

# — 2021-2022 GUIDE TO — RESIDENTIAL LIVING



**VCU**

Residential Life  
and Housing



# VCU

## Residential Life and Housing

Hello, and welcome to the RAMily!

Dear Resident,

Welcome to Residential Life and Housing! There is no better way to become immersed in the VCU experience, meet your academic goals and experience daily a lifestyle that allows for personal exploration and development. Living on-campus allows a special inter-connectedness with fellow students and the larger University community.

Our chief concern is your academic success and providing opportunities for you to impact your community. Students who live on-campus are more likely to interact with faculty outside of the classroom, attend cultural events, seek employment on campus and participate in clubs and organizations. Being involved allows for a deeper University experience, personal development, strong social networks and increased opportunities for intellectual, physical and academic growth.

I invite you to be an active member of your residential community, benefiting personally and positively impacting your numerous communities. We have high expectations for student success in our communities and know your leadership, civility and personal responsibility will enhance this learning and living environment. We provide a living experience that values our community connections, rich diversity, discussion of ideas and celebration of our individual differences and commonalities.

There is an entire community of staff who are here to support you so do not hesitate to reach out and contact us with questions. Your safety, comfort and opportunities for growth and success are facilitated by numerous student and professional staff who are more than willing to assist in your on-campus experience.

Welcome to VCU residential living!

Sincerely,

Gavin Roark

Director of Residential Life and Housing



Welcome to the RAMily!

Living on campus at Virginia Commonwealth University (VCU) is a remarkable experience that you will never forget. In this upcoming year, you will be introduced to an exciting community that forms new relationships, self-growth, and unites the student body. You will make friends, form new relationships that will last a lifetime, and experience all the amazing benefits VCU has to offer. Living on campus provides convenient access for each student to participate in events across campus and explore the hundreds of student organizations that contribute to making your college experience here at VCU special.

Residential Life and Housing strives to provide students with the resources and opportunities for residents to succeed. The comfort of our residents is a priority. We look forward to students returning to their rooms after a busy day of progressing towards their future. Residence Hall Association (RHA), a student-led organization, provides and supports residents with community events throughout all residence halls. Each hall has representation at our General Body meetings to share current events and advocate for an improved residential experience. RHA also runs programs such as our care packages, MicroFridge rentals and media streaming services that contribute to making your new hall a home.

In addition, RHA assists residents with addressing concerns and issues encountered while living on campus. Each residence hall has a Community Council that provides residents the opportunity to become leaders among their peers and plan events that build community. Through Community Council and RHA, students can have their voice heard and gain the tools to initiate change in their communities to make their year as best as can be. We look forward to connecting with you at our General Body Meetings on Monday nights, so keep that time available in your schedules. RLH aims to provide a supportive living environment that guides and encourages students to succeed and grow as individuals. The coming year will be amazing, challenging, and rewarding. The RLH team is excited to support you as you accomplish all of your goals. GO RAMS!

Sincerely,

Christian, Alli, and Lesly  
2021 - 2022 RHA Executive Board Members

## TABLE OF CONTENTS

<b>Vision</b> .....	<b>5</b>	Cleaning Services & Housekeeping.....	13
<b>Mission</b> .....	<b>5</b>	Community Space Reservations.....	13
<b>Values</b> .....	<b>5</b>	Electrical Outlets.....	13
Collaboration.....	5	Kitchens.....	14
Inclusion & Diversity .....	5	Laundry.....	14
Resident-Centered .....	5	Internet & Computing Policy.....	14
Learning.....	5	Mail Services.....	14
Excellence.....	5	Maintenance Requests .....	15
<b>Inclusion &amp; Diversity Statement</b> .....	<b>6</b>	No Furniture or Personal Property Storage .....	15
<b>Building a Positive Living Environment with Roommates, Suitemates &amp; Apartmentmates</b>	<b>6</b>	Pest Control Service.....	15
<b>Residential Life Staff</b> .....	<b>7</b>	Residence Hall Posting & Collection Bin Guidelines.....	16
Resident Assistant (RA) .....	7	Residence Hall Room Entry.....	16
Assistant Hall Director .....	7	Room & Access Keys.....	16
Hall Director .....	7	Telephone Services .....	17
Administrative Assistant.....	8	Media Streaming and Television Services .....	17
<b>Residence Hall Student Organizations</b> .....	<b>8</b>	<b>Residence Hall Standards for Student Conduct</b> .....	<b>17</b>
Community Council .....	8	Alcohol.....	17
National Residence Hall Honorary (NRHH) .....	8	Animals.....	17
Residence Hall Association (RHA).....	8	Bathrooms .....	18
<b>Safety Procedures, Hall Security and Safety Emergency Procedures</b> .....	<b>8</b>	Common Area (or Common Space) .....	19
Residence Hall Safety.....	8	Cooking & Electrical Appliances.....	19
Fire Safety.....	8	Decorations .....	20
Emergency and Drill Evacuation Procedures .....	8	Furniture Misappropriation.....	20
Fire Extinguishers & Smoke Detectors .....	9	Guests.....	20
Residence Hall Safety Inspections.....	9	Hall Sports.....	21
Fire-Safety & Fire-Safety Equipment.....	10	Quiet Hours.....	21
Masks in Residence Halls .....	10	Smoking .....	21
Missing Student .....	10	Solicitation .....	21
Security Cameras .....	10	Student Room Responsibility.....	22
Student Information .....	10	<b>Administrative Procedures for Residence Hall Conduct</b> .....	<b>22</b>
VCU ID Card.....	10	Administrative Relocation.....	22
<b>Break Housing and Closing Information</b> .....	<b>11</b>	Administrative Contract Cancellation .....	22
<b>Facility Policies &amp; Procedures</b> .....	<b>12</b>	Ban from Residence Hall(s) .....	22
Accessible Residence Halls for Students with Disabilities.....	12	No Contact Directive.....	22
Abandoned Property.....	12	<b>Contract Information</b> .....	<b>22</b>
Air Conditioning and Heating.....	12	<b>Residence Hall Mail Addresses</b> .....	<b>23</b>
Bicycle and Motorized Vehicle Storage .....	12	<b>VCU Residential Life &amp; Housing Directory</b> ..	<b>24</b>
		<b>Prohibited Items List</b> .....	<b>25</b>



## VISION

Residential Life and Housing at VCU will be a preeminent, urban, public, on-campus community providing a one-of-a-kind residential experience.

## MISSION

Residential Life and Housing at VCU provides safe, inclusive, and well-maintained facilities where we work together to build intentional communities to empower residents in their academic excellence, citizenship and personal growth.

## VALUES

Guiding this mission is a set of departmental values, which complement the core values of the institution:

### Collaboration

We value the exchange of ideas and solutions through internal and external partnerships. This value is exemplified through the enhancement of the residential experience through training, community building, policy development and integration of services.

### Inclusion & Diversity

We value celebration, exploration and understanding among people, ideas and culture. This value is exemplified through creation of a safe and inclusive environment for all students to

explore identities of self and others; promoting a life-long commitment to successful living in a global community; and ensuring that policies, programs and services are inclusive and reflect the diversity of our community.

### Resident-Centered

We value and recognize that our residents are at the core of our mission and practices. This value is exemplified in our commitment to encouraging and promoting the student voice and providing opportunities for comprehensive student learning, student development and student leadership.

### Learning

We value academic and personal success for all students. This value is exemplified through our emphasis on engagement and education outside the classroom and ensuring a dynamic residential setting where discovery, challenge and support, innovation and respectful discourse are paramount to the on-campus experience of the student.

### Excellence

We value the individual and collective pursuit of exceptional practice in our work and relationships. This value is exemplified through high expectations of staff and students in the residential community. Staff and students continually seek ways to contribute to the future of the department, division, institution and profession.

## INCLUSION & DIVERSITY STATEMENT

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We as individuals and as a collective, are committed to building communities that are welcoming for all cultures, backgrounds, beliefs and abilities. We create exceptional residential learning communities that value all of our members regardless of race, color, religion, national or ethnic origin, age, sex (including pregnancy), political affiliation, veteran status, family medical and genetic information, sexual orientation, gender identity, gender expression, or disability. These communities provide a safe space for students and staff to explore their multi-layered identities while learning and growing with others.

