

UNIONWEST COMMUNITY LIVING GUIDE



**LIVE. LEARN.
BELONG.**

UCF DOWNTOWN

VALENCIA COLLEGE

TABLE OF CONTENTS

Table of Contents	2
Welcome Home UCF Knights and Valencia College!.....	5
Mission.....	5
Vision.....	5
Statement of Diversity and Inclusiveness	5
Getting Started.....	6
Decorating Your Room:	6
Exploring the Community:	6
Community Meeting(s):.....	6
Policies and Procedures:	6
Responsibility for Reporting:	6
Inventory:.....	6
Roommate(s):	6
Department of Housing and Residence Life Organization	7
The Assignments Team	7
Financial and Administrative Services: Billings, Collections and Procurement	7
Billing and Collection.....	7
Procurement.....	7
Marketing	7
The Housing and Residence Warehouse unit is responsible for ordering, storing, delivering, and maintaining all needed housing supplies including beds, furniture, and appliances. They are responsible for scanning inventory and asset management of all purchases.....	7
The Mail team	8
Human Resources.....	8
Housing Keys and Facilities	8
Residence Life and Education	8
Staff Structure.....	9
<i>Executive Director, Housing and Residence Life</i>	<i>9</i>
<i>Director, Residence Life and Education</i>	<i>9</i>
<i>Associate Director, Residence Life and Education</i>	<i>9</i>
<i>Assistant Director, Residence Life and Education.....</i>	<i>9</i>
<i>Coordinators and/or full-time USPS.....</i>	<i>9</i>
<i>Assistant Director, Academic Initiative and Living Learning Communities.....</i>	<i>9</i>
<i>Coordinator, Residence Life and Education</i>	<i>9</i>
<i>Coordinator, Selection and Leadership.....</i>	<i>9</i>
<i>Coordinator, Living Learning Communities</i>	<i>9</i>
<i>Program Assistant</i>	<i>9</i>
<i>Office Manager.....</i>	<i>9</i>
<i>Graduate Coordinator, Residence Life and Education</i>	<i>10</i>
<i>Office Assistant (OA).....</i>	<i>10</i>
<i>Resident Assistant (RA).....</i>	<i>10</i>
<i>Residence Hall and Apartment Patrol (RHAP).....</i>	<i>10</i>
Residential Curriculum	11
Educational Priority	11
Learning Goals	11
<i>Community Engagement:</i>	<i>11</i>
<i>Self-Awareness:</i>	<i>11</i>
<i>Equity & Inclusion:</i>	<i>11</i>
Living Learning Communities.....	11
Get Involved with your Residential Community	12
Residence Hall Association and UnionWest Area Council	12
Department and Housing and Residence Life Student Employment Opportunities.....	12
Get Involved – You Belong Here	12
General Information, Resources and Directory	13
General Information.....	13
Unionwest and Creative Village Resource Directory.....	13
Campus Information	13
<i>Safety and Security</i>	<i>13</i>

[Return to Table of Contents](#)

<i>Facilities Operations</i>	13
<i>IT and Classroom Support</i>	13
Dr. Phillips Academic Commons.....	13
<i>Services</i>	13
<i>Departments</i>	13
Communication and Media Building	14
<i>Services</i>	14
<i>Departments</i>	14
UnionWest at Creative Village	14
<i>Services</i>	14
<i>Departments</i>	14
Residence Hall Annual Move-in and Move-Out	15
Resident Move-In Checklist Prior to Arrival	15
Resident Move-In Checklist Upon Arrival	15
Equipment Rental	15
Resident Move-Out Checklist	15
Donations	16
Abandoned Items	16
Health, Safety and Accessibility	17
Visitors and Guests	18
Policy:	18
6 th Floor Residence Life Desk Services:	18
UnionWest 6 th Floor Skydeck	19
Policy:	19
Procedures:	19
University of Central Florida Police Department.....	20
Fire Safety	20
Cooking and Safety: Tips to Avoid Smoke Alarms.....	20
Smoke Free Campus	20
UnionWest Parking	21
Overnight Parking at UCF Downtown and Valencia College Downtown Campus	21
Community Standards and Expectations.....	22
Community Living Guide Regulations.....	22
1. Alcohol.....	22
2. Animals & Pets	23
3. Beds	23
4. Bicycles.....	23
5. Computer Usage.....	23
6. Controlled Substances	23
7. Disruptive Conduct.....	24
8. Electrical & Appliances	24
9. Failure to Comply	24
10. Failure to Report	24
11. Fire Safety	24
12. Gambling	25
13. Games & Sports.....	25
14. Hazing.....	25
15. Harmful Behavior.....	25
16. Housekeeping.....	25
17. Identification	25
18. Illegal Entry & Trespassing	26
19. Keys	26
20. Noise.....	26
21. Recording Others	26
22. Room Changes	26
23. Room Use Prohibitions	27
24. Sexual Misconduct	27
25. Smoking	27
26. Solicitation.....	27
27. Transportation.....	27
28. Vandalism & Theft.....	27
29. Visitation & Guests	27
30. Weapons	28

31. Windows and Screens.....	29
Student Care Services.....	30
Title IX procedures.....	30
Student Conduct and Academic Integrity.....	30
Community Living Guide Student Conduct Appeals Process.....	31
Violation of the UCF Housing Community Living Guide (CLG)	31
Description:.....	31
1. Process Review:.....	31
2. New Information Review:	31
What to Submit:	31
How to Contact:	31
Associated Deadlines:	31
Assessment of Fees for Damages or Other Charges	32
Description:.....	32
What to Submit:	32
How to Contact:	32
Charges	32
Your Room, Your Rights, Your Facilities.....	33
Your Room.....	33
Decor:	33
Ceilings:	33
Walls, Doors and Adhesives:	33
Authorized Search:.....	33
Cleanliness:.....	33
Liability:.....	33
Personal Property:.....	33
Room Entry:	33
Apartment/Roommate Agreement:	33
Storage:	33
Weather:.....	34
Your Rights	34
Accommodations:.....	34
Communicable or Contagious Illness:	34
Rights and Responsibilities:	34
Your Facilities.....	34
Exterior Room/Apt. Doors:	34
Evacuation Locations:	34
Furniture:.....	34
Air Quality:.....	35
Personal Property:.....	35
Recycling:	35
Trash Removal:.....	35
Video Surveillance:.....	35
Facility Services.....	36
Cable TV:	36
Internet:	36
Community Spaces:.....	36
Floor television monitors and Bulletin Boards:	36
Exterminator Services.....	36
Game Day.....	36
Grills	36
Kitchens:	36
Laundry Facilities:	36
Lock Outs:.....	36
Mail: Mailboxes are located on the first floor of Union West. Mail is delivered Monday through Friday. Residents will be issued a P.O. Box where mail and packages can be received. Residents who receive a package, will receive an email to their university email account. Your UnionWest address will look like this:	37
Maintenance Requests:	37
Contact Us	37



