

RESIDENCE LIFE POLICIES

Amplified Music

Amplified music is not permitted to be played on campus, including but not limited to, swimming pools and courtyards of living areas. 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.

Appliances in the Residence Halls

While cooking is not permitted in the residence hall rooms, small appliances that are Underwriters Laboratory-approved and in good repair may be used, except Dutch ovens, toaster ovens and hot plates with exposed heating elements. Small refrigerators (less than four and a half (4.5) cubic feet) may also be used, with a limit of one per room. One microwave per room is permitted.

Bed Bug Protocol

Any student concerned about his or her living area having bed bugs should contact the Office of Residence Life immediately at 602-639-6244 during normal business hours. Evening and weekend concerns should be reported to Public Safety at 602-639-8100.

Students should not clean their living area, belongings, or remove items until an exterminator can determine if 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:

- Exterminator will inspect the living area.
- While not required, students are encouraged to be present during the inspection by the exterminator.
- Students who report suspected bed bugs on a work day when the exterminator can be dispatched within 24 hours will be asked not to relocate to any other living area until their living area can be inspected by the university's exterminator. This is crucial so that we can prevent the spread of bed bugs if they are found to be in a student's living area and belongings.
- Since bedbugs are treatable, the Office of Residence Life will not facilitate permanent living area changes for these situations.

1. If the exterminator cannot find any evidence of bed bugs:

- The exterminator will not chemically treat the living area if there is no evidence of bed bugs present; however, a glue board may be installed to monitor activity. The student will be asked to continue monitoring their living area, and to notify the Office of Residence Life immediately if there are further concerns.

2. If the exterminator confirms the presence of bed bugs:

- If the exterminator concludes that bed bugs are present in the living area, Facilities Management and the Office of Residence Life will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items.
- The university will provide students with plastic garbage bags and assist with the cost of laundry in the living area laundry room; however, anything a student wishes to dry clean is the responsibility of the student. The university relies on the assessment of the exterminator to identify signs of bed bugs in any living area.
- Bed bugs are a serious community issue, and all students are expected to comply with instructions given to them within 24 hours once bed bugs have been confirmed within their living area.

Changes to the Room/Apartment

The resident may not make or cause to be made any alterations to or on the premises of residential facilities including, but not limited to the following: painting or wallpapering any residential area, covering windows with any item other than blinds or curtains (on a curtain rod), displaying any signs, exterior lights or markings on windows, halls or doors or changing or altering locks installed on the doors of the premises.

It is also prohibited to move a bed into any common area within your suite/apartments. Beds must stay in the 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 student account via e-mail. The minimum fine assessed is \$50.

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HOUSING PROPERTY DAMAGE CHARGES

DESCRIPTION OF SERVICES	COST
BATHROOM	
Bathroom: Cleaning	\$50
Bathroom: Towel Bar Replacement	\$30
Bathroom: Towel Ring Replacement (Applies to Canyon Hall and Cypress Hall only)	\$30
Bathroom: Shower Head Replacement	\$30
Bathroom: Light Cover Replacement	\$25
Bathroom: Vanity Counter	\$175
Bathroom: Cabinet Replacement	\$250
Bathroom: Vanity Medicine Cabinet Mirror or Glass Shelf Replacement	\$120
Bathroom: Vanity Medicine Cabinet Door Replacement	\$50
BEDROOM	
Bedroom: Bed Repair	\$25 ea.
Bedroom: Bed Replacement	\$125 ea.
Bedroom: Bed Pegs Replacement	\$25 per set
Bedroom: Cabinet Part Repair (Applies to Canyon Hall and Cypress Hall only)	\$50
Bedroom: Cabinet Replacement (Applies to Canyon Hall and Cypress Hall only)	\$150
Bedroom: Mattress Replacement	\$175
Bedroom: Mattress Cover Replacement	\$30
Bedroom: Blind Slat Replacement	\$10
Bedroom: Faux 2" Blind Unit Replacement (Applies to NRA only)	\$100
Bedroom: Complete Vertical Blind Replacement	\$90
GENERAL CLEANING <i>This includes trash removal, personal belongings removal, and a detail clean up</i>	
Carpet Replacement	\$600 per room
Excessive Carpet Cleaning <i>(Should carpet replacement be required after cleaning, replacement fine may be applied)</i>	\$50 per room
Excessive Turnover Cleaning	\$150
FURNITURE	
Furniture: Dresser Drawers Repair	\$30 ea.
Furniture: Dresser Replacement	\$250
Furniture: Desk Chair Replacement	\$50
Furniture: Loveseat Replacement	\$100 - \$300
Furniture: Sofa Chair Replacement	\$100 - \$200
Furniture: Stains Removal	\$75
KEYS	
Lost Key	\$50
Lost Passpoint	\$50
Lost Key & Passpoint Replacement	\$75
MISCELLANEOUS	
Missing or Damaged Front Door	\$1,000
Missing or Damaged Interior Door	\$200
Missing or Damaged Light Bulbs	\$10 - \$25 ea.
Missing or Damage Screen Door	\$75
Missing or Damaged Outlet Covers	\$5 ea.
Missing or Damaged Smoke Detector	\$250
Missing or Damaged Thermostat	\$75
Missing or Damaged Window	\$150 - \$250 ea.
Missing or Damaged Window Screen	\$75
WALLS	
Walls: Dents, Holes, & Drywall Repair	\$50-\$100
Walls: Repainting	\$125 per room

