong extension cords and/or surge protectors and may not have extension cords placed under carpet or furniture. Additionally, students may be responsible for all costs associated with damage. Please refer to Exhibit A2 in the Knights Circle Lease.*

### **14. Furniture Use**

- a. Knights Circle furniture is for interior use only and may not be used for exterior use at any time.
- b. Furniture that must be removed from the exterior and returned to the interior will result in a fine.



*This is necessary to prevent damage to our community property. We also do not store furniture for residents for any reason, without exception. Please refer to Section 9H in your Knights Circle Agreement.*

#### **15. Gambling**

- a. Gambling is prohibited in residential communities.

*For more information consult Section 15 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

#### **16. Games & Sports**

- b. Outdoor activities near outside obstructions, windows, vehicles, and pedestrians conducted are prohibited.
- c. Fishing is prohibited in residential communities and on University property.

#### **17. Hazing**

- a. Hazing is prohibited within the residence halls.

*For more information, refer to Section 7 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

#### **18. Harmful Behavior**

- a. Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited.

*For more information, refer to Section 4 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Physical altercations (fights), verbal or written abuse (which includes, but is not limited to, any form of social media i.e. Facebook, Twitter, etc.), harassment and/or other conduct that endangers the health, safety, or well-being of others involving residents, students or other guests, will not be tolerated and may result in lease termination and referral to the student conduct process. Please refer to Section 8J in your Knights Circle Lease Agreement.*

#### **19. Health and Safety Inspections**

- a. Every other month, Asset Campus Housing staff inspect each apartment.
- b. During the inspection staff will be checking the general condition of the apartment, minor repairs needed, and any health and safety violations.
- c. Service requests will be written and repairs will be started as soon as possible.

*Any damages done by resident or resident's guests will be repaired and billed to the resident's account. Payment will be required no later than the next rental payment due date. Students with any reported violations may also receive a student conduct referral. Please refer to Exhibit 16A, B & C in your Knights Circle Lease Agreement.*

#### **20. Identification**

- a. Failure of students and guests to present proper University or government issued identification to University staff upon request is prohibited.

- b. Lending or borrowing a UCF student identification or government issued identification is prohibited.
- c. Knowingly supplying false or misleading identification information is prohibited.

*Persons without proper identification will be considered trespassing and the UCF Police will be notified. Misrepresented or supplying false UCF student identification or government issued identification will be confiscated by University staff. For more information refer to Section 2 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

## **21. Illegal Entry & Trespassing**

- a. Unauthorized entry into any living space or restricted access areas of residential communities (e.g. mechanical rooms, roofs, closed buildings, housekeeping closets, storage areas) is prohibited.
- b. Permitting unknown persons into residential communities is prohibited.
- c. Propping or inhibiting locking mechanisms of exterior doors is prohibited.
- d. Entry or attempted entry when residential communities are closed is prohibited.

*Residents are responsible for knowing and complying with closing guidelines set forth by their community.*

## **22. Keys**

- a. Unauthorized use, possession, or duplication of keys and keycards is prohibited.
- b. Switching and/or borrowing keys or keycards is prohibited.
- c. Failure to immediately report lost keys or keycards to the community office is prohibited.

*Visit your community office for lockout assistance and procedures. If you lose your apartment keys or wish to have your lock re-keyed for any reason, ACH will do so for a charge of \$50.00 per lock, plus \$5.00 per key, for each person that is listed as a resident on the lease contract for that apartment home. We strongly recommend that you keep all windows and doors locked. Please refer to Section 90 of your Knights Circle Agreement.*

## **23. Noise**

- a. Noise that interferes with the study or sleep of others is prohibited.
- b. Failing to comply with quiet hours (10:00pm to 8:00am during the academic year and 24 hours during finals) is prohibited.

*Residents must keep noise at an acceptable level all hours of the day. Unacceptable noise levels are defined as any noise that can be heard inside or outside of the residence hall or exterior community spaces. This includes, but not limited to: pounding on walls, windows and floors, amplified sound, playing musical instruments, and bass from subwoofers. Students should respectfully address peers, but if unsuccessful contact the community office.*

## **24. Recording Others**

- a. Recording or distributing another person's image or voice without permission when a reasonable expectation of privacy exists is prohibited.