WELCOME HOME UCF KNIGHTS AND VALENOIA COLLEGE

Living in a UCF residence hall or apartment gives you the opportunity to get involved in a community and enjoy many exciting experiences. In addition, the on-campus community helps you form lifelong friendships and lasting memories. The Housing and Residence Life staff is here to assist you, but we recommend that you take the lead by participating, listening to others, sharing your experiences and knowledge, adhering to the community's expectations and being a role model for others.

At the core of our identity, the Department of Housing & Residence Life believes UnionWest residents must become active, engaged, and productive global citizens. This priority drives our programmatic, administrative, and student learning framework. By becoming active, engaged, and productive global citizens, UCF housing residents can go on to be an asset to themselves, their families, their community, and their world.

Mission

The mission of the Department of Housing and Residence Life is to provide residents with safe, inclusive housing communities that foster student success through innovative living and learning opportunities.

Vision

The Department of Housing and Residence Life will be the premier experience for residents to live, learn, and become tomorrow's global citizens.

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

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

Statement of Diversity and Inclusiveness

The Department of Housing and Residence Life values the diverse community of the University of Central Florida. We strive to engage students, staff, and campus partners in fostering an experiential learning community that is focused on diversity, inclusion, and social justice education. DHRL will achieve this through supporting a culture that encourages the exploration of social identities, articulates the value of inclusive communities, and practices effective cross-cultural engagement. The Department of Housing and Residence Life will continue to uphold our commitment to cultural competence through our residential priority of global citizenship.

GETTING STARTED

Certain responsibilities are assumed when moving into residential communities. Many of these principles and responsibilities are highlighted in this guide.

Decorating Your Room:

We want you to make your room your own. We encourage you to read the "Community Standards" (e.g. Electrical Appliances, Fire Safety, Alcohol, Paraphernalia) as they contain specific expectations regarding your space.

Exploring the Community:

Each community's layout is unique. It is important to locate your mailbox, laundry room, vending machines, common areas, community office, and study space. Trash/recycling areas will be designated in each community.

Community Meeting(s):

Community meetings serve the purpose of disseminating important information to residents regarding safety, security, and community living standards/processes. Attendance is strongly encouraged to ensure that all residents are equipped with the necessary knowledge to be successful. The opening floor meeting is where you will get to know your resident assistant

(RA) and the other students living on your floor or in your building. In these meetings, students will be invited to participate in community development decisions and review important information essential for student success. At a closing meeting, you will learn more about the proper move-out procedures.

Policies and Procedures:

Once you arrive, you are expected to read all residence hall policies and regulations, learn what services are offered in the offices, and understand how to contact the community office staff." We recommend you familiarize yourself with the office location and it's processes.

Download the pdf of The Golden Rule Student Handbook at

<https://sdescms.smca.ucf.edu/goldenrule/wp-content/uploads/sites/64/2019/06/goldenrule1.pdf>

Responsibility for Reporting:

As an active community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF Police Department. In instances where you feel comfortable addressing your peers (e.g. noise, room-mate conflict), we encourage you to have the conversation on your own first before involving staff as it can empower you and, in many cases, alleviate the issue. Once you report another person for an alleged crime or policy violation, Housing and Residence Life cannot guarantee your anonymity as all reported allegations will be confronted and the resident has the right to be presented with the full disclosure of information held against them.

Inventory:

Prior to move-in, the staff will complete an inventory on your room/suite/ apartment. Read this document carefully and consult with staff if you have any inquiries or concerns. You are responsible for immediately reporting any damages in your room, apartment or common area. Any discrepancies in your inventory at move-out will be reviewed by the staff to assess charges accordingly.

Roommate(s):

We encourage you to reach out to your roommate(s) prior to your arrival. This can be helpful in coordinating items to bring, in addition to setting the foundation for the relationship that will be formed over the coming year. Building this relationship is important and takes commitment as well as compromise. Once in your space, contact your RA if you have any concerns

[Return to Table of Contents](#)

DEPARTMENT OF HOUSING AND RESIDENCE LIFE ORGANIZATION

Living in a university residence hall or apartment gives you the opportunity to get involved on campus, form lifelong friendships and make the most of your college experience. The Housing and Residence Life staff is here to support you. We recommend participating, listening to others, sharing your experiences and knowledge, adhering to the community's expectations and being a role model for others in your residential community.

The Department of Housing and Residence Life is comprised of 450+ student staff and full-time employees serving a residential population of approximately 12,400 students across 12 vibrant communities. DHRL has nine distinct units that work collaboratively to ensure that our residential students are receiving the best customer service, while living in a safe and academically supportive environment.

UnionWest will have residential life staff on location 24 hours a day, 7 days a week, 365 days a year. The UnionWest Residence Life Staff will feature a talented team made up of one Fulltime Coordinator, one Graduate Coordinator, one Office Support Assistant, 14 Resident Assistants, Security Guards and overnight student staff.

The Assignments Team coordinates, manages, and updates all processes involved in assigning rooms.

Financial and Administrative Services: Billings, Collections and Procurement

Billing and Collection is the unit in Housing that handles collections, payment plans, and processing cancellation fees. This unit receives and manages payments for residents on campus & works closely with Housing Assignments.

Procurement is the unit in Housing that handles all purchasing and accounts payable functions for the Department.

Marketing Branding, Strategy, and Design are the three main goals of Marketing. UCF Marketing ensures the integrity of the UCF brand, increases the university's visibility, enhances revenues, attracts students, engages alumni, creates cost-saving opportunities and connects UCF to the community through strategic communication and partnerships. It is our mission to tell the UCF story locally, statewide, nationally and internationally across multiple media and through a variety of channels.