We demonstrate our commitment to diversity and inclusion through resource allocation and initiatives designed to meet the following goals:

- Provide equitable access to on-campus housing
- Develop and maintain facilities that are accessible for all members of our community
- Recruit, develop, support, and retain exceptional and diverse staff
- Provide opportunities for development of multicultural competence through training and ongoing professional development
- Offer gender-unrestricted housing through the Gender Inclusive Housing program
- Create and maintain first year student living-learning communities focused on inclusion and social justice (i.e. Mosaic and Lavender House)
- Promote social justice, the exploration of culture, personal growth and community development
- Mediate conflict between students in shared living spaces utilizing an inclusive and social justice lens
- Collaborate with campus and community partners to further promote understanding, learning, growth and celebration
- Engage staff and students in challenging and purposeful dialogues about diversity, inclusion, equity and social justice
- Encourage staff and students to promote, explore and learn about identities and experiences that will enhance their multicultural competency
- Create intentional opportunities through the Resident Assistant position, Community

Councils, Residence Hall Association and National Residence Hall Honorary for student leadership and peer education

Virginia Commonwealth University is committed to creating an environment that fosters the exercise of protected speech and other expressive activity on university property while maintaining an atmosphere free of disruption to the mission of the university. It recognizes that the free expression of ideas and open inquiry are essential in fulfilling its academic mission by embracing rigorous open discourse, argumentation, speaking, listening, learning and the exploration of ideas. For additional information, please visit [freespeech.vcu.edu](https://freespeech.vcu.edu).

## BUILDING A POSITIVE LIVING ENVIRONMENT WITH ROOMMATES, SUITEMATES & APARTMENTMATES

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Settling into a new living situation takes time, and successful roommate relationships often require working through initial disagreements that may be uncomfortable. Roommates, suitemates and/or apartmentmates who learn how to compromise and be considerate of one another will develop a valuable, supportive relationship with respect to each other's needs and rights. While having a roommate, suitemate and/or apartmentmate may or may not be a new experience for a person, for most residents, it is the first step in meeting a group of people who will be friends and colleagues throughout their lives. Great roommates, suitemates and/or apartmentmates don't have to be best friends. Residents are encouraged to have discussions as soon as possible with their roommates concerning lifestyle and living habits. Residents should complete a roommate agreement upon moving in.

Experience has shown that discussing the following issues will help prevent misunderstandings:

- Use of personal items
- Food in the room, suite and/or apartment
- Study time in the room, suite and/or apartment
- Sleeping schedules
- Visitation and guests
- Cleanliness/tidiness of room, suite and/or apartment
- Use of stereo/TV/telephone/computer or other sound-emitting devices

- Time for socializing

Consider all of these items when completing a roommate, suite and/or apartment agreement and discuss them thoroughly with all residents of your housing assignment. Consider how each of you will inform your guests of your group's shared understanding of how to use the shared living areas. Your group must complete your agreement in writing and turn it into the RA within the first few weeks of the academic year and whenever a new roommate, suitemate or apartmentmate moves into the space.

Residents wishing to make a room or hall change must first contact their RA to discuss their living situation. An RA will attempt to resolve conflicts between residents to mitigate the needs that relate to the room change request. Residents are encouraged to resolve conflicts and to learn from the different lifestyles and living habits of others. If alternatives to roommate problems cannot be reached with the assistance of the RA, the resident will be referred to the building's Hall Director. The Hall Director will further seek to help the students resolve any outstanding issue. In the event that a compromise cannot be reached, the Hall Director may assist the student in the room change request process. RLH reserves the right to move residents who refuse to participate in any staff-facilitated conflict resolution process. RLH will generally consider voluntary requests for room changes only after residents requesting such a change have lived together and tried to work through such disagreements for a reasonable amount of time, such as three weeks.



Room changes are based upon current availability and need assessed by RLH. Residents requesting a room change should be prepared to be flexible about room location and style.

RLH reserves the right to move a resident to another space on campus to accommodate maintenance emergencies or if deemed to be in the best interest of the residential community. Please refer to the housing contract for more information on changes in occupancy or rates.

## RESIDENTIAL LIFE STAFF

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Residential life staff live in the residence halls so that they can assist residents.

### Resident Assistant (RA)

The RA living in the community is a student who has been selected for the position because of their leadership skills, demonstrated concern for the well-being of others, effective and professional communication, knowledge of university resources and willingness to accept responsibility for developing the residence hall community. RAs receive extensive training and may be the primary source for information about the residential and university community and related assistance throughout the school year.

### Assistant Hall Director

The Assistant Hall Director assists with the overall management and operation of the residence hall. The Assistant Hall Director is a full-time professional with a bachelor's degree and considerable leadership experience. Assistant Hall Directors may advise community council, coordinate building repairs, supervise RAs, and coordinate activities in the residence halls. Assistant Hall Directors are responsible for the operation of the hall in the Hall Director's absence.

### Hall Director

The Hall Director is responsible for the overall operation of the residence hall. The Hall Director is a full-time professional with a master's degree and considerable experience in residence hall work. The Hall Director supervises all the other staff members in the residence hall. They are responsible for seeing that the residence hall is a supportive environment for residents.

### **Administrative Assistant**

The Administrative Assistant is available during the regular business hours, Monday through Fridays from 8 a.m. – 5 p.m. The Administrative Assistant is a full-time staff member who assists with the replacement of keys, room changes and processing of maintenance and repair requests.

## **RESIDENCE HALL STUDENT ORGANIZATIONS**

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### **Community Council**

Residents will find that the quality of the residence hall experience is directly related to their efforts to get involved in the floor and hall community. Community Councils are the primary source for changes made in residence hall life and operations. Community Council representatives work in conjunction with University administration on issues such as room and board rates, policies and procedures, improvement of the buildings, educational programs and leadership development opportunities.

The camaraderie that develops among the residents is unmatched by any other living option. Residents who take advantage of this kind of community living environment tend to improve both their academic performance and their satisfaction with their college experience. Each residence hall community offers opportunities for residents to get involved in numerous activities and programming. A great deal of this is through Community Council. Though the types of governing bodies may vary from hall to hall, there is always a way to ensure the student's voice is heard. Please speak with the RA, Assistant Hall Director or Hall Director about how to get involved.

### **National Residence Hall Honorary (NRHH)**

The VCU Black and Gold Chapter of The National Residence Hall Honorary (NRHH) is an organization representing the top 1% of student leaders on campus. NRHH has two core values: recognition and service. NRHH strives to provide recognition for individuals who have contributed to the advancement of college and university housing. NRHH prides itself on advocating for the interest and welfare of residence hall students, while also providing opportunities for their personal growth and development.

### **Residence Hall Association (RHA)**

Residence Hall Association (RHA) is composed of

residents interested in improving their total living environment within the university residence halls. RHA is an organization of representatives from all eleven Community Councils on campus, and it also serves as an umbrella organization for Community Council. The organization is committed to the development of residents both academically and personally. RHA is also consulted regarding the interpretation and review of residence hall policies. RHA has been a leader in the Virginia Association of Residence Halls (VAARH) and has been in the forefront as a residence hall government group. RHA has also been actively involved in providing students living in the residence halls opportunities to participate in both the regional and national level organizations and conferences.

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

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### **Residence Hall Safety**

As a resident of VCU on-campus housing, students may enter and leave the residence hall at your convenience as described in the Housing Contract. Residence hall safety depends on the responsible actions of each resident. Residents are responsible for keeping their room doors locked at all times. Residents may not prop open any stairwell or outside door at any time.

### **Fire Safety**

When residents move in, RLH recommends reviewing the emergency fire evacuation information that is posted on the interior door of the residence hall room.

### **Emergency and Drill Evacuation Procedures**

Upon observing a fire alarm or instruction to evacuate, leave the area immediately, proceed to the nearest exit and leave the building.