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Checking In

Students are required to be present and have proper identification at the time of check-in. Proper identification includes a GCU issued identification 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 resident present.

Prior to moving into their living area, students are required to sign a form indicating the condition of their living area. A 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 Residence Life staff or his/her designee will be assessed an improper check-in fine of \$150. 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.

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 withdrawal 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 Withdrawal Form".
- Schedule a checkout appointment with the resident director a minimum of one (1) full business day before the desired checkout time.
- Prior to the scheduled checkout appointment, all of the student's 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.).
- At the scheduled checkout appointment, the Residence Life staff or RA will complete the required paperwork with the student and the student will turn in his/her room key and passpoint access card/fob, if applicable.
- Failure to thoroughly clean the space prior to the checkout appointment may result in excessive cleaning fees, in addition to damage charges.
- Failure to schedule a checkout appointment one (1) full business day ahead of time (applicable when checking out earlier than the end of the semester) and failure to remove all personal belongings from the room, as well as leaving without following the checkout procedure will result in a minimum fine of \$150. Residents are responsible for returning their own key and signing the checkout form.

If completing a checkout at the end of the semester, refer to the appropriate Residence Life staff or RAs for the proper procedure to complete at checkout. The current procedure can be found in the Office of Residence Life. If you are still in the living area one minute after the official closedown time, you will be in violation of an improper checkout, charged \$150 and an additional \$25 for every 30 minutes you remain past closedown. It is expected that you remove all of your belongings and clean your living area when you move out, otherwise you could incur closedown charges. Parents and/or a designated individual are unable to complete a checkout on behalf of a student or remove their belongings without the resident present.

Common Area Furniture

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 items will be fined \$50.

Fire Safety

Fire drills will be conducted periodically to ensure residents are aware of the alarm and the emergency building evacuation plan. The building evacuation plan is posted on each floor and should be reviewed by each person. All alarms must be treated as an emergency and failure to respond will result in a \$250 fine and disciplinary action. The following are prohibited due to their serious potential as fire hazards: open flames, such as candles, incense, matches, lighters, grills, etc.; appliances with exposed heating elements; doors and walls in rooms, which are over one-half covered with paper posters; use or possession of fireworks or firecrackers, use or possession of combustible paints, liquids, or solids; hoverboards, scooters or other combustible engines; and flags or blankets on the wall.

Health and Safety Inspections

Health and safety inspections are conducted one to two times per year for each apartment and suite on campus. Residence Life staff inspect for any potential resident-caused hazards to the health and safety of the building and residents within it. The date of inspection and detailed guidelines will be posted on the door of each apartment/suite at least five business days in advance. Additionally, a copy of the most current Health and Safety Guidelines can be obtained in the Office of Residence Life. 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 that the violation has not been remedied.