The Conference Services Program partners with the Central Florida community over the summer to provide educational 'live-in' opportunities for various camps, conferences, and non-UCF scholars. Student athletic camps make up most of the groups. Some of the community partners include UCF Athletics, Accounting Careers Awareness Program (ACAP), The Orlando Ballet intensive study camp, and The College Reach Out program, which prepares underrepresented middle and high school students to pursue and complete a college education. Also, when students from other universities intern in Orlando, they can apply for UCF summer intern housing on the Rosen or Main Campus.

The Housing and Residence Warehouse unit is responsible for ordering, storing, delivering, and maintaining all needed housing supplies including beds, furniture, and appliances. They are responsible for scanning inventory and asset management of all purchases.

[Return to Table of Contents](#)

The Mail team provides mail and package services to the students in all staffed mail centers on-campus (Apollo /Libra, Academic Village, Lake Claire, and West Plaza) and the off-campus locations (Rosen, Northview, and UnionWest). When students are given a room assignment on-campus, they will be assigned a PO Box at UnionWest. The mail center is where students will go to sign for and pick up packages. All on-campus mail centers have priority mail/flat rate envelopes and boxes available for students. Shipping labels for these items can be purchased via the USPS website.

Human Resources supports and upholds UCF's goals by fostering a positive and engaging work environment while identifying and responding to the changing needs of our diverse community. The Human Resources Unit processes new hires, ePAFs (electronic personnel action forms), job, pay rate, and supervisor changes, electronic employee record keeping, terminations, assisting employees in understanding benefits and taxes, and timesheet and payroll processing.

Housing Keys and Facilities is responsible for programming Persona cards, and student IDs for room access and different community access. Persona cards are often in the form of a student ID card or employee ID. These cards are like a "smart card", and can be used on campus for buying meals, checking out library books and gaining access into resident halls and rooms.

The Housing Keys Maintenance Mechanics issue rekeys when requested, change Persona door batteries, program, and update door locks. They also repair broken locks, handles, hinges, ADA buttons and bars, and will address any other housing door issues.

Key services is located in the Main Campus Housing Services Building, Neptune 159. The Housing Services Building and can be reached at (407) 823-1239.

Residence Life and Education provides supervision and resident services in the living units and promotes the personal growth and development of each resident through intentional programming efforts. In partnership with other units within the larger university community, Residence Life strives to foster scholarship as a fundamental purpose, instills a sense of community, and supports individual integrity and excellence.

One of the most important aspects of the residence life experience is participation in the planning and implementation of residence hall and apartment programs. The residence life staff offers an assortment of fun and educational activities throughout the academic year. The residence life staff in each community plan events and activities for their residents throughout the year. Our residence life staff has been carefully selected and trained to make life on campus a pleasant and positive experience.

STAFF STRUCTURE

Executive Director, Housing and Residence Life - This position has a comprehensive responsibility for the management of university owned, managed, and leased/affiliated housing. Comprehensive responsibility for residence life and education provided in affiliated housing.

Director, Residence Life and Education - This position directs and provides leadership for the overall residence life program at UCF owned, leased, managed, and affiliated housing. The director ensures student safety, student learning and success, as well as the creation and success of living learning communities. This position is also responsible for student conduct in Housing and Residence Life, residence life policies and procedures, crisis management, and departmental assessment.

Associate Director, Residence Life and Education - This position is responsible for directing recruitment, selection, training, and supervision of the Assistant Directors of residence life who work in the administration of the residential facilities and residence life program. The director ensures that the residential communities are operating in a manner that is consistent with university rules and regulations and departmental guidelines and policies.

Assistant Director, Residence Life and Education - This position is responsible for recruiting, selecting, training, developing and supervising Coordinators of Residence Life and Education, Graduate Residence

Coordinators and/or full-time USPS - Staff in University Housing; will be responsible for supporting and assisting with policy creation, implementation and assessment; will oversee, review and participate in crisis response during business hours, nights and weekends for incidents that occur in and around university owned, managed and affiliated housing; will assist with the design, implementation and assessment of the community development model; will monitor and communicate all facility needs and concerns in a timely fashion; will participate in and support all student staff, professional staff and university trainings.

Assistant Director, Academic Initiative and Living Learning Communities - This position is responsible for coordinating our academic initiatives, living learning communities and overseeing our residential curriculum.

Coordinator, Residence Life and Education - Responsible for the residential education of students living in assigned area of responsibility through the supervision, selection, training, and evaluation of graduate students, resident assistants, office staff, and residence hall and apartment patrol and the implementation of the departmental residential curriculum. Management of community office. This position must live in a University housing owned or affiliated assigned facility.

Coordinator, Selection and Leadership - Responsible for student staff recruitment, selection, training, evaluation processes, new staff orientation, and assessment of residence life programs and services.

Coordinator, Living Learning Communities - This position is responsible for assisting with the oversight and coordination of all living learning communities.

Program Assistant - The Program Assistant assists and supports the Director of Residence Life, Associate Director, and Assistant Director team. Responsibilities include scheduling, assisting with travel paperwork, preparing reports and financial data, as well as administrative tasks related to recruitment and training initiatives and recognition activities.

Office Manager - This position is responsible for administrative and customer service support for the Department of Housing and Residence Life.

Graduate Coordinator, Residence Life and Education - The Graduate Assistant is a live-in position designed for a Bachelor's level professional enrolled full-time in a graduate level program at UCF. GA's supervise student staff, support community development, serve in crisis response rotation and assist in facilities management. The Graduate Assistant's primary responsibility is to assist the Coordinator in community development and administration of all residence life activities, programs and operations.

Office Assistant (OA) - The Office Assistant works at the front desk in each community and assists with day-to-day operations. OAs answer phones, handle lockouts, submit work orders, schedule appointments, speak with guests and answer questions.

Resident Assistant (RA) - The role of the Resident Assistant is to be a community facilitator for the students living on campus at UCF. RAs do this through answering questions about housing or the University, spending time getting to know students and their interests and by offering planned activities and events that are both fun and educational. The RA has information to help solve housing problems, providing resources available to students, and has experience with the UCF academic system. The RAs are also responsible for administering and enforcing housing and university policies.

Residence Hall and Apartment Patrol (RHAP) - The Resident Hall and Apartment Patrol staff members are students who have been hired to assist in monitoring community safety from 12:00 a.m. to 8:00 a.m. daily. The RHAP staff makes frequent rounds through all the facilities and maintains radio contact with the UCF Police. They respond to minor problems and enforce housing and University policies.

UnionWest Valencia students are eligible to apply for all Residence Life Student Staff Positions. Please visit the community office to learn more about how you can join the UnionWest team!