Upon discovery of a fire, residents and staff must activate the fire alarm, notify VCUPD at (804) 828-1234 (emergency), exit the building immediately using the closest safe exit and proceed to the predetermined meeting place for that building. It is against the law to remain in a building during a scheduled, nonscheduled, or emergency fire alarm evacuation. Residents who do not evacuate in a timely manner or fail to adhere to instructions given by emergency personnel will be subject to disciplinary action.

Residents with disabilities limiting their ability to follow standard evacuation procedures should seek accommodation by contacting RLH as early as possible to learn about RLH's alternative emergency procedures and provide relevant information to RLH staff for any necessary assistance during drills and emergencies.

Emergency evacuation procedures for residents:

1. Always utilize the nearest available exit for evacuation.
2. When exiting a room and the building:
  - If you determine that you can safely do so without delay, quickly dress appropriately for the weather conditions (i.e., coat, shoes)
  - If you determine you can safely do so without delay, close and lock all doors and bring ID and keys
  - Evacuate the building, if possible
  - Do NOT use elevators. Use the stairs
  - If unable to evacuate in the event of an emergency in the residence halls, please go to the nearest area of evacuation (stairwells) or residence hall room, shut the doors and windows and then call VCU Police Department, (804) 828-1234, to provide your exact location to emergency personnel. Remain in shelter until the alarms stop, help arrives, or other instructions are received.
2. Once a resident is safely outside the building:
  - Move away from the building and immediately report to the designated assembly area to check in with residential life staff
  - Stay clear of all emergency vehicles, and do not stand in the roadway/walkway or block emergency vehicles from getting through
  - Do not re-enter the building until instructed to do so by an emergency responder or RLH staff
  - Report any vandalized or disconnected smoke detectors to RLH staff immediately
  - Report any observations of the fire or other emergency situation (e.g. location, potential cause, individuals involved or in need of



assistance) to RLH staff in order to assist with the emergency response.

Failure to evacuate is a violation of Richmond city ordinance and may result in arrest, possible fine and/or disciplinary action through the Student Code of Conduct.

### **Fire Extinguishers & Smoke Detectors**

Residents may bring a personal fire extinguisher for their room, suite or apartment if they choose to do so. Residents should follow any and all manufacturer instructions for inspection, maintenance, and operation. If residents chose to bring a fire extinguisher, it must be classified and clearly labeled as an ABC extinguisher.

VCU fire extinguishers are located in designated locations in the hallways and walkways outside rooms, suites and apartments. The university will maintain fire extinguishers and smoke detectors in the residence halls. If residents notice that a smoke detector requires service or a battery replacement (e.g. chirping), they must report it. Residents, except Gladding Residence Center residents, must submit a residence hall work order form at [fss.vcu.edu](https://fss.vcu.edu). Gladding Residence Center residents must complete a request online at [connect.studenthousing.com](https://connect.studenthousing.com).

### **Residence Hall Safety Inspections**

The state fire marshal, the VCU Office of Environmental Health & Safety and RAs will make

periodic inspections throughout the year. Violations of state code may result in the confiscation of prohibited items, charges under the Student Code of Conduct and a fine.

Small appliances and equipment are permitted in residence halls only if they are UL-approved and not on the Prohibited Items list which is provided later in this document.

### **Fire-Safety & Fire-Safety Equipment**

Tampering with or misuse of fire-safety equipment is prohibited; this includes wrongfully discharging a fire extinguisher. Fire safety equipment includes but is not limited to: alarms, extinguishers, signage, smoke detectors, heat sensors, door closures and sprinklers. Additionally the act of setting items aflame is also prohibited. Anyone found causing an intentional fire alarm, tampering with fire safety equipment or not properly evacuating during a fire alarm will face arrest and/or serious university action.

### **Masks in Residence Halls**

Due to the congregate setting of residence halls, any individual (resident, staff, or guest) must wear a mask designed to reduce the risk of COVID-19 at all times in all indoor common areas of residence halls (as defined later in this Guide) regardless of the individual's vaccine status.

Residents are not required to wear masks inside their own housing assignment. They may decide whether guests in their spaces are required to do so (including other residents of the building and RAs). Residents may remove their masks in common bathrooms as needed for personal hygiene. This policy is in effect as of July 1, 2021, and RLH will notify residents promptly in writing upon any change to the residence hall mask requirement that may result from the university's ongoing assessment of the developing risks related to COVID-19 in the university residential community.

### **Missing Student**

Please contact the VCU Police Department, (804) 828-1234, as soon as possible if you believe that a student is missing.

### **Security Cameras**

For the safety and security of residents and guests,

security cameras are located throughout the residence halls.

### **Student Information**

VCU officials maintain confidentiality of student records and disclose information in accordance with the Family Educational Rights and Privacy Act (FERPA). This means that VCU officials may disclose student record information without the consent of the student in certain situations. To support university operations, for example, VCU officials share information about students with other educational officials as necessary to perform their job duties. FERPA permits this disclosure to school officials who have a legitimate educational interest in the student information. For example, FERPA permits the disclosure in connection with a health or safety emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

In addition, VCU officials have obligations to report information about a student depending on the content of that information. For example, faculty and staff must comply with VCU's policy on the duty to report. Unless FERPA permits a certain disclosure, VCU requires consent from a student to disclose information from their education record to another individual. Additional information can be found on the VCU FERPA website.

We offer each resident the opportunity to provide missing person contact information. Providing this information is optional. This information is confidential, accessible to authorized campus officials and only disclosed to law enforcement personnel in furtherance of a missing person investigation. All residents have the right to indicate a specific contact (in addition to a general emergency contact) related to missing person notification. This can be done through the Housing Application.

### **VCU ID Card**

The student identification card is a VCU-issued card. It is linked to the student's record that indicates the student's status as a currently enrolled resident and entitles them to various services and privileges in the residence halls. Residents must use the VCU ID to gain access to the residence halls. Residents must carry their VCU ID with them

at all times while on campus. Lending or distributing a VCU ID is strictly prohibited.

VCU IDs must be presented when entering any of the university residence halls. Failure to produce proper identification upon a reasonable request by a university official (including RAs and Desk Assistants) may be considered a violation of the Student Code of Conduct for failure to comply with a reasonable request or directive of a university official.

A resident who is unable to present their VCU ID upon entry into a residence hall may request a temporary pass permitting a single entry. Residents may obtain two temporary passes per semester at no charge; however, residents may be charged for each subsequent pass. To ensure residence hall access, residents should take immediate action to locate or replace their VCU ID.

### **BREAK HOUSING AND CLOSING INFORMATION**

Brandt, GRC, Honors, Johnson, and Rhoads close during the Fall, Winter, Spring Breaks. All other residence halls remain open. Please note that the dining halls and other services may not be in regular operation during breaks. Please see individual department websites for more information.

Residents should look for more specific information regarding hall openings and closings within their residence hall. For the 2021-2022 academic year, the planned closing dates and times for the halls

listed above are as follows, however, all dates and times are subject to change with reasonable notice to residents:

**Fall Break:** Brandt, GRC, Honors, Johnson, and Rhoads close Saturday, November 20, 2021 at 10 a.m. and re-open on Sunday, November 28th, 2021 at 10 a.m.

**Winter Closing:** Brandt, GRC, Honors, Johnson, and Rhoads close Wednesday, December 22, 2021 at 10 a.m. Residents must vacate their residence halls within 24 hours after their last final exam or by Wednesday, December 22, 2021 at 10am, whichever comes first, as stated in their housing contract.

**Spring Break:** Brandt, GRC, Honors, Johnson and Rhoads close Saturday, March 5, 2022 at 10 a.m. and re-open on Sunday, March 13, 2022 at 10 a.m.

### **Spring Year-end Closing:**

All Academic Year contracted residents in Brandt, GRC, Honors, Johnson, Rhoads, Cary & Belvidere, and West Grace South must vacate their residence halls within 24 hours after their last final exam or by Saturday, May 14, 2022 at 10am, whichever comes first, as stated in their housing contract.

Each closing will be strictly enforced by residence hall staff. No residents may return early from any breaks. Residents may be charged if they fail to vacate by the closing times indicated above.



For each closing, residents must turn off all lights and close all windows, unplug appliances, and remove perishable food and trash from the room. RAs will enter each room during each break for health and safety inspections.

