

RESIDENCE LIFE POLICIES

Amplified Music

Playing amplified music is not permitted in public spaces within living areas, including but not limited to, building lobbies, hallways and courtyards. Exceptions to this rule are granted to Department of Residence Life staff for Resident Assistant-sanctioned events, desk duty and student move-in/out.

While amplified music can be played in residents' suites or apartments, consideration should be given to its impact on others in the community. Quiet hours are from 10 pm to 10 am, seven days a week; however, Department of Residence Life staff reserves the right to ask residents to quiet or cease playing music at any time. Failure to comply will result in a referral to the Department of Community Standards.

Appliances in University Housing

While cooking is not permitted in the residence hall rooms, small appliances that are approved by Underwriters Laboratory and in good repair may be used, excluding:

- Dutch ovens
- Toaster ovens
- Appliances with exposed heating elements
- Fryers, including but not limited to electric, oil and air fryers
- Stovetop and electrical pressure cookers (Instant Pot)

Microwaves and small refrigerators less than four and a half (4.5) cubic feet may be used, with a limit of one per room. Appliances such as air-conditioners, dishwashers, washing machines, clothes dryers, ovens, etc., are prohibited unless provided by the university. Fog machines are also prohibited.

Department of Residence Life and university staff reserve the right to instruct residents to remove items from university housing that do not meet university safety standards.

Additional information on what is permitted in an apartment versus a residence hall can be found on the Department of Residence Life's website.

Bed Bug Protocol

Any student concerned about bed bugs in their living area should contact their living area Resident Directors immediately at 602-639-6244 during normal business hours. Evening and weekend concerns should be reported to GCU Public Safety at 602-639-8100.

Students should not clean their living area/belongings or remove items until a technician can determine whether there are any signs of bed bugs. If possible, students should try to retrieve a sample bug with clear tape for the exterminator to examine. Below is the process the university will follow:

- The technician will inspect the living area.
- While not required, students are encouraged to be present during the technician's inspection.
- Students who report suspected bed bugs will be asked not to relocate to any other living area.
- Since bed bugs are treatable, the Department of Residence Life will not facilitate permanent living area changes for these situations.

If the technician cannot find any evidence of bed bugs:

- The technician will not chemically treat the living area. However, a glue board may be installed to monitor activity.
- The student will be asked to continue monitoring their living area and to immediately notify the Department of Residence Life if they have any further concerns.

If the technician confirms the presence of bed bugs:

- Facilities Management and the Department of Residence Life will provide the affected student(s) with a detailed list of instructions for removing and laundering their personal items.
- The university will assist with the cost of laundry in the living area laundry room; however, anything a student wishes to dry-clean is their responsibility. The university relies on the technician's assessment to identify signs of bed bugs in any living area.
- Bed bugs are a serious community issue. If bed bugs are confirmed in a student's living area, all students within that space are expected to comply with the provided instructions within 24 hours.

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Changes to the Room or Apartment

Residents may not make or cause any alterations to or on the premises of residential facilities. 3M tabs or white adhesive clay can be used to hang decor. Screws, tacks, nails, etc., are not allowed. Other prohibited alterations include, but are not limited to:

- Using paint, wallpaper or contact paper in any residential area, including walls, counters and furniture
- Covering windows with any item other than blinds or curtains (on a tension curtain rod)
- Displaying any signs, lights or markings on windows
- Changing or altering locks installed on the doors of the premises
- Disassembling university-provided beds

It is also prohibited to move a university-provided bed or dresser into any common area within a suite or apartment. Beds and dressers must stay in bedrooms.

Charges and Fines

Students may incur charges within residence halls and apartments for reasons including, but not limited to, disruption to the community, missing hall meetings, excessive damages or uncleanliness. GCU reserves the right to assess additional property damage charges above the posted cost list, should the cost of repair and/or replacement exceed the posted charge. Students will be notified of charges applied to their student account via email. The minimum fine assessed is \$50. Additional information can be found in the University Policy Handbook.

Checking In

Students are required to be present and have proper identification at the time of check-in. Proper identification includes a GCU or government-issued photo ID card in either physical or digital format. Parents and/or a designated individual are unable to complete check-in on behalf of a student or move in their items without the student present.

Prior to moving into their living area, students are required to sign and review a form indicating the condition of their living area. A Department of Residence Life staff member or their designee will co-sign the form. This form will be kept in the student's Residence Life file. Please be sure the form has been completed accurately.

Students who move into their room without checking in with a member of the Department of Residence Life staff or their designee will be assessed an improper check-in fine of \$150. Students who move in outside of their approved move-in date will also receive an improper check-in fine. Residents who have already checked in will also receive an improper check-in fine if they allow other students to move in prior to their university-approved move-in date.