DHRL Staff Directory - <https://www.housing.ucf.edu/staff-directory/>



RESIDENTIAL CURRICULUM

As part of living with us at UnionWest, you will have the opportunity to participate in our Residential Curriculum. The Residential Curriculum is designed to be an intentional approach to student learning where you will be able to engage and learn in and outside of the classroom. Our Educational Priority in Housing and Residence Life is "As a result of living with us on campus at UnionWest, students will become engaged global citizens." To help you achieve this goal, our residence life staff focus on 3 key concepts: Community Engagement, Self-Awareness, and Equity & Inclusion. Residents can learn something new by attending community meetings, talking with their RA, taking part in on-campus events, or even just looking at bulletin boards and community newsletters. By actively participating, residents are learning and growing in ways that only being a part of the on-campus community can provide. Below is a brief overview of our Residential Curriculum.

Educational Priority

As a result of living on campus at Union West, students will become engaged global citizens.

Learning Goals

Community Engagement: Each student will be able to

- Identify strategies for developing and maintaining healthy relationships
- Describe opportunities to engage in their communities
- Manage conflict effectively
- Positively contribute to increasingly globalized communities

Self-Awareness: Each student will be able to

- Articulate their personal identities in relation to others
- Describe strategies to foster their well-being
- Effectively manage their emotions in relation to others
- Discuss the impact of their behavior on others

Equity & Inclusion: Each student will be able to

- Identify their social identities in relation to others
- Communicate effectively across difference
- Discuss how privilege and oppression function in communities
- Work toward greater equity in their communities

Living Learning Communities

Living Learning Communities (LLCs) are intentionally developed communities designed to immerse students in shared academic pursuit or common interest. Students can join an LLC prior to their arrival on campus as a way to connect with faculty, staff, and peers in an intentional way. You will also have direct access to resources and engagement activities that are specific to your LLC population. UCF Housing and Residence Life develops LLCs in collaboration with divisional, university, and community partners. The Inkelas Model, proposed by Dr. Karen Inkelas (2018) provides a framework designed to maximize the effectiveness of Living Learning Communities on student retention, graduation, and postbaccalaureate success.

[Return to Table of Contents](#)



GET INVOLVED WITH YOUR RESIDENTIAL COMMUNITY

Join our team! Our department has a range of opportunities to get residents involved and connected on campus. Visit your community office to learn more.

Residence Hall Association and UnionWest Area Council

RHA is a student organization made up of community area councils. RHA is charged with promoting unity across the residence halls, improving your living experiences at the UCF Downtown Campus, and providing educational and social events. Joining this organization is a great way to get involved, gain leadership experience, develop organizational skills, and make lifelong friends. Learn more about RHA at www.facebook.com/RHAUCF.

Area Council is intended to be the representative voice of the students living in an assigned housing area. Area Council is a subset of the Residence Hall Association (RHA) and will follow all guidelines as set forth in the RHA Constitution and RHA Policy Book. RHA strives to provide residents with a living experience that compliments their academic experiences through programming, leadership opportunities, and advocacy. Each Area Council is advised by the Coordinator of Residence Life of Education/Graduate Assistant of that community. Each Area Council is allotted a certain dollar amount per resident to be used on social programming or advocacy efforts as determined by the residents of that assigned community. Area Council is open to both UCF and Valencia students living at UnionWest.

Department and Housing and Residence Life Student Employment Opportunities

Research shows that living and/or working on campus is positively correlated with student success – retention and graduation. Additionally, all of our student staff employment positions provide opportunities to develop work skills and experiences that will be important for graduate study or entry into the workforce. Many of our student position applications are open on a rolling basis. Visit your UnionWest Residence Life office or speak with any of our staff to learn more about these exciting opportunities. For information on employment opportunities, please contact: <https://www.housing.ucf.edu/employment/>.

Get Involved – You Belong Here

UnionWest will have a wide selection of opportunities to get involved on the Creative Village Campus. We encourage you to visit or contact the following offices that are located on site at UnionWest.

GENERAL INFORMATION, RESOURCES AND DIRECTORY

General Information

The Residence Life 6th Floor Office at UnionWest will have available residence life staff between the hours of 8am-5pm. Between the hours of 5 pm and 8 am, there is one assistant director - two full time coordinators, two graduate coordinators, 2 resident assistants, 2 RHAPs, and 1 level two security guard available to assist residents and respond to emergencies. The 1st floor residential desk will be staffed 24 hours a day. Residence Life contact information will be posted throughout the residential floors in UnionWest.

Unionwest and Creative Village Resource Directory

Campus Information	
Address	500 W. Livingston Street Orlando, FL 32801
<u>Safety and Security</u>	
Police	(407) 823-5555 Dial 911 for Emergencies
Security	(407) 235-3800
<u>Facilities Operations</u>	
Work Control <i>Facilities Work Orders can be completed online or called into the Work Control Number</i>	(407) 235-3610 http://fo.ucf.edu/crform
<u>IT and Classroom Support</u>	
IT Support Center <i>Computer or Classroom Support can be requested by calling the IT Support Center and choosing Option 5 or by submitting a request through ServiceNow.</i>	(407) 823-5117 *OPT 5 https://ucf.service-now.com/ucfit
Copier Services <i>Having trouble with your device or running low on supplies? Submit a ticket or order supplies online through UCF Copier Services.</i>	(407) 823-5072 https://copiers.busserv.ucf.edu/
Dr. Phillips Academic Commons	
Address	528 W. Livingston Street Orlando, FL 32801
Building Hours	7AM – 7PM 7PM – 11PM with STUDENT ID
Building Security	(407) 235 – 3700 Located in the East Building Lobby
<u>Services</u>	
Faculty Development	DPAC 261
Faculty/Staff Hoteling Suite	DPAC 350
IT and Classroom Support	DPAC 274 (407) 823-5117 *OPT 5
Library	DPAC 265 (407) 235-3720
Learning Support Center	DPAC 330 (407) 235-3725
Tech Lending	DPAC 250 (407) 823-5117 *OPT 5
Writing Center	DPAC 320 (407) 235-3730
<u>Departments</u>	
CCIE Dean's Office	DPAC 302 (407) 823-2835
Health Management & Informatics	DPAC 401 (407) 823-2359
Legal Studies	DPAC 430 (407) 823-1670

[Return to Table of Contents](#)