#### **25. Renter's Insurance**

- a. As there is always the possibility of unforeseen accidents, Knights Circle highly recommends that you purchase renter's insurance.
- b. Please be advised that insurance is NOT covered by your contract with Knights Circle.
- c. There are various plans available that may cover the cost of your belongings in the event that they are damaged or destroyed.

*Please contact your preferred insurance carrier for more information. WE STRONGLY RECOMMEND THAT YOU CARRY RENTER'S INSURANCE TO PROTECT YOUR PERSONAL BELONGINGS AND/OR PROPERTY DAMAGE.*

#### **26. Room Changes**

- a. Unauthorized room changes are prohibited.

*Students seeking a room change should visit the community office.*

#### **27. Room Use**

- a. Permanent and semi-permanent (e.g. painting, removing furniture) alterations to rooms or apartments are prohibited.
- b. Actively seeking and/or operating on-site businesses are prohibited.
- c. Use of a vacant or empty space, including furniture, is prohibited.
- d. Any action that interferes or impedes the room placement process is prohibited.
- e. Relocation of common area furniture is prohibited

*Charges will be assessed for any repairs or cleaning required to return the space to move-in ready condition. Move-in ready is defined as: furniture, closets, common space, etc. are clean and available for a new roommate to utilize upon move in. Please refer to 16A of your Knights Circle Agreement.*

#### **28. Room Vacancy**

- a. If a vacancy exists in your room you may be assigned a new roommate.
- b. Any attempt to enter and/or use any part of a vacant room, discourage, or prevent a new resident from moving into the room will result in an immediate review of your lease as well as possible additional rental fees/and or eviction.

#### **29. Sexual Misconduct**

- a. Sexual misconduct, abuse, harassment, exploitation, intimidation, stalking, or coercion is prohibited.

*Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination in compliance with Title IX. For more information refer to Section 5 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

#### **30. Smoking**

- a. Smoking, including e-cigarettes, inside the residence halls, entry ways, or within 15 feet of residential facilities is prohibited
- b. Violation of this policy will result in a \$500 fine.

*For more information on the UCF smoke-free policy, visit <http://smokefree.sdes.ucf.edu/>. Please refer to Exhibit A1 in your Knights Circle Lease Agreement. Provided below are further guidelines and instructions regarding the smoking policy.*

### **31. Solicitation**

- a. Soliciting in residential communities is prohibited.
- b. Unapproved flyers, postings, or chalk art in residential communities are prohibited.

### **32. Transportation**

- a. Unauthorized motorized vehicles outside of any designated parking zones are prohibited.
- b. Maintenance of motorized vehicles in residential communities is prohibited.
- c. Use of non-motorized transportation in residential facilities is prohibited.

*Motor vehicles in unauthorized parking zones will be towed at owner's expense.*

### **33. Vandalism & Theft**

- a. Willful destruction, defacement, or theft of any public or private property is prohibited.

*For more information refer to Section 6 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

### **34. Visitation & Guests**

- a. Unescorted guests are prohibited.
- b. Hosting overnight guests for more than three consecutive nights and/or seven nights in a given semester is prohibited.
- c. Having more than two overnight guests at a time is prohibited.
- d. Failing to provide adequate notification to roommates regarding overnight guests is prohibited.
- e. Cohabitation by anyone other than the individual assigned to that room is prohibited.
- f. Gatherings with more than three times the designated occupancy of a residence hall room and/or apartment is prohibited.

*Residents are personally and financially responsible for any violations of Housing and Residence Life policy caused by their guests. The roommate's rights to privacy, sleep, and study take precedence over the rights of a host to have a guest. Please refer to Exhibit 9I in the Knights Circle Lease.*

### **35. Weapons**

- a. Possession, storage, manufacture, or use of weapons or munitions is prohibited in residential communities.
- b. Use of items to cause fear or harm to others is prohibited.
- c. Use of kitchen knives outside of kitchen areas or for any reason other than cooking is prohibited.

*Weapons include, but are not limited to: guns (e.g. BB/Pellet guns, nerf, water, airsoft, paintball), sporting/hunting, edged (e.g. knives, swords), blunt (e.g. martial arts, night stick), and stun guns.*

*Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination. For more information refer to Section 12 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Please refer to Exhibit A10 of your Knights Circle Agreement.*

### **36. Windows and Screens**

- a. Obscuring or blocking windows is prohibited.
- b. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
- c. Use of windows as an entrance or an exit, except in an emergency, is prohibited.
- d. Tampering or removal of window screens, latches, or apparatus is prohibited.
- e. Opening windows while running the HVAC system is prohibited.