While the Department of Residence Life aims to thoroughly document the full condition of each living space prior to move-in, it is recommended that students closely inspect their living space upon move-in to avoid being charged for pre-existing damage.

Checking Out

Students are required to adhere to the following move-out procedures when checking out of their suite or apartment.

If completing a checkout before the end of a semester, the student must:

- Complete the housing cancellation form. The form can be accessed through the housing application in the Student Portal. Click "My Housing," and, once logged into the StarRez portal, click "Housing Cancellation Form."
- Prior to checking out, all the student's personal belongings must be removed from the room, furniture must be returned to its original position and the room or apartment must be thoroughly cleaned (vacuum, dust, wipe counters, etc.).
- Failure to thoroughly clean the space prior to checking out may result in excessive cleaning fees, in addition to damage charges.
- Retrieve an Express Check-Out Envelope from the building lobby when fully ready to leave the living area. These are located on the lobby desk or the building drop box. Students should speak to the Department of Residence Life staff of the building if they are having difficulty locating an envelope and/or the building drop box.
- Complete the Express Check-Out Envelope, filling in all necessary information (name, room number, date and time of check-out), placing the room key inside the envelope and dropping it in the drop box of the living area.
 - ▶ The resident is responsible for placing their envelope in the drop box themselves.
 - ▶ Failing to follow any or all aspects of this process could result in an improper check-out fine and/or rekey charge fine.

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- Vacate the living area by the assigned move-out deadline. Students receive communication indicating their move-out deadline. If a student is still in the living area one minute after the official move-out deadline, they will be charged \$150 and an additional \$25 for every 30 minutes they remain in the living area past the deadline.
- Parents and/or designated individuals cannot complete a checkout on behalf of a student or remove their belongings without the resident present, unless they have prior authorization from university professional staff members.

If completing a checkout at the end of the semester, refer to the appropriate Department of Residence Life staff or RAs for the proper procedure to complete at checkout.

Exercise Equipment

Large exercise equipment, such as benches, weights, rails or poles, is not permitted in university housing. Small, portable and lightweight equipment, such as workout bands, rollers or exercise balls, is permitted. Equipment is not permitted to be affixed to the floor or ceiling by physical means or by tension. Stationary bikes are not permitted in residential spaces.

Furniture

Bed risers or loft kits, personal beds or mattresses, portable hot tubs, ice baths and waterbeds are not allowed in residence halls or apartments. Furniture designed for single or double seating is permitted in residence halls. However, larger couches designed for 3 or more seats are not permitted in residence halls, as the university provides couches in residence hall common rooms. All living area furniture must remain assembled and in the same room space as it was set up by university staff (bedroom furniture must remain in the bedroom; common room furniture must remain in the common room; etc.). Furniture cannot be stacked unless designed to do so. An excess of furniture that impedes ingress/egress in a space is not permitted, as it poses a safety risk to students.

The mattress height on beds may be raised and lowered on the university-provided bed frame pieces as needed. Students who need to bring their own bed or mattress must get approval from Student Disabilities Services (SDS) before moving items into a living area. It is prohibited to move any lobby or study room furniture from the space they occupy, out of the living area or into a suite or apartment. Any resident who is found to have stolen or moved university furniture will be fined \$50.

University staff reserves the right to determine what is approved in residential spaces.

Fire Safety

Fire drills will be conducted periodically to ensure residents are aware of the alarm and the building's evacuation assembly area. The building evacuation assembly area is posted on each floor and should be reviewed by each person. All alarms must be treated as an emergency, and failure to evacuate may result in a fine and disciplinary action. Additional information can be found in the University Policy Handbook.

Tampering with fire safety equipment is prohibited. The following are also prohibited, and possession may result in a fine, due to their serious potential as fire hazards; non-compliance may result in a fine:

- Open flames (candles, incense, matches, lighters or charcoal or gas grills, etc.)
 - ▶ Only wickless candles are permitted
- Halogen lights (except those used in UL-listed candle warmers/wax melts)
- Doors and walls in rooms exceeding 40% coverage with flammable materials (including but not limited to paper posters, photos, flags, etc.)
- Use or possession of fireworks or firecrackers
- Use or possession of combustible paints, liquids or solids
- Use or possession of hoverboards or other combustible engines
- Use or possession of e-cigarettes, vapes, vape paraphernalia and tobacco smoking products (including but not limited to cigarettes and cigars) inside the living area

Health and Safety Inspections

Health and safety inspections are conducted once every academic term for each apartment and suite on campus. Department of Residence Life staff inspect for any potential resident-caused hazards to the health and safety of the building and its residents.