Public Affairs Doctoral Program	DPAC 440	(407) 823-5821
School of Public Administration	DPAC 446	(407) 823-2604
UCF Downtown Administration	DPAC 304	(407) 823-3573
Valencia General Education	DPAC 340	(407) 582-5008
Communication and Media Building		
Address	500 W. Livingston Street Orlando, FL 32801	
Building Hours	7am – 5pm 5pm – 11pm with STUDENT ID	
Building Security	(407) 235 – 3600 Located in the Building Lobby	
<u>Services</u>		
NSCM Maker Space	CMB 178	(407) TBD
<u>Departments</u>		
Communication	CMB 168	(407) 823-6100
C.R.E.A.T.E.	CMB 122	(407) 235-3603
F.I.E.A.	CMB 115	(407) 235-3580
Games and Interactive Media	CMB 168	(407) 823-6100
NSCM Director’s Office	CMB 200	(407) 823-1711
UnionWest at Creative Village		
Address	601 W. Livingston Street Orlando, FL 32801	
Building Hours	7AM – 11PM	
Building Security	(407) 235-3800 Located in the Building Lobby	
<u>Services</u>		
First Stop Student Services	UWCV 105	(407) 235-3810
• <i>Admissions, Financial Aid, Registration</i> • <i>Orientation and General Advising</i>		
Student Success and Engagement	UWCV 200	(407) 235-3820
• <i>CCIE Advising</i> • <i>Career Services, First Year Experience</i> • <i>Campus Activities, Student Organizations, Social Justice</i> • <i>Integrative Academic Center for Engagement (iACE)</i> • <i>NSCM Advising</i>	(407) 823-3723 (407) 823-0101 (407) 823-2681	
Testing and Accessibility Services	UWCV 210	(407) 235-3825
• <i>Accessibility Services</i> • <i>Standardized Testing and Make-up Testing</i>	(407) 823-2371	
Well-Being	UW 200	(407) 823-4638
• Student Conduct & Care Services	UW 245	(407) 823-2311
• Counseling and Psychological Services	UW 245	(407) 823-2701
• Student Health Services	UW 246	(407) 235-3830
• Recreation & Wellness Center	UW 246	(407) 235-3830
• Wellness & Health Promotion Services	UWCV 314	
• Reflection Room		
<u>Departments</u>		
School of Culinary and Hospitality	UW 415	(407) 582-1707
Housing and Residence Life Education	UWCV 615C	(407) 235-3623
• Coordinator, Housing and Residence Life	UWCV 615B	(407) 235-3622
• Graduate Coordinator, Housing and Residence Life	UWCV 615A	(407) 235-3621
• Marketing/Assignments Coordinator, Housing and Residence Life		
VC Campus President	UW 544	(407) 582-1277

RESIDENCE HALL ANNUAL MOVE-IN AND MOVE-OUT

For detailed move-in/out information and dates about residence hall openings and closings please visit our housing website www.housing.ucf.edu/movein/ or your Residence Life Community Office. UnionWest is an annual community and operates on a 11.5 month housing agreement. Residents are not expected to vacate their assignment unless they are either checking-out of housing or moving to a different assignment between the Summer B/C and Fall semesters. Requests for stay overs must be submitted to the UnionWest Coordinator via email.

Prior to move-in, and once every semester, the staff will complete an inventory on your room/suite/apartment. Read this document carefully and consult with staff if you have any inquiries or concerns. You are responsible for immediately reporting any damages in your room, apartment or common area. Any discrepancies in your inventory at move-out will be reviewed by the staff to assess charges accordingly.

Resident Move-In Checklist Prior to Arrival

- Reach out and introduce yourself to your roommate
- We encourage you to reach out to your roommate(s) prior to your arrival. This can be helpful in coordinating items to bring, in addition to setting the foundation for the relationship that will be formed over the coming year. Building this relationship is important and takes commitment as well as compromise. Once in your space, contact your RA if you have any concerns. Any concerns regarding your roommate, or, roommate conflicts will be addressed through the roommate mediation policy or the student conduct resolution process at Valencia College.
- Prepare for move-in by visiting <https://unionwest.ucf.edu/move-in/> to find a suggested packing list, furniture dimensions, directions, and MORE!

Resident Move-In Checklist Upon Arrival

- Visit check-in station or community office to receive room keys and supplemental information.
- Download the UCF mobile app on your phone.
- Review shuttle and bus locations, routes and schedules.
- Ask office or residential staff for the time and location of the first community meeting and convocation.
- Check UCF maps and bus schedule to identify the location of classes and plan accordingly.
- Add emergency contact and missing person contact ASAP: UCF students add to your MYUCF and Valencia students add in the Housing Portal.
- Add important numbers to your mobile devices.
- Develop an emergency plan and prepare a bag for emergency university, campus or residential closures.
- Ask our staff lots of questions?

Equipment Rental

We encourage arriving students and families to bring their own moving equipment (e.g. hand trucks). Some equipment will be available for use at UnionWest on move-in day. Failure to return equipment, or returning broken equipment will result in a student account charge of \$250.00.

Resident Move-Out Checklist

- UnionWest at the Creative Village residents agree to an 11.5 month annual housing agreement. Residents are not expected to move-out of their space through the academic year except between Summer to Fall if resident is changing assignments.
- Residents that are checking out of UnionWest should complete the following before departure:

[Return to Table of Contents](#)

- Remove all belongings and trash from the assigned space and community areas (e.g. kitchens and living rooms).
- Schedule check-out meeting with the community office after ALL belongings and trash have been removed from the assigned space and community areas.

Donations

Upon check-out many residents find they no longer are in need of items and look for opportunities to donate gently used appliances and clothing to those in need. Unionwest will partner with community neighbors to identify dates and times for donations.

Abandoned Items

Housing and Residence Life is not responsible for abandoned or lost items after a resident has vacated their assignment. In some cases, DHRL will collect and pack items and store for no longer than 30 days. Items that are not retrieved after 30 days will be discarded or donated.

Donation items include:

Clothing

Non-Perishable foods

Household items:

Small appliances
Office supplies
Kitchen utensils
Cookware
Games
Bedding

**Students may donate to the
KnightsPantry by contacting**

<https://studentunion.ucf.edu/knights-pantry/>

**For larger items, please notify
Housekeeping & Recycling Services for removal.**

407-823-6099



HEALTH, SAFETY AND ACCESSIBILITY

The safety of our students is a top priority. The University prides itself in creating a community that is welcoming and secure. UnionWest has staff available 24 hours a day to assist residents with any concerns that may arise.