*Windows must remain closed and locked with the exception of an emergency or to ventilate smoke. Please refer to Exhibit A3 & 6 of your Knights Circle Agreement*

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## *Fire and Evacuation*

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Knights Circle considers fire safety extremely important, and students have an obligation to adhere to our regulations as well as city and state statutes. Knights Circle may conduct periodic fire drills.

### **Call 911 in case of an emergency**

**Fire Safety, Alarms, and Related Information:** Fire safety is a top priority in our residential facilities. It is vital that all members of the community understand and follow all rules and regulations.

**Building Fire Alarms:** If the alarm has sounded in your building you must immediately evacuate the building and proceed to your evacuation location. Failure to evacuate immediately may result in student conduct action and termination of the housing agreement. If you observe a fire, activate the nearest pull station and call 911, and continue to proceed to your building's evacuation location. Staff will respond to the sounding alarm and will direct you and other residents accordingly. Always follow the direction of the UCF staff and Fire Department. Any campus resident who activates the building fire alarm, regardless of intent, is responsible for any related costs from the Fire Department response. The standard charge for such an event is \$300.00 (subject to

change). This includes, but is not limited to, bad cooking, smoking, vandalism, pranks, policy violations, etc. Any additional costs beyond this and any applicable policy violations charges will also be assessed to the responsible student(s). Neither students nor staff can interrupt a fire department call to the campus community once the units have been dispatched. However, if you have activated an alarm, contacting the Housing and Residence Life duty station and/or UCF Police Department will help you better respond to protecting yourself and others in your community.

- Anyone who does not evacuate properly or comply with the instructions of the staff will be required to surrender his/her I.D. to a staff member and may be subject to disciplinary action. After re-entry begins, I.D.'s will be returned to the resident.
- The Knights Circle staff will signal that the building is safe and ready for re-entry. No one is to re-enter until this signal is given. Personnel authorized to give re-entry instructions are: The General Manager, The Area Coordinator, an officer of UCF Police, or an RA. (Note: Firemen may tell you the building is safe, but they cannot authorize re-entry.)

**Electrical Cords and Outlets:** Extension cords and multiple outlets are designed for minimum use for short periods of time. Multi-plug outlets and improper use of extension cords create fire and safety hazards. Therefore, the following information should be considered when using this equipment:

- Too many appliances on one extension cord can cause the cord to overheat and result in a fire. (Note: two or more cords plugged together are theoretically still only one cord.)
- Extension cords placed in or through doorways that have metal doors or door frames, as well as cords draped over metal objects or put in areas where they may be walked on, create the added risk of shock or electrocution.
- The outlets in each room were designed for either one or two appliances. The use of multi-plug covers to increase the number of appliances on one outlet is prohibited due to fire and safety hazards as well as circuit overloads.

This is not an exclusive list of problems that can be caused by improper use of cords and outlets. Please contact ACH or your building RA if you have any questions.

**Emergency Evacuation Procedures:** You and your guests are required to participate in all alarmed or announced evacuations, whether it is a drill, an active fire, or other threat-related incident. Your failure to evacuate a building when an alarm has sounded or as directed by University or Knights Circle staff or Police/Fire Department is strictly prohibited. Failure to cooperate in any evacuations may result in both housing agreement and student conduct violations.

**Evacuation Locations:** Each individual building will have its own evacuation location. Please ask your Resident Assistant where this is in your opening meeting. Each evacuation location will be at least 300 feet from your building.

**False Alarm:** Every effort will be made to identify individuals who cause a false alarm. When such persons are identified, they will be referred to the Orlando Fire Department, The University of Central Florida Police Department, and the University of Central Florida Office Of Student Conduct for disciplinary action. In addition to legal proceedings, each

individual involved will be subject to eviction and a **\$500** fine. Additionally, a fine of **\$300** is issued by Orange County.

**Fire Extinguishers:** Please be aware that you have a fire extinguisher located in your kitchen. If you are not familiar with how to operate these device, please contact your Resident Assistant.