## **FACILITY POLICIES & PROCEDURES**

### **Accessible Residence Halls for Students with Disabilities**

VCU is committed to providing campus-wide accessibility. If current or incoming residents are seeking housing-related accommodations, please contact the Office of Student Accessibility and Educational Opportunity (SAEO) (for students on the Monroe Park Campus) or The Division for Academic Success (for students on the MCV Campus).

### **Abandoned Property**

If university staff can reasonably determine which student appears to be the owner of tangible personal property lost or abandoned in residence halls after the end of the contract period, Housing & Residence Life staff will send notification to the student's university email address. Instructions for claiming lost or abandoned property will be included in the notification email. Students may be charged for the removal, transport, and storage of any lost or abandoned items reasonably determined to belong to them:

- Charge per box under 25 pounds: \$50 (minimum charge)
- Charge per box over 25 pounds: \$75
- Charge per refrigerator, microwave, or TV: \$100

The university will hold such property for 120 days. If the student does not claim the property within 120 days, items may be sold through Surplus Property, donated to charitable organizations, or disposed of in the trash. The university assumes no liability for damage or loss of any lost or abandoned property on its premises.

### **Air Conditioning and Heating**

All halls are equipped with air conditioning and heating. When the air conditioning (AC) or heating is on, keep windows closed so that equipment can operate efficiently. If the room temperature is outside of the set thermostat range in all residence halls except Gladding Residence Center, please

submit a work order at [fss.vcu.edu](https://fss.vcu.edu). Gladding Residence Center air conditioning and heating requests can be completed online at [connect.studenthousing.com](https://connect.studenthousing.com).

Rhoads and Johnson are on centralized AC/Heat. RLH will notify residents when these buildings will switch over from AC to heat in the Fall and heat to AC in the Spring. Brandt and The Honors College are on centralized AC/Heat systems, which require annual servicing; the AC in these buildings is typically turned off in December/January for this servicing.

The suites in Gladding Residence Center III and the apartments in Ackell, Broad & Belvidere, Cary & Belvidere, Grace & Broad, West Grace North and West Grace South each have individual heat pumps that are controlled in each apartment. The AC will not work if the temperature outside is lower than 60 degrees. The unit should never be set below 65 degrees F, as that may cause freezing of the unit and flooding as the unit thaws. Some buildings also have thermostats that are programmed at a certain temperature and will not go above or below this set point.

### **Bicycle and Motorized Vehicle Storage**

Bikes are permitted to be stored in residence hall personal spaces (bedrooms, suites, apartments), only if all residents of that space agree to storage and bikes do not impede egress from the space. Bikes may not be stored in common areas within the residence halls (as defined below), except on designated bike racks. Bikes, skateboards, or scooters may not be ridden in the residence halls.

Residents who have lost their bike lock key and wish to receive help in retrieving their bike should place a work order at [fss.vcu.edu](https://fss.vcu.edu). Gladding Residence Center residents who have lost their bike lock key and wish to receive help in retrieving their bike should request this be completed online at [connect.studenthousing.com](https://connect.studenthousing.com). Residents should expect to provide some documentation to prove the bike belongs to them prior to the lock being cut. Residents should register their bikes with VCU Police upon arriving to campus in order to expedite this process and help protect their property.

Motorized vehicles are prohibited in courtyard areas or inside the residence halls, and are not to be parked/ chained anywhere in the residence halls, courtyard, lobbies or sidewalks. Non-motorized vehicles may be parked/chained in designated areas only.

Any vehicle, including bikes, chained to a window, gate, light/sign post, pole or in any non-designated areas will be impounded and disposed of per the university's policy regarding Bicycle Parking and Removal. The university is not responsible for damage to locks or vehicles that are impounded.



spaces can also be reserved for university events or meetings. All reservations for residence hall spaces must also follow the VCU Reservation & Use of Space policy.

There are also classrooms located within some residence halls. VCU uses these classrooms primarily for-credit academic courses, but these spaces may be reserved for other acceptable uses when available. Priority will be given to activities sponsored by RLH. All classroom reservations are scheduled outside of RLH through Virtual EMS.

### **Cleaning Services & Housekeeping**

The housekeeping staff are responsible for cleaning and maintaining the common areas of the residence halls, including community laundry rooms, recreation areas, study areas and common bathrooms. Resident access to these areas may be restricted during daily cleaning or periods of maintenance.

Residents are responsible for maintaining a clean room and may be charged individually or as a group for excessive housekeeping. Excessive housekeeping is defined as any situation requiring cleaning that is not part of the custodian's normal, daily routine. This includes, but is not limited to, cleaning items in common areas, rooms, or apartments such as: fire extinguisher powder, clumps of mud, food, bodily fluids or trash that has not been disposed of in the designated receptacles (e.g., dumpsters, trash rooms). Excessive housekeeping charges are imposed on residents of rooms, floors and buildings on an escalating basis.

### **Community Space Reservations**

RLH maintains a variety of community and green spaces at our residence halls. The RLH community building and programming efforts take priority for residential usage of these spaces. However, these

Requesters must be a current VCU resident, faculty, or staff in order to utilize and reserve spaces or classrooms. Reservations may only be a one-time request as RLH is unable to accommodate recurring meetings. Reservations must be coordinated through the Administrative Assistant for the building via email. The area housing offices are open Monday – Friday 8 a.m. – 5 p.m.. If booking an event outside of these hours, there may not be staff available to help with logistics. RLH requires all Departments, Organizations and individuals to abide by the RLH Community Space guidelines when using an RLH space.

### **Electrical Outlets**

If the Ground Fault Circuit Interrupter (GFCI) outlet near a sink is not working, it has likely surged and needs to be reset. Residents can reset the outlet by pressing the “Reset” button at the center of the outlet. Note: If the cause of the surge has not been corrected, the outlet will stop working again. Residents should unplug the appliance(s) or remove the water causing the surge before continuing. If the reset is unsuccessful, all residents except Gladding Residence Center, must place a work order for Maintenance to check the outlet and correct the issue at [fss.vcu.edu](https://fss.vcu.edu) and Gladding Residence Center residents must request this be completed online at [connect.studenthousing.com](https://connect.studenthousing.com).

## Kitchens

All residence hall apartments have kitchens, which are each equipped with sinks, dishwashers, refrigerators and stoves with ovens. Kitchens in Ackell and Broad & Belvidere are also equipped with above-stove microwaves. Kitchens in Broad & Belvidere are also equipped with garbage disposals. Gladding Residence Center and Gladding Residence Center III have common kitchens on certain floors for all residents to use.

To avoid charges for excessive housekeeping or unusual wear and tear on university property, residents must practice the following good housekeeping strategies:

- Keep kitchens clean by removing trash, routinely cleaning out the refrigerator and freezer and wiping up spills in the microwave or stove/oven
- Use garbage disposals only for soft foods while running water through the disposal to avoid mechanical failure and damage to the equipment
- Use dishwashers only with full loads, in order to save water
- Use only dishwasher detergent in dishwashers (liquid dish soap will cause the machine to overflow)
- Agree on a cleaning schedule with roommates
- Clean kitchens and common areas within apartments in preparation for new roommates

Community kitchens located in residence halls must be cleaned by the resident after each use.

Residents may be charged for excessive housekeeping or damage to any kitchen or common area to which they have private or communal access. Failure to follow these housekeeping strategies may result in the community kitchen being closed for a period of time.

## Laundry

All residence hall apartments are equipped with laundry machines, which are free to use for the residents within that apartment. All traditional and suite-style residence halls are equipped with community laundry machines, which are free to use for the residents within that building. It is recommended that all residents use High Efficiency (HE) laundry detergent.

Laundry facilities must be cared for properly. This includes removing lint after each dryer cycle and removing clothes and lint that fall behind dryers to reduce fire hazards. Dryer ducts are cleaned on a regular basis by a professional contractor; residents living in apartments are expected to allow contractors access to ducts, located in ceilings, for cleaning purposes.

## Internet & Computing Policy

Residence hall students are expected to comply with university policy as well as federal and state law governing the use of computer and networking resources, including applicable copyright laws. In addition, personal wireless routers are prohibited in the residence halls. In order to not interfere with the university wireless signal, residents with wireless printers on campus must turn off the wireless signal on the printer. Failure to comply with policy or law may result in disconnection of internet service and/or university disciplinary action.