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Hoverboards

Hoverboards are prohibited from Grand Canyon University, including all campus living areas. If found in violation of this policy (including using or storing 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 Student Conduct.

Lockout Policy

If a student is locked out of their room, the student can call the RA on-call number or contact their RD. Students may also visit the Office of Residence Life for assistance during normal business hours, Monday – Friday. A student ID is required.

There is a fee for lockouts, payable in cash at the time of unlocking the room. Changes include:

- \$10 between 9 am and midnight or \$50 applied to student's account if unpaid after 24 hours
- \$20 between midnight and 9 am or \$75 applied to student account if unpaid after 24 hours

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 unit. The resident is 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 Residence Life staff member, students will be responsible for the normal maintenance of items such as toilet paper and other dispensable items.

For any basic repairs, the student can log on to their student portal and complete the Facilities Request Form found under the My Housing tab. Emergency maintenance needs should be directed to the Office of Residence Life at 602-639-6244 during normal business hours. For emergency after-hours, holiday and weekend maintenance needs, call the Resident Assistant on call or the Office of Public Safety at 602-639-8100.

Mercury

Students are prohibited from bringing or possessing personal appliances that contain mercury on the campus of Grand Canyon University. Examples of this include, but are not limited to, an air filter with a UV light containing a bulb with mercury and a mercury thermometer. If a resident is found to be in possession of such an item, its 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.

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 a one or more floors wishes to show a movie, one may be rented from a local store and shown only to those on the floor(s) in a closed floor lounge or suite. No admission may be charged.

Open Space Policy

Residents with an empty bed/room in their suite or apartment are expected to keep the extra space open, available, clean and free of personal belongings.

The bed and related furniture including dresser, desk and closet space must stay move-in ready. This will allow the next student moving in to feel welcome.

Residents who violate this policy are subject to a \$150 fine.

Pallets

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

Personal Property and Renter's Insurance

The university will make a reasonable effort to protect the personal property of residents. However, the university will not be liable for articles that are lost, stolen or damaged by fire, water, heat and/or other natural disasters. It is the residents' 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 at the Office of Housing Operations.

If you believe that any of your personal property has been stolen, inform your Resident Assistant, Resident Director, or call the Office of Public Safety at 602-639-8100 to report the theft. They will assist you in contacting the Phoenix Police Department.

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Quiet Hours

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

Roommate Conflict and Mediation

At the beginning of the semester, residents will complete a Roommate Agreement Contract, which is designed to facilitate a discussion with roommates about practices to make their space comfortable. When a resident does not abide by the Roommate Agreement Contract, conflict may arise. Roommate mediation provides a process for conflict in a room to be discussed and resolved. The resident is first asked to speak directly to the roommate the conflict is with, seeking to come to a resolution that will allow both residents to live peacefully with each other.

If the conflict persists, then the resident is asked to speak with his/her resident assistant to set up a roommate mediation between the roommate(s) involved. If the conflict continues past this point, the resident should speak with his/her resident director(s) to set up a second roommate mediation. If a student is repeatedly found to disregard the Roommate Agreement Contract and continues to disrupt the community, the student may be asked, at the sole discretion of the Residence Life Manager, to move off-campus without reimbursement of housing expenses.

Sales and Solicitation

Sales, solicitations and operating businesses are prohibited unless authorized in writing by the Office of Residence Life. Door-to-door solicitation is prohibited.

Skateboards, Scooters and Bikes

Skateboards, scooters, bikes and the like are not permitted to be ridden inside of living areas. Students will be held responsible to cover any costs associated with damage to university property caused by these items.

Rental Scooters

Rental scooters (such as Bird Scooters) are not permitted on campus. While scooters and skateboards within policy are permitted on campus and campus housing, third-party rental scooters create security and labor challenges that the university is not able to absorb.

Trash

Students are asked to place their trash in the provided dumpsters and not leave it at any other location. Students violating this policy will be fined \$50.

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 \$50. If a common area window screen is tampered with or removed, each resident in the suite will be fined \$50.