**Fire Prevention:** The following are prohibited in Knights Circle because of their serious potential as fire hazards.

- Open flames such as candles and incense, etc.
- Appliances with exposed heating elements (such as a George Forman grill, etc.).
- Doors and walls in rooms that are over one-half covered with paper, posters, etc. (Please refer to Policy and Procedures: Decorations)
- Use or possession of fireworks or firecrackers.
- Use or possession of combustible paints or liquids.
- Mopeds or other combustible engines.
- Storage tanks of compressed gases.

**Fire Safety Equipment:** Tampering with any part of a fire protection system and/or equipment, including false alarms from pull stations, obstructing/tampering with doors, smoke detectors, stove top extinguishers, sprinkler heads, evacuation signs, pipes, hydrants, or exit signs and illegal use of a fire extinguisher is a violation of the law and is punishable by a mandatory **\$5,000** fine and/or six months incarceration. You will also be held responsible for fire department fines, related clean-up costs, and student conduct violations for instances that occur as a result of accident or intentional acts of endangerment. You may also face immediate lease termination.

**Hazardous Materials:** Explosives, flammable or any hazardous substances, or any item or thing of a dangerous nature is strictly prohibited within the residential facilities.

**Misuse of Fire Safety Equipment** Any individual who misuses or tampers with fire safety equipment may be subject to eviction, a fine of **\$500** plus the cost of repair or replacement of the equipment, cleaning of the facility, and damage to other property. We will also contact local law enforcement officials and the University of Central Florida. You may be subject to disciplinary action under their jurisdiction.

**Reentry to Building:** Do not enter the building again until you are instructed that it is safe to enter. This order will be given by ACH, Housing and Residence Life staff or University Police. Failure to adhere to this may result in student conduct action and possible termination of housing agreement.

**Smoke Detectors:** All rooms are equipped with smoke detectors. Some of these detectors are connected to the main alarm system and to the University Police. If the units are tampered with in any way, the University Police will respond to the alarm. Do not tamper with or cover any fire safety device as you will be putting yourself and the community in danger. If a detector or alarm beeps or sounds for an unknown reason, contact staff immediately.

**Make Sure Smoke Detectors Work Properly.** If you notice that smoke detector(s) in your own unit or in public hallways are beeping, be sure to notify the Knights Circle maintenance office immediately, so that proper maintenance can be performed. Smoke detectors and fire extinguishers should be checked on the 1st

of each month. To ensure that your fire extinguisher is in operable condition, check that the expiration date has not arrived, the pin is securely in place and the gauge reads full. Please note that the date punched on the yellow tag indicates the date of its last inspection and not the expiration date. All fire extinguishers are due for inspection one year from the date of the last inspection. If you are concerned about the status of your fire safety equipment, please submit a maintenance work order and we would be glad to check it for you.

**Sprinklers:** Each apartment is equipped with sprinklers. Sprinklers are there to protect both you and your belongings and are not to be tampered with or used to hang items on. Tampering or damaging these devices, regardless of intent, will result in student conduct action and immediate housing agreement termination.

## *PERSONAL SAFETY*

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ACH would like you to be aware of some important guidelines for the safety of yourself and your property:

### WHILE INSIDE YOUR APARTMENT

- Lock your doors and windows at all times.
- You have deadbolt locks on the doors; use them while you are inside your room.
- While answering the door, first determine who is there by looking through the peephole. If the person is unknown, first talk with them without opening the door and don't open the door if you have concerns.
- Do not give or lend your keys to anyone.
- Do not put markings on your key ring to identify your name, address or phone number.
- If you are concerned because you have lost your key or because someone whom you may distrust, or may not be permitted has a key, ask the reception desk to have your locks changed. You may be charged for lost keys.
- Dial "911" for emergencies. Immediately following, please call the community office and/or your RA so they may take appropriate measures. A staff member may follow up regarding reported emergencies.
- Periodically check your smoke detector for dead batteries or malfunctions. **Do not take down or cover your smoke detectors, violation of this may result in up to \$5000 in fines and six months of incarceration.**
- Periodically check your door locks and other security devices to be sure they are working properly. If any of these devices are not functioning properly, please submit a work order, or contact your RA. Immediately report to your community office, or contact the maintenance department for any malfunction of other safety devices outside your room, such as broken locks, burned out lights in stairwells and parking lots, blocked passage ways, broken railings, etc.
- Mark or engrave identification on valuable personal possessions.

### WHILE OUTSIDE YOUR APARTMENT

- Always lock your doors while you are gone.
- When walking at night, please walk with another person. Security is also able to assist you in and escort you to your apartment.
- Do not for any reason prop an exit door open.