## Mail Services

RLH manages each mail center and communicates with the United States Postal Service (USPS), United Parcel Service (UPS), Federal Express (FedEx), DHL, Lasership, Amazon Fulfillment and other private carriers of correspondence, both domestic and international. Mail Centers are staffed by student workers and are supervised by the RLH Mail Services Coordinator.

Mail is typically delivered Monday – Saturday. Upon arrival, all mail is sorted and placed into mailboxes or scanned into the mail and package tracking system by the student workers. Mail and packages are not delivered on Sundays.

All residents receive email notifications for packages once they have been processed by mail staff and are ready to be picked-up. Residents served by the Residence Hall Central Mail and Package Center, located at 207 N Laurel Street, also receive email notifications for first-class mail once it has been processed by mail staff and is ready to be picked-up.

Packages and mail will be delivered to the following locations, where students can pick them up once notified of their delivery:

- Brandt/Rhoads Hall Mail Center: Serving

Brandt and Rhoads residents

- Gladding Residence Center Mail Center: Serving Gladding Residence Center and Gladding Residence Center III residents
- Residence Hall Central Mail and Package Center (207 N Laurel Street): Serving Ackell Residence Center, Broad & Belvidere, Cary & Belvidere, Grace & Broad, Honors, Johnson, West Grace North and West Grace South residents

All same day delivery services (Amazon Prime Now, InstaCart, etc) and food delivery services (HelloFresh, Blue Apron, etc) are typically scheduled for an exact delivery time and location. These services are permitted if specialized delivery arrangements are set directly between the resident and carrier. However, RLH will not assume responsibility for the collection or delivery of these services.

Packages and mail can be picked up on Monday–Friday from 9 a.m.–8 p.m. and Saturday–Sunday from noon–4 p.m. during the academic year. Pickup hours may be extended during high volume times (i.e. the beginning of each academic semester, Black Friday, Cyber Monday, etc). During academic breaks, mail center schedules will vary. RLH Mail Services will send emails, update information on the [Residential Mail web page](#), and post signs indicating hours during breaks. During inclement weather, the mail centers will operate on the same schedule as listed on the VCU alert page.

Mail service for campus residents ends at the close of their housing contract or once they move out, whichever occurs first. Students will not receive mail on campus after they have moved out. Forwarding Service is NOT available. The USPS will not accept forwarding requests or address changes for residential addresses on VCU's campus. Mail received for a student after they move out will be returned to the sender. Visit the [Residential Mail web page](#) for more residential mail information.

### Maintenance Requests

Requests for maintenance service for all residence halls except Gladding Residence Center can be completed at [fss.vcu.edu](https://fss.vcu.edu). Gladding Residence Center maintenance requests can be completed

online at [connect.studenthousing.com](https://connect.studenthousing.com). Gladding Residence Center residents will need to create an account the first time they log in.

Charges for maintenance and repairs determined to be beyond normal wear and tear may be billed to the resident. Except in the case of emergencies, the reported problem will be addressed within 48 business hours or as soon as is reasonably practicable thereafter. Some repairs may be delayed if parts need to be ordered or an external repair service is needed. Residents will receive acknowledgment of receipt of their work order and status updates via email.

When a repair is needed immediately to protect the safety of students or the facility, call emergency



maintenance at (804) 828-9444, in all buildings except Gladding Residence Center. Residents in Gladding Residence Center should notify the Information Desk for emergency maintenance or housekeeping response.

### No Furniture or Personal Property Storage

Due to a shortage of storage space, all university provided furniture must remain in the assigned room, including double rooms converted to single occupancy or triple rooms converted to double occupancy. The university does not provide storage for personal property.

### Pest Control Service

If a resident notices pests of any kind in their room

or anywhere in the residence hall, they should report it immediately by completing an online work at [fss.vcu.edu](https://fss.vcu.edu). Gladding Residence Center residents should complete a work order online at [connect.studenthousing.com](https://connect.studenthousing.com).

RLH encourages residents to keep food in sealed containers and empty trash regularly to prevent pests. Failure to maintain a suitable living environment that results in the need for repetitive treatment or pest control will result in charges billed to the resident.

### **Residence Hall Posting & Collection Bin Guidelines**

RLH maintains posting and collection areas within the residence halls where RLH staff promote programs, activities or resources for residents. RLH also makes certain posting or collection areas available to registered student organizations at VCU and VCU departments for this purpose and for a limited period of time. VCU departments and registered student organizations must submit a request with a copy of the intended posting and description of the promoted program, activity or resource at least 10 business days in advance to provide enough time so that RLH can determine, if space is available, and if the request is consistent with the purpose of promoting programs, activities or resources for residents. To make a request, an individual authorized to act on behalf of the department or student organization must submit an email to [vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu) with either "Request to post in residence halls" or "Request to collect items in residence halls" in the subject line.

After a request is received and approved, the department and/or student organization will receive written instructions for posting in the residence halls and must abide by these guidelines:

- Ads must be either 8.5"x11" or 11"x17"
- Ads may only be posted at designated locations
- Only one ad per posting area and any additional ads will be removed and discarded
- Ads will be removed and discarded once the event date has passed or at the next regularly scheduled clearing of the posting area
- Ads posted outside of designated areas will be removed & discarded regardless of event date

After a request is received and approved, the department and/or student organization will receive written instructions for collection bins in the residence halls and must abide by these guidelines:

- Collection bins must be placed in the appropriate places in each residence hall as deemed by the Hall Director (or designee)
- Collection bins are required to be provided by the registered student organization, VCU department
- Collection bins must meet the RLH requirements for size, condition and protection against fire hazards
- A collection bin drive may not exceed 2 weeks and must be picked up by the date designated in the approval confirmation
- Registered student organizations and VCU departments are responsible for emptying bins of collected items at least every three days to ensure collection bins do not overflow

### **Residence Hall Room Entry**

RLH respects the privacy of residents, and reserves the right to enter student rooms, suites, or apartments without prior notice to the resident(s), as needed in order to protect the safety and security of all residents and facilities.

### **Room & Access Keys**

Residence hall keys are the sole property of VCU and may not be duplicated under any circumstance. A resident may not lend or give a residence hall key to any other individual at any time. Violators of this rule will be held responsible for any damage or misconduct resulting from possession of a key by another.

Residents who lose keys should report this loss immediately to their area office and may be charged a fee of \$65 or more for a lost bedroom key and \$20 for a lost mailbox key. Gladding Residence Center residents may be charged \$75 or more for a lost key fob and \$10 for lost mailbox keys. Residents who are locked out of their rooms may be assisted by staff to gain entry. Students should contact the area office during the business day at the Information Desk or the RA on duty after hours for assistance. In addition, students who fail to take appropriate care of keys, access cards, or other security items may be subject to charges under the

Student Code of Conduct.

### Telephone Services

Landlines are available for student use in most buildings, but not in each room. In order to place a call to a university number from a University landline, dial the last 5 digits of the phone number. To place a call to a non-University number from a University landline, dial 9 before dialing the full number. Long-distance calls can only be placed with a student-provided calling card.

### Media Streaming and Television Services

All halls have internet movie services, which are streamed via the [movies.vcu.edu](http://movies.vcu.edu) website. Movie programming may be viewed on any computer or mobile device with access to the VCU wired or wireless internet. Gladding Residence Center has coax cable television service, augmented by internet streaming capabilities on the Gladding Residence Center wireless network. Roku, Apple TV, Amazon Fire, Alexa, Google and gaming systems will all function on the Gladding Residence Center wireless network.

## RESIDENCE HALL STANDARDS FOR STUDENT CONDUCT

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RLH is designed to facilitate effective community living. This concept requires that all members of the community take ownership of their role in the community and understand how their behaviors impact others with whom they live in close proximity. RLH is committed to educational and personal growth for residents and RLH policies set forth a set of standards for members of the residential community. We encourage residents to hold each other accountable to these standards of the residence hall community.