An effective residence hall security program depends on:

- ✓ Cooperation from all community members.
- ✓ An alert community.
- ✓ Staff supervision.
- ✓ University Police assistance and response.

We have taken steps to provide you with a safe and secure place to live on campus. We call upon all members of our community, including you, to help keep our home safe and secure. By following a few common-sense precautions to safety, the residence halls and apartments will remain, as they are, a safe place for everyone to live. If one resident chooses to prop a door or forgets to close it, they are leaving the rest of the hall exposed to dangers.

As an active UnionWest community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF or Orlando Police Department(s). In instances where you feel comfortable addressing your peers (e.g. noise, room-mate conflict), we encourage you to have the conversation on your own first before involving staff as it can empower you and, in many cases, alleviate the issue. Once you report another person for an alleged crime or policy violation, Housing and Residence Life cannot guarantee your anonymity as all reported allegations will be confronted and the resident has the right to be presented with the full disclosure of information held against them. If you have a concern regarding retaliation, please contact your community office to discuss this matter.

Safety features of UnionWest include but are not limited to:

- Access Control Exterior Door.
- Desks that are staffed throughout the day and evening.
- Strategically placed video cameras.
- State of the art Fire and Life Safety Equipment.
- Scheduled rounds conducted by staff after hours, on weekends and during university holidays.
- 24 Hour Staff Access and Assistance.
- Visitation and Guest Policy.

Here are some additional safety tips:

- Never walk alone at night and do not let friends walk alone.
- Avoid dimly lit or unlit areas on campus.
- Never prop open outside doors of your residence hall.
- Report unescorted or un-familiar persons to the staff immediately.
- Be familiar with the blue light emergency phones on campus and use them.
- Call UCF PD at 407-823-5555 or 911 for any emergency situation.
- Always lock the door and secure your valuables when entering and/or exiting your apartment or vehicle.
- Inform 911 or UCFPD for any safety or life-threatening situations.
- Report anything out of the ordinary to your community office. "See Something, Say Something."

[Return to Table of Contents](#)

Visitors and Guests

Our visitation and guest policy is designed to:

- Support our overall safety goals
- Keep track in real time all occupants in our residential facilities in case of an emergency
- Maintain a safe and academically centered environment

Policy:

- ✓ UnionWest residents and RAs must register guests at the residential first floor front desk with proper photo identification from both the host and the guest. The acceptable forms of identification include: UCF/Valencia College student ID's, U.S. government issued driver's license, state issued identification card, passport/visa, or military identification.
- ✓ Hosts are defined as UnionWest residents. Only UnionWest residents are eligible to host guests on UnionWest residential floors.
- ✓ Hosts are expected to accompany guests within UnionWest at all times, including checking out a guest.
- ✓ Guests are defined as anyone who is not a UnionWest residential student. Guests will be issued a wristband to be worn for the duration of their visit.
- ✓ Hosts must register all guests at the residential first floor front desk at the conclusion of a visit. This includes if host/guests are planning to return to register/out repeatedly.
- ✓ Hosts assume full responsibility for their guests conduct and subject to all UCF rules and regulations.
- ✓ Hosting overnight guests for more than three consecutive nights and/or seven nights in a given semester is prohibited.
- ✓ Individuals without proper identification will NOT be permitted to enter the residence hall
- ✓ Minors under the age of 18 without photo identification will need to provide written permission from a parent/guardian to access the residence hall.
- ✓ Failure to comply with the above policy will result in a CLG violation.

1st Floor Guest and Check-In Desk Procedures:

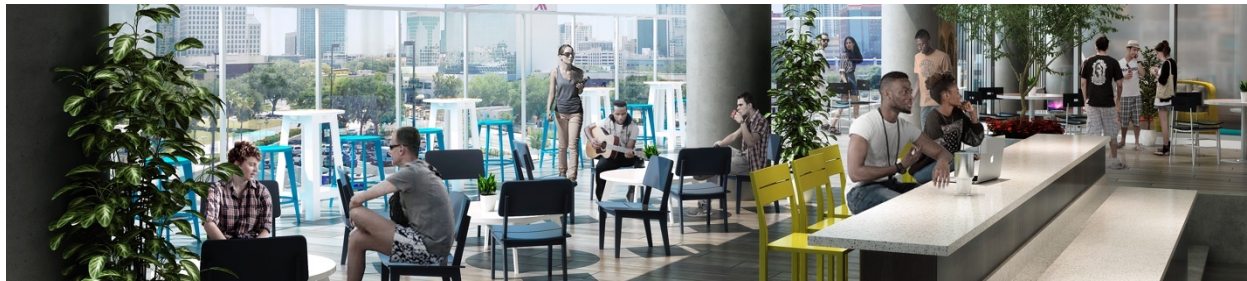
- Residents are expected to accompany their guest at all times.
- Residents must come downstairs to greet and register in/out guests.
- Resident and guest must provide an acceptable form of identification.
- Residents must register in/out guests each time they enter/exit the facility.
- Security staff asks the guest for a photo ID.
- Guests will be provided a wristband to be worn throughout the duration of the visit.
- The acceptable forms of identification include: *UCF/Valencia College student ID's, U.S. government issued driver's license, state issued identification card, passport/visa, or military identification.*
- Complete the required information in the Guest Log via the StarRez Visitor Module.

6th Floor Residence Life Desk Services:

- Staffed by Office Support Assistant and Student OA's
- Maintenance Requests
- Emergencies
- Lost and Found
- Lockouts
- After the 3rd lockout, residents will be assessed \$10 to their student account
- Equipment Check-Out Log
- Bins
- Vacuum Cleaner

[Return to Table of Contents](#)

UnionWest 6th Floor Skydeck



Policy:

- The Union West 6th Floor Outdoor Patio hours for use will be as follows:
 - Monday through Friday: 8:00am-9:00pm
 - Saturday and Sunday: Reservation only and open access from 5pm-9pm
- Residents using the 6th Floor Outdoor Patio space will refrain from participating in disruptive conduct defined as: a behavior that adversely impacts the daily operations of residential communities
- Residents using the 6th Floor Outdoor Patio space will uphold all expectations as stated in the UCF Community Living Guide
- The 6th Floor Outdoor Patio space will only be accessible to UnionWest residents
 - Union West residents are not limited to the number of guests that they can have so long as maximum occupancy of the patio is not exceeded and the behavior of the resident and guest(s) does not interfere with another individual resident's ability to use the space
 - Hosts of guests assume full responsibility for their guests conduct and familiarity with rules and policies as guests are expected to observe UCF and Housing and Residence Life policies