- Let your RA and a friend know if you are going to be gone for an extended period of time.

#### WHILE USING YOUR CAR

- Always lock your car doors.
- Whenever possible, do not leave any visible items in your car, such as Compact Discs, wrapped packages, briefcases, purses, etc. (laptops/phones/iPods)
- Do not leave your keys in your car.
- Remember to check the back seat and under your car before getting in.

#### THEFTS AND OTHER CRIMES

Any theft or other crime should be reported immediately to the University of Central Florida police department, the RA assigned to your building and the Resident Services Director. There are several things residents can do to decrease the possibility of theft, such as locking doors and windows at all times.

## **PARKING AND CONTROLLED GATE ACCESS INFORMATION**

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**Car Repairs:** Making repairs to your automobile, motorcycle, etc. in the community is prohibited. Vehicles with flat tires, expired inspection sticker and license plates, on blocks, or those, which are inoperable, will not be allowed and will be towed at the owner's expense. Disabled vehicles will not be permitted to be towed into Knights Circle community at any time.

**Controlled Access Gates:** Knights Circle offers 24 hour controlled access gating for the community. Knights Circle is entirely fenced in and all entrances gated. Some entrances are for resident use only, while others are available for visitor use, as well as residents. All visitor entrances are staffed 24 hours a day with courtesy officers, who will log all visitors' information, including checking their photo ID, logging the resident they are visiting, and taking down license plate information. In order for residents to access the resident only entrances, each resident will be given a decal for their cars. This decal will have a serial number imbedded for scanning so that they can obtain entry to the designated resident entrances. There will be a replacement charge for these decals if the proper paperwork is not turned in at the time the replacement is requested. Please call the leasing office if you have any questions about gating decal information or visitor policies. Please note that the gate decal is separate from the parking decal. You must have both in order to access the community AND park in resident parking. It is your responsibility to ensure that you display proper decals on your vehicle at all times.

**Parking Addendum:** All residents will sign a parking addendum which states the following: We would like to avoid having you or your guest's vehicle towed from the community, but we need your help. Please comply with the following rules:

1. Parking on the grass will result in the vehicle being towed at the owners expense
2. Parking in the fire lanes is against city ordinance.
3. No parking in front of the dumpsters.
4. Do not take up two spaces with one car.
5. Handicap parking with permit only.
6. Visitors can park in "Visitor Parking" only.
7. Parking stickers must be permanently displayed on the windshield in the vehicle for which it is registered.
8. There is a fee to replace a lost parking decal.

9. If a new vehicle is to be brought into community, the old sticker must be returned to the office.

The towing company has been instructed to tow anyone who chooses to break the parking rules. Please be considerate of your neighbors and your community by following them. **Residents** will inform guests that they will be required to follow all parking rules while in the community.

**Parking and Common Areas:** The driveways, sidewalks, courts, entry passages, stairs and breezeways shall not be obstructed or used for any other purpose than entering and exiting. Bicycles and other such vehicles shall not be allowed to obstruct the driveways, sidewalks, courts, entry passages, stairs or halls. Bicycles should be secured on the bike racks provided in each community.

Although ample parking space is provided for residents, this space may prove inadequate at certain times such as when residents may be entertaining or during college activities. Residents agree to abide by all normal parking regulations, and in particular, not to double park, park in fire lanes, obstruct the flow of traffic, park in prohibited areas, park on landscaped areas or otherwise violate parking provisions in force from time to time. Residents agree that for any violation of any parking regulation in force, including failure to display decal, a resident's vehicle and/or the vehicles of guests may be subject to towing at the resident's expense.

Boats, trailers, etc. are prohibited unless explicit written permission from the community manager is obtained. Knights Circle may regulate the manner, time and place of any vehicle in the community.

**Parking Decals:** All residents must have a valid parking permit. Please caution all guests that they are not allowed to park in resident parking. Violators will be towed at their expense. Guest parking permits can be obtained in the Phase 3 office. If you lose or misplace your parking sticker there will be a fee for replacement. If you purchase a new car, have an accident, etc., please remember to remove the parking sticker and return it to the community office and our staff member will be happy to issue you a new sticker. Parking decals expire every July. Residents are responsible for obtaining a new decal upon renewal or if there is a vehicle change.