Conduct in the residence halls is subject to federal, state and local laws and university policies, including the university bulletins, [VCU Student Code of Conduct](#), this Guide and the terms and conditions of the housing contract. Contract cancellation and removal from the residence halls and/or university may result from the violation of policy or law. Violations that endanger the safety and welfare of others or cause disruption of the residence community may result in removal from the residence halls, charges via the [Student Code of Conduct](#), and, in situations where a student poses

a threat to any member of the university community, [interim suspension](#) from the university.

Additionally, several university-wide policies have direct application to the residence hall community. Examples include the VCU's [Interim Title IX Sexual Harassment Policy](#), [Interim Sex-Based Misconduct Policy](#), [VCU Alcohol and Drug Policy](#), [Computer and Network Resources Use Policy](#) and the [Student Code of Conduct](#). Students are advised to be familiar with these and other VCU policies such as the [VCU Honor System](#) and [Grade-Review Procedure](#).

According to the [Student Code of Conduct](#), it applies to all conduct by students on University property, at VCU-sponsored activities, and off campus. The Director of Student Conduct and Academic Integrity or designee shall decide at their sole discretion on a case-by-case basis whether the Student Code of Conduct shall be applied to conduct occurring off campus.

Other university policies can be found in the [Policy Library](#).

### Alcohol

Students must comply with the laws of the Commonwealth of Virginia and [University policies](#) and rules regarding the use, possession, or distribution of alcoholic beverages.

As relates specifically to residence halls, residents, or their guests, who are of legal drinking age (21+) are not permitted to possess or consume alcohol in any common area of the residence halls (as defined below), including, but not limited to bathrooms, lobbies, etc. Residents who are of legal drinking age (21+) may possess and consume alcohol within their assigned room, suite, or apartment, in the presence of roommates (regardless of age) or guests of legal drinking age. Guests who are of legal drinking age (21+) may not possess or consume alcohol in the residence hall if their host is not of legal drinking age. Guests under legal drinking age are not permitted to be in the presence of anyone consuming alcohol in the residence hall.

### Animals

Pets are not permitted in residence halls, with the exception of fish in one 10-gallon tank per bedroom.

Consistent with university policy governing [Animals on University Property](#) and state and federal law, residents requiring emotional support or service animals in the residence halls may request a reasonable accommodation from SAEO. In addition, VCU welcomes the presence of trained service animals on its campus in areas open to the public consistent with the provisions of university policy and applicable law. A service animal is generally permitted to be on university property in any place where the animal's handler is permitted to be.

Any animal must be kept clean, groomed and within the control of its handler at all times. The handler will be responsible for appropriate care for the animal and facility, must use appropriate spaces for animal toileting and will be charged for any damage to property or facilities caused by the presence of the animal.

For any animal permitted to reside in a residence



hall, a resident must submit proof of required vaccinations and must meet with a RLH staff member to review and sign an Acknowledgment of Policies and Procedures on Emotional Support/Service Animals.

### **Bathrooms**

RLH offers a variety of shared bathroom facilities within the residence halls on campus. Bathroom facilities may be designated as gender restricted or gender-inclusive facilities. RLH is committed to providing clean and safe bathrooms for use by any student regardless of their gender identity. All students are welcome to use a shared bathroom

that corresponds to their sex or gender identity, a gender-inclusive shared bathroom, or an inclusive single bathroom.

RLH cannot guarantee staff assigned to clean the common and community style bathroom facilities are the same gender as residents assigned to the community, but all staff are expected to conduct themselves professionally in all areas, including bathrooms. Every attempt is made to not inconvenience residents from use of the bathroom facilities during prime times.

In certain residence halls (Johnson, Rhoads), community bathroom facilities are designated for men or women with a shared community sink area and multiple individual-use, private stalls for showers and toilets for use by one person at a time. These facilities are cleaned by housekeeping on a daily basis.

In Gladding Residence Center, gender inclusive community style bathroom facilities have a community sink area for shared use by individuals of any gender and multiple individual-use, private, lockable rooms with shower and toilet for use by one person at a time. These facilities are cleaned by housekeeping on a daily basis.

Bathrooms in suite-style rooms (Brandt, Gladding Residence Center, Gladding Residence Center III) and apartments (Ackell, Broad & Belvidere, Grace & Broad Residence Center, West Grace North and West Grace South) have a shared community sink area and individual-use, private, lockable room with shower and toilet for individual use. Residents assigned to these spaces are responsible for cleaning these facilities. Toilet paper is not provided by RLH for student use in these bathroom facilities.

To encourage safety and comfort in shared bathroom facilities, the following policies must be followed in all residence halls:

- Residents and guests may use bathroom stalls or lockable rooms for private toileting or bathing use only. Any use of a shower or toilet stall/room by more than one person at a time or for other purpose is not permitted
- Residents and guests must exercise courteous cell phone use in all bathroom areas; the Student Code of Conduct prohibits recording

a video or taking a photo in violation of an individual's reasonable expectation of privacy

- Residents and guests must treat common bathroom spaces with respect and clean up after themselves and report any maintenance or housekeeping issues

### **Common Area (or Common Space)**

The residence halls have common use spaces designated for residential student use. These common spaces are designed for the primary purpose of community building, which includes both independent social and recreational/educational activities of residents/guests and structured programming. For the purpose of this policy, a common area is defined as any space and/or area outside a student's individual room, suite or apartment. They include, but are not limited to, stairways, hallways, bathrooms, lounges, courtyards, lobbies, kitchens, elevators, entrance ways and study rooms.

To maintain a comfortable shared living space for all residents, the following behaviors are prohibited in common areas:

- Removal of furniture
- Sleeping
- Nudity
- Sexual contact
- Violation of any applicable university policy, including this guide, Student Code of Conduct or the policies prohibiting sex-based misconduct

RLH will provide housekeeping services for the basic upkeep of the building. Although housekeeping will regularly clean common area in the residence halls, it is the responsibility of all residents and guests to properly dispose of their trash or recycling, and to keep common areas clean and in order. The residents of the hall are responsible for keeping the building in an acceptable condition. The residents may be billed for housekeeping/grounds services beyond those needed for basic upkeep.

If residents witness damage to common areas, they must discourage the behavior and identify the responsible individuals to a RLH staff member. Damage charges resulting from the misuse or abuse of common areas may be assessed to all

residents of the area. If the individuals responsible for the damage are identified, then only responsible persons are charged.

Examples of resident responsibilities within common areas include:

- Dispose of all trash properly. Place all trash into exterior dumpsters and/or trash rooms.
- Sweep and mop spilled liquids and excessive dirt on floors.
- Clear and clean stickers, writing and other marks on walls.
- Clean kitchens - including washing used dishes, wiping up spills and putting dishes away.
- Limit laundry room use to only residents of the hall.
- Do not leave personal items in common areas. Items left out for an extended period of time may be removed and discarded by RLH staff.
- Keep hallways and stairways unobstructed; do not leave items in hallways and stairways to ensure a clear path for exit in the event of emergencies.
- Bikes are not permitted to be placed or stored within hallways, lounges, or stairways.

### **Cooking & Electrical Appliances**

The use of cooking appliances (other than microwaves) in student bedrooms is prohibited. Items that require an open flame to operate are prohibited. Possession of any prohibited cooking or electrical appliance in the residence halls is in violation of the Virginia Statewide Fire Prevention Code. Prohibited or illegal items may be confiscated at the discretion of the department. A list of prohibited items can be found at the end of this document.

Microwaves are permitted in VCU residence halls under the following conditions: Microwaves must be of a compact size, UL-approved, no more than 0.8 cubic feet and use a maximum of 750 watts. Only one microwave is allowed per student room and no other cooking devices can be used. Refrigerators must be of a compact size, UL-approved and must meet the following specifications, which can be obtained from the data plate: 120 volts AC, 60 hertz with a maximum running current of 2.0 amps (240 watts). Mini refrigerators and microwaves are provided in GRC and The Honors College. Only

one 4.2-cubic-foot refrigerator is allowed per room. Residents in GRC and The Honors College are not allowed to bring an additional mini refrigerator or microwave. Refrigerators may not be stored in closets or other areas not providing adequate ventilation. The power cord must be grounded and not exceed a length of six feet. Microwaves and refrigerators must be plugged directly into the wall outlet, because these appliances can commonly overload a surge protector.