Procedures:

- Department of Housing and Residence Life (DHRL) staff will have access to and be responsible for opening and closing the 6th Floor Outdoor Patio at the following times:
 - Monday-Friday: Open at 8:00AM, Close at 9:00PM
 - Saturday and Sunday: Open at 5:00PM Close at 9:00PM
 - Reservations can be made by residents for specific events can be made in advance to allow access between the hours of 8:00AM and 5:00PM on Saturdays and Sundays.
 - Reservations can be made during business hours with DHRL staff on StarRez
 - Department of Housing and Residence Life staff members will check the 6th Floor Outdoor Patio for any active facilities and/or safety concerns during the 8PM and 10PM week/weekend night rounds and also during the daytime weekend rounds
 - Residents are allowed to have food and beverages on the 6th Floor Outdoor Patio. They will need to ensure that they clean up after themselves prior to leaving the space
 - Alcohol will not be permitted on the 6th Floor Outdoor Patio space



University of Central Florida Police Department

Established in 1973, the UCF Police Department currently employs approximately 75 sworn law enforcement officers, serving over 67,000 students, 11,000 employees and thousands of visitors every year. UCFPD will work closely with Orlando Police Department and Fire Safety to provide the highest level of service to the UnionWest Community. UCFPD will have a substation on site at the Creative Village and are responsible for actively patrolling the Creative Village Campus.

For non-emergencies call UCF PD: (407) 823-5555

For emergencies call: 911

Fire Safety

All residents of UnionWest are expected to abide by state and federal fire safety laws. Residents and/or their guests found to have violated laws will be subject to criminal prosecution and immediate removal from all university housing. Residents are responsible for the guest behavior and may incur student conduct charges or fees associated with their guest(s) behavior.

Cooking and Safety: Tips to Avoid Smoke Alarms

1. Always turn on the vent above your oven/stove.
2. Never leave cooking food unattended.
3. Check the oven/stove prior to use to ensure it is empty and clean.
4. Turned off all kitchen appliances when finished cooking.
5. Follow all microwave and food preparation instructions.

If the smoke detector is accidentally triggered and there is no fire:

1. Call the community office immediately.
2. Identify yourself, your location and that a smoke detector is sounding.
3. Turn on vent/fan and open windows, as able, to clear any smoke.
4. Do not prop the apartment door open as smoke may set off the full building alarm, which may result in a charge.

Fire alarms that result in a fire engine being dispatched can result in a student account charge of \$375.00

Smoke Free Campus

In recognition of the health risks caused by smoking, the University of Central Florida provides a smoke-free environment for its faculty, staff, students and visitors. Our smoke-free policy promotes the health and comfort of the university community and our guests. This includes medicinal products.



UNIONWEST PARKING

Residents of UnionWest have the opportunity to reserve assigned, 24-hour parking spaces in the privately-managed UnionWest garage, which is attached to the building. The resident rate for a space is \$110 per month, below market for the downtown area. This offer is limited to residents of UnionWest and is not available to non-residents. Parking reservations will be taken on a “first come” basis. To reserve a spot, please e-mail UnionWest@platinumparking.us.

Overnight Parking at UCF Downtown and Valencia College Downtown Campus

Overnight parking is not permitted in the UCF parking garages or in the City garages at Creative Village. As a reminder, for residents who plan to bring a car to campus, the UnionWest garage is the only overnight parking option on-campus. Each resident of UnionWest can lease one assigned parking space in the UnionWest garage, which is attached to the building and provides convenient and controlled access to student housing.

These 24/7 reserved spaces are grouped in a designated area of the parking garage and the leasing of your assigned parking space runs concurrent with your student housing agreement.

Students with UnionWest parking passes will be permitted to park in Student “D” (green) parking lots and unreserved parking garages on UCF’s main campus for the 2019-2020 academic year. Students with “R” permits will be to park at UCF Downtown in the “D” green lots and unreserved parking garages for the 2019-2020 academic year. For additional information, please visit: <https://unionwestatcreativevillage.com/parking-transit/>.

[Return to Table of Contents](#)



COMMUNITY STANDARDS AND EXPECTATIONS

Community Living Guide Regulations

Before or shortly after your arrival, you are expected to have read your UnionWest housing Community Living Guide.

There are several other guidelines set forth by the Department of Housing & Residence Life. These include, but are not limited to, the content included in our housing agreements, living learning community expectations and agreements, website and all verbal and written instructions from University staff and as stated in the Community Living Guide. Additionally, violations of University policy or local, state, or federal law will be enforced by all University staff.

Residents who are found in violation of community standards or university policy will be subject to educational or punitive sanctioning, as well as, the administrative cancellation of their housing contract.

DHRL has the right to change or add policies throughout the academic year. Residents will be notified of any changes in community standards in writing.

All UnionWest guests and residents will be held to the same community standards and policies as outlined in the DHRL housing agreement, DHRL Community Living Guide. However, due to the differences in relationship between UCF and students enrolled versus those students who are simply residents at UnionWest and not otherwise enrolled at UCF, different processes may be implemented by UCF to address housing conduct violations by the different types of residents.

1. Alcohol

- a) The possession or consumption of alcoholic beverages by anyone under the age of 21 is prohibited.
- b) The manufacturing and/or selling of alcoholic beverages is prohibited.
- c) Providing alcohol to individuals under the age of 21 is prohibited.
- d) Possession or consumption of alcohol, regardless of age, in a shared space where individuals under the age of 21 is prohibited.
- e) Possession of common source alcohol containers (e.g. kegs, party balls) is prohibited.
- f) Possession or display of alcoholic paraphernalia (e.g. beer funnels, beer bongs, beer pong tables) is prohibited.
- g) Residents of legal drinking age are prohibited from consuming alcohol in the presence of underage guests.
- h) Possession or consumption of alcohol, regardless of age, outside of an assigned space (e.g. lounges, hallways, community centers, pools, saunas, sky decks, balconies, courtyards) is prohibited.
- i) Residents are not permitted to possess, display, or decorate their rooms with empty alcohol containers, alcoholic paraphernalia, or alcoholic propaganda (e.g. beer funnels, beer bongs, beer pong tables, posters, and shot glasses).