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## *Mail Center*

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**Mail Center:** Located in Phase 1, our mailroom is open Monday through Friday from 9:00 am until 9:00 pm, Saturday from 10:00 am until 5:00 pm and on Sunday from 12 noon until 5:00 pm.

- Due to liability, the area offices will not sign for any resident's mail or packages. A photo ID or driver's license is needed to pick up your mail. Roommates, friends, etc. cannot access your mail. There may be times during the year that the mailroom may be locked during normal hours of operation. Please report to the Phase I office for assistance.
- Please make sure to forward all mail when your lease expires. The facility will only forward mail two weeks after moving out of the complex and only if the resident provides pre-printed address labels. Each resident should notify all senders of their change of address one month prior to moving out.

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## *The Student Conduct Review Process*

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The intent of the Department of Housing and Residence Life staff in conjunction with the Office of Student Conduct is to provide educational opportunities that foster individual growth, ethical development and personal accountability while promoting the core values of the university: integrity, scholarship, community, creativity, and excellence.

As a member of the UCF community, it is your responsibility to consider the consequences of your behavior and to make sound decisions before acting. Your actions, positively or negatively intended, directly affect the community's standards of living, including your own.

### **Goals of the Student Conduct Review Process**

The Goals of the Office of Student Conduct are to educate students, faculty and staff on the community responsibilities and behavioral standards, provide fair and impartial review for students charged with violating University policies, assign purposeful sanctions that support personal growth and development, promote a campus climate of civility and accountability, and promote a safe and inclusive atmosphere conducive to student success.

### **Policy Violations and Reporting**

If a violation of policy (housing agreement violation or UCF Rules of Conduct violation) should arise within the residential community, the violation will be addressed by one or more Housing and Residence Life representative (RAs, RHAPs, GAs, ACs, PAs, etc.) or a UCF Police Officer. If the UCF Police initiate contact with the student(s), a Housing and Residence Life representative may also be called in to assist in the situation.

Following the alleged violation, the Housing and Residence Life representative will prepare an incident report for the Area Coordinator that details the nature of the incident, conflict or situation. The UCF Police may also file a police report of their own with the Office of Student Conduct.

Your case will then be referred to the Area Coordinator for the area in which the incident occurred, or to the Office of Student Conduct, depending on the severity of the incident. These determinations are made on a case-by-case basis.

### **Administrative Action with Area Coordinator (Meeting or Informal Hearing)**

Following the report of a documented incident, you will be notified by the Area Coordinator or his/her designee about scheduling a meeting time to discuss your involvement in the alleged violation. During that meeting, you will be informed of the alleged violations. Your rights and responsibilities in the student conduct process will be explained to you and you will have the opportunity to share your perspective.

If you accept responsibility for violating a Housing and Residence Life policy and/or UCF Rules of Conduct found in the student handbook, The Golden Rule, then the Area Coordinator or designee, acting on behalf of the department and the Office of Student Conduct, will recommend educational and punitive sanctions.

If an alleged violation of the UCF Rules of Conduct is not resolved with the Area Coordinator or appropriate designee, it will be referred to the Office of Student Conduct. Depending on the outcome of the case referred to the Office of Student Conduct, a resident's Housing and Residence Life Agreement could be terminated. Other sanctions may be:

### **Student Conduct Disciplinary Sanctions (the student handbook, The Golden Rule)**

If you accept responsibility for violating a UCF Rule of Conduct found in the student handbook, The Golden Rule, then one or a combination of the following sanctions will be imposed upon you. Recommended sanctions for Rules of Conduct violations will be forwarded to the Director of the Office of Student Rights and Responsibilities for final disposition. This list of sanctions includes, but is not limited to the following:

**Disciplinary Warning:** An official warning that your behavior is in violation of the UCF Rules of Conduct, and that if you are subsequently found in violation of this rule while on disciplinary warning; subsequent action may be more severe.

**Disciplinary Probation:** Disciplinary probation status shall be for a specific length of time. Restrictive conditions may include, but may not be limited to the following: loss of good standing, which may become a matter of record; ineligibility to receive any University award, scholarship, loan, honorary recognition, or initiation into any local or national organizations, and denial of the privilege to occupy a position of leadership or responsibility in any University student organization, publication, or activity, or ability to represent the University in an official capacity or position.