Crockpots, instapots and pressure cookers; rice cookers; toasters or toaster ovens, and air fryers are prohibited from use within residence hall bedrooms in any hall. These items may be used within an apartment kitchen space, or in a community kitchen. Cooking appliances approved for use in community kitchens may be stored in residence hall rooms, but must be unplugged and clearly NOT in use within the room. Please refer to the Prohibited Items List at the end of this document for additional information concerning which cooking and electrical devices are not allowed in the residence halls.

### **Decorations**

Residents may not post or hang materials in violation of applicable university policies, or state or federal law. Instances of this may be adjudicated through the Student Conduct process.

Please refer to the Prohibited Items List at the end of this document to ensure residence hall policies are not violated when furnishing a residence hall room. Affixing any item to a residence hall surface, such as a wall, ceiling, floor, furniture or door cannot be done using double-stick tape or any adhesive that may remove the finish.

Excessive decorations on room walls can be hazardous. In accordance with State Fire Marshall restrictions, RLH prohibits covering more than 50% of a residence hall room wall. Decorative items may not be used in, on or within 18 inches of the ceiling, lighting, sprinkler heads, conduit lines, pipes or electrical fixtures. Wall hangings, tapestries, blankets, banners and other decorative materials suspended from walls or other vertical surfaces must be flame resistant or noncombustible. RLH prohibits hanging or posting any item in a window except for curtains or drapes with a manufacturer's tag stating that they are made of flame resistant

materials. Painting of University Property is prohibited.

The hallway side of the room or suite door may not be decorated. Only a small message/memo board, not exceeding 200 square inches, may be placed on this side of the door. Both the room number and the nametag created by the RA must remain visible.

VCU is committed to creating and supporting a safe and welcoming campus community for all students, faculty and staff. We work continuously to create an open environment with meaningful opportunities to learn and engage. At VCU it is the responsibility of every member of the community to foster an environment of respect, openness and understanding. VCU is dedicated to creating and promoting an environment free from racism, sexism, ageism, heterosexism, homophobia, ableism and xenophobia.

The University encourages residents to consider the impact that any messages or items posted or displayed in residence hall space communicate directly with neighboring residents, hall mates and staff who pass. To support a safe and welcoming residential community, RLH staff, in consultation with the university Bias Response Team, will provide support for members of the community that have been impacted by bias-related messages in the residence halls, including through voluntary opportunities for educational programs or mediation, as appropriate.

### **Furniture Misappropriation**

Students may not remove university equipment or furniture from its assigned room, suite, lounge or other area within a residence hall. Unauthorized removal of furniture within a building or from one building to another will be considered misappropriation and sanctions/charges may be incurred.

### **Guests**

Beginning August 24, 2021 residents will have access to their assigned residence hall, as well as guest access to additional residence halls. Consistent with the university's health and safety protocols designed to mitigate the risk of COVID-19, until further notice, non-residential students and non-affiliated guests are prohibited from visiting the residence halls.

For the purposes of this policy, a “guest” is defined as (1) a residential student with an active contract who has guest access to the residence hall they are visiting on their VCU ID card or (2) a resident living in the same hall who is visiting bedrooms/suites/apartments to which they are not assigned.

Residents may host guests who have access to their residence hall, if all residents and guests meet the following expectations:

- All residents and guests must abide by all policies while in the residence hall, including the Student Code of Conduct, Guide to Residential Living, posted occupancy limits, and applicable health and safety protocols (wearing face coverings, etc.)
- Residents are permitted to host no more than three guests at any given time, and guests may be hosted in the VCU residence halls for no more than three consecutive nights and no more than six nights total in any 30-day period.
- Residents must have their roommate's consent to invite a guest into a shared suite or apartment.
- If an invited guest violates residence hall or university policy, they must vacate the residence hall immediately. Guests documented for violations of policy will be referred to Student Conduct and may lose their guest access pending investigation.

To promote the health and safety of the residential community, guest access may be further restricted or expanded based on available public health data and guidance. Any changes to access for non-residential students and non-affiliated guests will be communicated to all impacted residents via email.

### **Hall Sports**

Athletic activities are prohibited in and around residence halls including small courtyard areas. Activities are permissible in larger courtyard areas, while maintaining a distance of 25 feet from any structure (building, equipment, or landscaping). Propelling any object(s), including but not limited to footballs, softballs, baseballs, Frisbees and snowballs, in and around residence halls and courtyards is prohibited. Additionally, throwing objects at cars, including snowballs, is a violation of residence hall policy and state law. Skateboarding,

bicycling, roller skating and rollerblading are prohibited inside residence halls.

### **Quiet Hours**

In an effort to provide a conducive learning environment, quiet hours are in place from 9 p.m. – 8 a.m. Sunday through Thursday and 11 p.m. – 8 a.m. Friday and Saturday. Sounds are not to be heard outside rooms during these hours. At all times, “courtesy hours” are in effect so as not to disturb other community members, and residents are encouraged to comply with requests from other residents and/or staff members to lower their volume. Quiet hours may be extended by hall staff before and during examination periods and/or as necessary. Musical instruments and amplifiers are not to be played in the residence halls, including in individual rooms.

### **Smoking**

Smoking, vaping, and the use of all tobacco products is prohibited on VCU property, including inside and around residence halls and inside individual resident rooms. According to the university's Smoke and Tobacco-Free Campus policy, “Smoking” means inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, pipe or any other lighted or heated tobacco or plant product intended for inhalation, including marijuana, whether natural or synthetic, in any manner or in any form. “Smoking” also includes the use of an electronic nicotine delivery system which creates an aerosol, in any manner or in any form, or the use of any oral smoking device for the purpose of circumventing the prohibition of smoking. For more information about the university's smoking policy, visit [tobaccofree.vcu.edu](http://tobaccofree.vcu.edu).

### **Solicitation**

RLH encourages residents to engage in civil discourse within the residence halls as such discourse can strengthen and engage the residential community. However, because RLH prioritizes staff communications to residents and the potential need for emergency response within access-restricted and private areas of the residence halls, RLH will not permit any non-staff member to conduct door-to-door campaigns within the residence halls, no matter the subject or opinion of those campaigns. RLH reserves this method of communication for the essential messages of its

own staff. While it is necessary to restrict the time, place, and manner of discourse within access-restricted and private areas of the residential community in this way, RLH does not restrict speech based on the content or viewpoint of that speech.

### **Student Room Responsibility**

To preserve the health and safety of members of the residential community, residents are responsible for maintaining reasonable standards of cleanliness and safety in their rooms and common areas, including proper garbage/trash disposal and securing of cable, telephone and electrical wiring. RLH may inspect rooms to ensure that residents comply with policies protecting health and safety.

Residents are encouraged to store prescription medications properly (in their original container, with their prescription on the label), and to ensure that prescription medication is secure at all times.

As noted in the Housing Contract, use of a residential facility (including a student's assigned room) for any activity related to business or financial gain is prohibited.

## **ADMINISTRATIVE PROCEDURES FOR RESIDENCE HALL CONDUCT**

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### **Administrative Relocation**

Per the Housing Contract, a resident may be administratively relocated to another residence hall room on campus at any time. The administrative relocation will be issued by RLH staff or another university official.

### **Administrative Contract Cancellation**

A resident whose contract is terminated for any reason, including violation of the terms and conditions of the housing contract or of university policy, must check out properly and vacate the residence hall within 24–48 hours of receiving notice of cancellation unless specifically directed otherwise. Refunds will not be issued when a contract is terminated. Only RLH may cancel a housing contract. A resident may request contract cancellation, but RLH approval is not guaranteed.

### **Ban from Residence Hall(s)**

To preserve the safety and security of the residence hall community, VCU may revoke an individual's

access from a particular residence hall location or from all residential facilities.

A resident will receive notification of the ban via their VCU email or via printed copy of the letter for non-residential students and guests. The printed copy will be available for pick-up at the Central Housing Office in Gladding Residence Center, or delivered to the non-resident via their resident host, if appropriate. Individuals may not be placed on the ban list for more than three years without consultation with the Office for Student Conduct and Academic Integrity and/or VCUPD. Appeals to the ban list must be submitted in writing to the Assistant Director of Residential Life for Conduct.