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Residents will be notified of their inspection at least five business days in advance by email and/or a flyer on their door containing the most current health and safety guidelines. Department of Residence Life staff will conduct the inspections at the scheduled date and time. Residents are not required to be present for inspections. Following inspections, students will be notified via email and/or a quarter sheet of paper whether they have passed or failed the inspection. Front doors will also be locked following inspections.

If an apartment or suite does not pass the initial inspection, its residents are provided one week to remedy the violation. A follow-up inspection will occur each week until the violation is remedied. A minimum fine of \$50 will be assessed per resident for each follow-up inspection where the violation has not been remedied. Continued non-compliance will result in a referral to the Department of Community Standards. Residents will also be held responsible for any policy violations found during their inspection.

Residents are responsible for preparing their bedrooms and any shared common spaces in the room (e.g., living room, kitchen, etc.) for inspections. If a room fails inspection due to an issue in a bedroom, it is the responsibility of the bedroom occupants to resolve it. If a room fails because of an issue in a common space, it is the responsibility of everyone who occupies that space to resolve it.

The policies and lists of unapproved items contained herein are not exhaustive. The Department of Residence Life reserves the right to determine if something is unsafe or prohibited, even if not explicitly mentioned in university policies. This right may be exercised at any time by the Department of Residence Life and is not limited to health and safety inspections.

Hoverboards

Hoverboards are prohibited at GCU, including all campus living areas. If found in violation of this policy (including use or storage in the living areas), the student will be asked to remove the hoverboard from university property immediately and may be given sanctions at the discretion of the Department of Community Standards.

Humidifiers

Humidifiers are prohibited in residence halls and apartments. Any student found with a humidifier in their room will be required to remove it. Failure to comply will result in a fine and potential referral to the Department of Community Standards.

Additionally, any student found with a humidifier in their room when the smoke detector is triggered will receive a fine and will be required to remove the humidifier from the living area. If medically needed, humidifiers can be approved through Student Disability Services by emailing DisabilityOffice@gcu.edu.

Lockout Policy

If a student is locked out of their room, they can call the Resident Assistant on-call number. During business hours (Monday – Friday, 9 am – noon and 1 – 5 pm), students can also stop by the lobby desk and speak to a Resident Director for assistance.

There is a fee for lockouts, payable through the Student Portal or by contacting your SSC. Charges include:

- \$10 between 9 am and midnight
- \$20 between midnight and 9 am

Maintenance and Repairs

The resident must keep the premises clean and free from garbage and is responsible for informing the university of needed repairs or replacements to their unit. Students may be financially responsible for any repairs or replacements needed as a result of student-caused damage. The resident is also responsible for the proper care, cleanliness and use of community facilities.

Facility Services is responsible for the condition of each living area upon move-in. They are here to serve students who have any questions, concerns and requests about repairs and maintenance. Once students accept the condition of their living area upon check-in by a Department of Residence Life staff member, students will be responsible for the normal maintenance of their space.

For any basic repairs, the student can log in to their Student Portal and complete the Facilities Request Form found under the “My Housing” tab. For emergency after-hours, holiday and weekend maintenance needs, call the Resident Assistant on-call or GCU Public Safety at 602-639-8100.

Mercury

Students are prohibited from bringing or possessing personal appliances that contain mercury onto campus. Examples include, but are not limited to, an air filter with a UV light containing a mercury bulb and a mercury thermometer. If a resident is found in possession of such an item, immediate removal will be required. If an item containing mercury is damaged, regardless of the cause of damage, the student will be responsible for all fees involving the environmental testing and cleanup of the mercury.

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Movies – Group Rental

National copyright laws forbid the showing of movies to public audiences without securing a public performance license. A public audience at the university involves anyone other than the members of your immediate floor or wing. If one or more floors wish to show a movie, one may be rented from a local store and shown only to those on the floors in a closed lounge or suite. No admission may be charged.

Open Space Policy

Residents are expected to only occupy the spaces they are assigned to, including bedrooms and bathrooms. Residents may view their assigned bedroom in their Housing Portal.

Assigned bedrooms will also be communicated to students upon move-in. Residents are allocated or assigned specific bathrooms based on proximity to their bedroom assignment. For example, in an apartment suite, those occupying the A and B bedrooms will be allocated the first bathroom in the hallway, and those occupying the C and D bedrooms will be assigned the second bathroom in the hallway. In a residence hall suite, those occupying the right bedroom are assigned the connected, right bathroom, and those in the left bedroom are assigned the left bathroom.