Under disciplinary probation, the student may continue to attend classes and you are given a chance to show capability and willingness to live in accordance with University rules. However, if the student is subsequently found in violation of a rule while on disciplinary probation, the University may suspend or expel the student from the University. While on Disciplinary Probation, a hold will be placed on a student's record for record keeping purposes.

**Disciplinary Suspension:** A student involved in an offense warranting consideration of action more serious than disciplinary probation or one involved in repeated misconduct may face suspension. During the period of suspension, a student may not attend classes; participate in University related activities, whether they occur on or off campus. A student under disciplinary suspension may not otherwise be present on University premises unless authorized in writing in advance under conditions approved by the Director of the OSRR. In determining if and to what extent suspended students shall be authorized to be on University premises, the Director of the OSRR or designee shall consider whether the suspension creates an undue hardship on the suspended student in regard to considerations that include, but are not limited to, the medical needs of the student. An overlay will be placed on a student's record during the period of suspension. Further, while on disciplinary suspension, a hold will be placed on a student's record for record keeping purposes. All assigned educational sanctions must be completed prior to the conclusion of disciplinary suspension; otherwise the disciplinary suspension will remain in effect.

**Disciplinary Expulsion:** Expulsion is a sanction which removes the student from his/her academic program and permanently separates a student from the University of Central Florida without opportunity to graduate or re-enroll at the university in the future. An overlay will be permanently placed on the student's record. Further, a hold will be permanently placed on a student's record for record keeping purposes.

**Educational Sanctions:** In conjunction with an administrative sanction, a student found to have been in violation of any of the Rules of Conduct will be assigned educational sanctions such as, but not limited to, reflective/research papers, classes/seminars, community service, interviews, etc. If a student has any outstanding educational sanctions at the conclusion of disciplinary probation or suspension, a student's disciplinary probation or suspension status and hold will remain in effect pending the completion of the educational sanctions.

**Mediation:** Residents may be referred to the Office of Integrity and Ethical Development (IED). IED offers training and services directed at resolving interpersonal disputes. Facilitation of communication between parties promotes understanding, settlement, and reconciliation. UCF's IED enhances the mission of the university by promoting individual responsibility and contributing to the growth and development of all involved.

### **Appeals Process for Student Conduct Disciplinary Sanctions**

All appeals must comply with the guidelines provided in the student handbook, The Golden Rule. Specific questions about appeals may be directed to the Student Government Association judicial advisor or the Office of Student Conduct.

### **Parental Notification**

The University of Central Florida will notify parents or guardians of dependent students, defined in F.S. 228.093 under the age of 21, when you are found responsible for violating university alcohol or other drug policies as found in the student handbook, The Golden Rule. Your parents or guardians will be notified if:

1. You have been found in violation of the university policy regarding the use, possession, sale, or distribution of alcoholic beverages.
2. You have been found in violation of the university policy regarding public intoxication.
3. You have been found in violation of the university policy that prohibits driving a vehicle while under the influence of alcoholic beverages or a narcotic or other controlled substance not expressly permitted by law.
4. You have been found in violation of the university policy regarding belligerent and/or aggressive behavior while under the influence of alcoholic beverages or a narcotic or other controlled substance not expressly permitted by law.

## *Move Out Procedures*

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The lease ends without notice on July 31<sup>st</sup>, 2017

- 1) If you would like to walk through the unit with a staff member, you will need to contact the accounting office for an inspection appointment. **All residents must be present at the time of a scheduled inspection.** Unscheduled inspections will not be performed upon check out.
- 2) The initial move out inspection is only for the inventory of furniture and the identification of damages and in determining which resident needs to be assessed a damage or replacement charge. Additional charges will be incurred if damages occur between initial inspection and the final walk through.
- 3) All residents must be completely moved out by July 31<sup>st</sup>, 2017 at noon. All personal property left in the unit will be thrown out at your expense. **VIOLATION OF THIS POLICY WILL RESULT IN A \$500 FINE, PLUS \$50 PER HOUR.**

- 4) The apartments must be in a reasonably clean condition. Do not fill nail holes or otherwise try to patch or paint walls where tacks or picture hangers were located. This is considered normal wear and tear.
- 5) A list of damages and costs will be provided to the residents 30 days before move out.
- 6) Please be sure to turn in the following items at the reception desk upon check out.
  - **Your apartment key**                      **\$50 to replace**
  - **Your room key**                              **\$25 to replace**
  - **Your forwarding address, phone number, and email**