### **No Contact Directive**

To preserve the safety and security of the university community, VCU may issue a no contact directive between specific members of the community based on information that such contact hinders the ability of any individual to access or participate in university programs, activities, or employment or when the parties mutually agree not to contact each other. A no contact directive includes contact in person, via third party (i.e. friends, relatives, other residents), via telephone, text, letters, email, social media, instant messages, or any other means.

Alleged violation of a no contact directive (including off-campus contact) will be adjudicated under the applicable university policy (i.e., Student Code of Conduct, Interim Title IX Sexual Harassment Policy, Interim Sex-Based Misconduct Policy, etc) and may result in sanctions up to and including expulsion from the university and/or termination of employment, and, for university housing-related matters, administrative relocation or housing contract cancellation.

## **CONTRACT INFORMATION**

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The housing contract is a binding contract. Information about assignments, room changes, housing charges, check-out procedures, and other pertinent information can be found within the Housing contract. Please refer to the details of the current contract with RLH by reviewing the Terms and Conditions on the RLH website.



## RESIDENCE HALL MAIL ADDRESSES

For fastest delivery, use the addresses as listed below. **DO NOT** include the words “Virginia Commonwealth University,” “VCU,” or use the zip code “23284” in the address as this will **DELAY** arrival.

### Ackell Residence Center

Full Name (as it appears on your student account)  
Ackell Residence Center, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### Brandt Hall

Full Name (as it appears on your student account)  
Brandt Hall, Room Number  
710 W Franklin Street  
Richmond, VA 23220-4106

### Broad & Belvidere

Full Name (as it appears on your student account)  
Broad & Belvidere, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### Cary & Belvidere

Full Name (as it appears on your student account)  
Cary & Belvidere, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### Gladding Residence Center

Full Name (as it appears on your student account)  
Gladding Residence Center, Room Number  
711 W Main Street  
Richmond, VA 23220-5508

### Gladding Residence Center III

Full Name (as it appears on your student account)  
Gladding Residence Center, Room Number  
711 W Main Street  
Richmond, VA 23220-5508

### Grace & Broad

Full Name (as it appears on your student account)  
Grace & Broad, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### Johnson Hall

Full Name (as it appears on your student account)  
Johnson Hall, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### Rhoads Hall

Full Name (as it appears on your student account)  
Rhoads Hall, Room Number  
710 W Franklin Street  
Richmond, VA 23220-4106

### West Grace North

Full Name (as it appears on your student account)  
West Grace North, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

### West Grace South

Full Name (as it appears on your student account)  
West Grace South, Room Number  
207 N Laurel Street  
Richmond, VA 23220-4126

**VCU RESIDENTIAL LIFE & HOUSING DIRECTORY****Residential Life and Housing Main Housing Office**

721 W Main Street  
 Richmond, VA 23220  
 Phone: 828-7666  
 Fax: 828-2466  
 Email: [vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu)

Mailing Address:  
 Virginia Commonwealth University  
 Residential Life and Housing  
 Box 842530  
 Richmond, VA 23284-2530

**Ackell Residence Center Area Office**

1100 W. Broad St.  
 Phone: 827-0383  
 Ackell Residence Center Information Desk: 827-0386

**Broad & Belvidere Apartments Area Office**

700 W. Broad St.  
 Phone: 827-2444  
 Broad & Belvidere Information Desk: 827-2790

**Cary & Belvidere Residential College**

301 W. Cary St.  
 Phone: 828-7667  
 Cary & Belvidere Information Desk: 827-9802

**Gladding Residence Center and Gladding Residence Center III Area Office**

711 W Main Street  
 Phone: 827-8282  
 Information Desk: 828-2226

**Grace and Broad Residence Center Area Office**

1000 W. Grace Street  
 Phone: 827-5323  
 Phase 1 Information Desk: 827-7477  
 Phase 2 Information Desk: 827-4695

**Johnson Hall Area Office**

801 W. Franklin St., suite 107  
 Phone: 828-1431  
 Johnson Information Desk: 827-0265

**Rhoads and Brandt Area Office**

710 W. Franklin St.  
 Phone: 827-0974  
 Rhoads/Brandt Information Desk: 828-8442

**West Grace North Area Office**

830 W. Grace St.  
 Phone: 828-7848  
 West Grace North Information Desk: 828-7847

**West Grace South Area Office**

835 W. Grace St.  
 Phone: 827-1759  
 West Grace South Information Desk: 827-8249

For more specific contact information and a listing of area staff, please see the RLH website.





## PROHIBITED ITEMS LIST

To promote the general safety and wellness of the residents and protect university facilities, in addition to any item of which possession in the residence hall is unlawful, RLH specifically prohibits the following general categories and examples of items in the residence halls unless the university has provided an item for resident use:

### Alcohol Containers

- Empty containers for collection or decoration (unless resident is of legal age)
- Kegs

### Alcohol Paraphernalia

- Beer bongs
- Funnels
- Beer/Water pong tables

### Attachments or Affixed Items

- Affixing any item to a residence hall surface, such as a wall, ceiling, floor, furniture or door with double-stick tape or any adhesive
- Exterior aerials or satellite dishes
- Exterior window shades or awnings
- Wall mountings, e.g. for wall-mounted televisions, computer screens, or other appliances or devices

### Bed frames and Mattresses

- Loft Equipment
- Cinder Blocks

### Extension Cords & Multi-Plug Adapters

(except for surge protectors meeting university safety standards)

### Cooking Appliances

*\*The following items may be stored, but not used in the residence hall room. They may only be used in community kitchen areas, where available (Gladding Residence Center)*

- Cooking and heating appliances with no open/exposed heating elements (i.e. rice cooker, instapots, pressure cookers, crockpot, air fryer, etc.)
- George Foreman-type grills, panini press, etc.
- Toasters and toaster ovens

**The following items with an exposed heating element are not permitted to be stored or used anywhere in a residence hall or apartment:**

- Hot plates
- Deep fryers
- Electric frying pans/griddles
- Electric stoves

If unsure about a particular appliance, please consult your Hall Director or Assistant Hall Director.

### Electrical Appliances

- Air conditioners
- Ceiling fans
- Window fans (floor fans are permitted)
- Space heaters
- Halogen torchiere lamps
- Desk lamps with USB charging ports
- USB outlet adapter/extender
- Black Lights and Black Light Bulbs
- Washing machines
- Portable dishwashers
- Electric blankets
- Pools
- Hot tubs
- Waterbeds
- Any other open-coiled appliance

## Firearms and Weapons

(please see the [Student Code of Conduct](#) for a detailed list and the VCU Weapons Regulation policy)

## Flammable Substances

- Lighter fluid
- Gasoline
- Motor and engine oil
- Propane

## Hoverboards

(defined as: self-balancing, battery powered boards known as hoverboards, or any other electric wheeled boards, sometimes referred to as electronic skateboards or scooters, equipped with a rechargeable battery)

- Using, possessing, charging, or storing in the residence hall is prohibited
- Non self-balancing electric skateboards, eBikes, or electronic mobility devices for people with disabilities are permitted

## Neon Sign Lights

## Open Flames and Flammable Decorations

- Non-flame-retardant Curtains
- Wall/Ceiling coverings (please refer to the Decorations section)

- Live plants and trees exceeding two feet
- Candles (lit or unlit)
- Candle wax burners
- Incense (lit or unlit)
- Incense Burners
- Oil lamps (lit or unlit)
- Torches/Camping Stoves
- Plug in air fresheners

## Pets

(except fish in accordance with RLH policy)

## Smoking Devices

- Hookahs
- Tobacco or vaporizer products

## Wireless Routers

Items on the Prohibited Items may be confiscated at the discretion of the department.

The university may require the immediate removal of any other item which it determines to pose a risk to the safety or wellbeing of residents.

*\*\*Information in the 2021-2022 Guide to Residential Living is subject to change. The most up to date Guide to Residential Living can always be found at [housing.vcu.edu](https://housing.vcu.edu).*