Residents with an empty bed, bedroom and/or bathroom in their suite are expected to keep the extra space open, available, clean and free of personal belongings. The bed and related furniture, including the dresser, desk, chair and closet space, must stay move-in ready as defined by the Department of Residence Life. An open or unallocated bathroom space must also be kept clean and free of personal belongings. This helps the next students moving in feel welcome. Residents who violate this policy are subject to a \$150 fine.

Failure to create an open space within the timeline provided by the Department of Residence Life could result in further follow-up, including referral to the Department of Community Standards.

Pallets

Wooden pallets are not permitted inside the living area for storage or decoration. Any resident found with wooden pallets will incur a \$50 fine per week until they are removed.

Personal Property and Renter's Insurance

The university will make a reasonable effort to protect residents' personal property. However, the university will not be liable for articles lost, stolen or damaged by fire, water, heat and/or other natural disasters. It is a resident's responsibility to keep their apartment and/or room locked at all times.

Students are encouraged to purchase rental property insurance to cover loss or damage to personal property. Information on rental property insurance can be obtained from the Department of Housing Operations.

If a resident believes any of their personal property has been stolen, they should call GCU Public Safety at 602-639-8100 to report the theft.

Quiet Hours

Quiet hours for the living areas on campus are from 10 pm to 10 am, seven days a week. Students are asked to honor this to show mutual respect to all residents.

It is expected that, by living in community, residents will experience some level of noise from living in close proximity. If students have noise complaints about excessive noise beyond normal community living sounds, they should reach out to the Resident Life staff at the on-call phone number for assistance.

Repeated noise complaints may result in additional follow-up from the university.

Roommate Conflict and Mediation

At the beginning of the semester, residents will complete a Roommate Agreement. This is designed to facilitate a discussion with their roommates about practices and expectations for living in the room. When a resident violates the Roommate Agreement, conflict may arise.

If a conflict arises, the resident is first asked to speak directly with the roommate(s) involved and come to a compromise that allows all residents to coexist and live well with one another. If the conflict persists, the resident can speak with their Resident Assistant to set up a roommate mediation between the roommate(s). All roommates are expected to attend, even if they are not involved in the conflict. If the conflict continues after the mediation, the resident should speak with their Resident Director to set up a second roommate mediation. Residents are expected to wait three days between each step of this process.

If a student repeatedly disregards the Roommate Agreement and continues to disrupt the community, or fails to attend scheduled mediations, the student may be asked, at the university's discretion, to move to another living area or, in some cases, off campus without reimbursement of housing expenses.

More information on the Roommate Conflict Resolution Process can be found on the Department of Residence Life's website.

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Sales and Solicitation

Sales, solicitations and operating businesses are prohibited in university housing. Door-to-door solicitation is prohibited. Students may not hang signs or posters on university property without going through the proper approval process. More information can be found in the University Policy Handbook.

Security Cameras in Living Areas

To protect the privacy of residents in campus housing, resident-owned and operated security cameras are not permitted in the living area in shared spaces. If residents have concerns about activity happening in their living area, they should reach out to their Resident Director.

Residents should direct concerns regarding campus security to GCU Public Safety. Violation of this policy could result in fines or follow-up from the Department of Community Standards.

Skateboards, Scooters and Bikes

Skateboards, scooters, bikes and similar items may not be ridden inside living areas. Students will be held responsible for covering any costs associated with damage to university property caused by these items. Violating this policy may result in a fine or referral to the Department of Community Standards.

Rental Scooters

Rental scooters, such as Bird Scooters, are not permitted on campus. While scooters and skateboards are permitted on campus and in campus housing, per GCU Public Safety policy, third-party rental scooters create security and labor challenges that the university cannot absorb.

Thermostat Tampering

Residents are not permitted to unlock or jailbreak the thermostat in their suite/apartment. If a thermostat is found to be jailbroken, all residents in the room could be subject to fines or referral to the Department of Community Standards.

Trash

Students are asked to place their trash in the provided outdoor dumpsters. Disposing of excessive trash in lobby trash cans or failure to properly dispose of trash will result in a fine.

Window Screens

It is prohibited to tamper with or remove a screen from the window of any suite or apartment. If a bedroom window screen is tampered with or removed, each resident in that bedroom will be fined. If a common area window screen is tampered with or removed, each resident in the suite will be fined.

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Housing Property Damage Charges

Description of Services	Cost
BATHROOM	
Cleaning	\$50
Towel Bar Replacement	\$30
Towel Ring Replacement (Applies to Canyon Hall and Cypress Hall only)	\$30
Shower Head Replacement	\$30
Light Cover Replacement	\$25
Vanity Counter	\$175
Cabinet Replacement	\$250
Vanity Medicine Cabinet Mirror or Glass Shelf Replacement	\$120
Vanity Medicine Cabinet Door Replacement	\$50
BEDROOM	
Bed Repair	\$25 each
Bed Replacement	\$125 each
Bed Pegs Replacement	\$25 per set
Cabinet Part Repair (Applies to Canyon Hall and Cypress Hall only)	\$50
Cabinet Replacement (Applies to Canyon Hall and Cypress Hall only)	\$150
Mattress Replacement	\$175
Blind Slat Replacement	\$10
Faux 2" Blind Unit Replacement (North Rim Apartments Only)	\$100
Complete Vertical Blind Replacement	\$90
GENERAL CLEANING <i>This includes trash removal, personal belongings removal and a detailed clean up</i>	
Carpet Replacement	\$600 per room
Excessive Carpet Cleaning (Should carpet replacement be required after cleaning, replacement fine may be applied)	\$100 per room
Excessive Turnover Cleaning	\$200
Hallway Carpet Replacement	\$25 per tile
FURNITURE	
Dresser Drawers Repair	\$30 each
Dresser Replacement	\$250
Desk Chair Replacement	\$50
Loveseat Replacement	\$100 - \$300
Sofa Chair Replacement	\$100 - \$200
Stain Removal	\$75
KEYS	
Lost Key	\$50
Lost Fob	\$50
Lost Key and Fob Replacement	\$75

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MISCELLANEOUS	
Ceiling Tile	\$50
Damaged Door	\$300
Door Replacement	\$1,000
Exit Sign	\$150
Living Area Signage	\$100
Missing or Damaged Light Bulbs	\$10 - \$25 each
Missing or Damaged Screen Door	\$150
Missing or Damaged Outlet Covers	\$5 each
Missing or Damaged Smoke Detector	\$250
Missing or Damaged Thermostat	\$75
Missing or Damaged Windows	Varies
Missing or Damaged Window Screen	\$75
Peep Hole	\$50
WALLS	
Dents, Holes and Drywall Repair	\$50- \$100
Repainting	\$250

STUDENT AND HOUSEHOLD POLICIES

In addition to the above listed Residence Life Policies, the following apply to students and household members residing in family housing.

Campus Living

Children should not be left unattended and must be under direct supervision while on campus. Family housing residents are solely responsible for selecting and supervising childcare providers. GCU does not screen, endorse or assume any responsibility for childcare arrangements made by family housing residents. Family housing residents may use current GCU campus students for childcare at their own discretion. GCU is not liable for any incident, injury, loss or damage arising from childcare arrangements or occurring while a child is under the supervision of a childcare provider.

When a student and their household move into family housing, they will sign a Room Condition Form (RCF) indicating the condition of their room and the keys they received upon check-in. When students transition out, they are expected to return all keys. Students will be charged \$50 for each key not turned in.

The student, spouse and children over 10 years of age will also receive a fob. The fobs will provide access to exterior campus gates. The student is responsible for the usage of the fob for their household. If the student, spouse or children misplace a fob, a charge will be issued to the student's account for replacement.

Apartment

Students are assigned campus housing for themselves and their household. Family housing is limited to immediate family members of the enrolled student only, including spouses and children under 18 years of age. No additional people may occupy the apartment. Students are expected to follow the Department of Residence Life policies regarding guests and visitation. Occupancy capacity is six people (two adults) per unit, two people per bedroom.

Students and household members are expected to abide by the expectations outlined in the University Policy Handbook and Residence Life Policies. This includes, but is not limited to, going to the evacuation assembly area during all fire alarms, allowing GCU Public Safety at 602-639-8100 or university staff to enter during crisis situations and abstaining from having alcohol, drugs and firearms in campus housing.

Students and household members cannot make alterations to their apartment. This includes, but is not limited to, painting, screwing items into the walls or windows and making structural changes to the interior or exterior of the apartment. Students and household members may also not bring in privately owned stoves, refrigerators, deep freezers, dishwashers, clothes washers and/or dryers that must be attached permanently or semi-permanently to plumbing or electricity.

When students and household members transition out of university housing, it is expected that all inhabitants clear the apartment of all their belongings and clean the entire unit. Any major damage should be reported immediately for repair. If major damage is discovered during move-out, the student may be responsible for paying for the damage.

Temporary Apartment

If a student and their household need temporary housing due to a facilities-related issue (no power, flooding, fire, etc.), the student should call GCU Public Safety at 602-639-8100 to coordinate assistance. Placement will be based on campus availability, and temporary housing may differ from the student's permanent booking.

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