[Return to Table of Contents](#)

Alcohol will be disposed of by staff/university official when individuals violate the policy above. Students present in a room, suite, apartment or general vicinity that contains alcohol may be found in violation of the aforementioned policy.

2. Animals & Pets

- a) All animals, with the exception of fish, are prohibited in UCF residential communities.
- b) All aggressive and poisonous fish are prohibited.
- c) Possession of fish tanks over 10 gallons is prohibited to a single resident.
- d) Feeding, touching, harassing, injuring, or killing any wildlife on campus is prohibited.

The prohibition of pets in residential communities does not apply to the use of an assistive animal. If you require the use of an assistive animal, you must contact the assignments staff in the Department of Housing and Residence Life (DHRL) to ensure your compliance with the proper registration and approval procedures. DHRL assignments staff will communicate final approval prior to the assistive animal moving into the residential space. Failure to comply with pet policy and guidelines will result in the administrative cancellation of your housing contract and a referral to the Community Living Guide Process. Residence Life Staff are authorized to enter spaces to verify the presence or removal of an unauthorized animal.

3. Beds

Residents may not raise, lift or alter beds by any method (e.g. concrete blocks, bed risers, platforms). The bed height on a Twin XL junior loft bed may be adjusted by contacting your community office or placing a work order. The maximum height cannot exceed 2nd to the top rung. Any bed in which the underside of the foundation is over 30 inches from the floor must have guardrails on both sides and the wall-side guardrail must be continuous.

4. Bicycles

- a) Bicycles are to be stored within the bicycle storage room on the 1st floor.
- b) Bicycles are prohibited from being locked or chained to anything other than the university approved bicycle racks.
- c) Any leased, owned, rented, or borrowed bicycles are prohibited to be stored within UCF residential communities.
- d) Rented, leased, borrowed, or owned bicycles are prohibited from being locked to anything other than the university approved bicycle racks.

Bikes that are located in unapproved areas or are not registered will be removed by UCF Police or authorized personnel. You can register your bicycle at police.ucf.edu/PropertyReg.html.

5. Computer Usage

All personal wireless connections (e.g. routers, tethering, splitters) are prohibited in residential communities. Residents should be mindful of the wattage for their gaming and computer systems inside of the residence halls.

UnionWest at Creative Village and UCF Downtown Campus has explicit guidelines regarding proper computer usage. Refer to the Downtown Campus Computer Use and Technology Guidelines.

6. Controlled Substances

- a) The use, presence, possession, manufacture, sale, or distribution of illegal drugs, controlled substances, and/or any natural or synthetic compounds is prohibited.
- b) Prescription drugs taken outside of their intended use or by anyone other than the patient are prohibited.
- c) All non-prescription drugs taken outside of their intended use as identified on the packaging or as directed are prohibited.
- d) The possession of any drug-related paraphernalia (e.g. bongs, syringes, pipes, scales, grinders, inhalant, or vape pens, and rolling papers) is prohibited.

Alleged drug violations are subject to the full extent of law enforcement, student conduct violations, and Housing and Residence Life Agreement violations, including housing agreement termination. Students will be responsible for termination fees as well as the remaining balance of the current term's rent and must vacate the residential facility within 72 hours of being found in violation.

Additionally, students present in a room, suite, apartment or general vicinity that contains controlled substances may be found in violation of the policy.

7. Disruptive Conduct

Behavior that adversely impacts the daily operations of residential communities is prohibited: Repeat or flagrant violations may be subject to additional disciplinary action.

8. Electrical & Appliances

- a) Possession or use of unapproved electrical devices is prohibited.
- b) Octopus, torchiere lamps, and Light bulbs or lamps that utilize halogen gas are prohibited.
- c) Appliances with exposed elements (e.g. coils) are prohibited in any area not designated as a kitchen.
- d) Appliances exceeding 1,000 watts are prohibited.
- e) Refrigerators exceeding five cubic feet are prohibited.
- f) All decorative, holiday, and battery-operated string lights are prohibited.
- g) Scented plug-ins are prohibited.
- h) 3-D printers are prohibited.
- i) All induction cooking devices are prohibited in residence hall rooms.

to Underwriters' Laboratories (UL) standard: Extension cords/surge protectors Extension Cords must have three prongs and contain an internal circuit breaker, not exceed 6 outlets, not have cracked or exposed wires, burn marks, loose connections, or other damage, and the electrical load on strip must be less than 20 amps. For more information, see "Fire Safety".

9. Failure to Comply

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

10. Failure to Report

Failure to report violation(s) of the student code of conduct, community living guide, and/ or University policies to university officials is strictly prohibited. Failure to report includes students present within or around residential communities when a violation(s) occurs. Additionally, students may be found responsible for the corresponding violation(s). At UnionWest, all community members are expected to report any behavior that violates community standards, UCF policy, or, Valencia College policy.

11. Fire Safety

- a) Starting a fire, activating a fire alarm without due cause, or falsely reporting a fire to University or emergency response officials is prohibited and can result in a minimum \$300 fine. Fines may be issued by University staff, the fire marshal, or emergency personnel.
- b) Tampering with, destroying, damaging, or misusing emergency or safety equipment (e.g. smoke/heat detectors, fire extinguishers, or sprinkler heads) is prohibited.
- c) Failure to evacuate or re-entering into a building without authorization by University or emergency response officials during a fire alarm or drill is prohibited.
- d) Possession of, storing, manufacturing, distributing or using all explosives, firebombs, destructive devices, flammable liquids, open flame sources (e.g. candles, incense), live cut trees, or hazardous substances is prohibited.
- e) Possession or use of space heaters in residential communities is prohibited.
- f) Splicing into or altering the electrical wiring in residential communities is prohibited.
- g) Failure to monitor cooking food or take precautionary steps while cooking (e.g. turning on vents, opening windows) is prohibited.
- h) Blocking the egress of balconies, hallways, stairwells, and doors is prohibited.

- i) Wall decorations covering more than twenty percent of each individual wall is prohibited.
- j) Curtains used in hallways, windows, or as partitions are prohibited.
- k) Affixing any items to the ceiling that can cause a fire, interfere with fire suppression system, or act as an accelerant is prohibited.

If your bedroom does not have doors on the closet, you may put up curtains using a tension rod; however, the rod must be 20 inches from the ceiling in order to allow the sprinkler full coverage in the event of a fire. Residents must use grounded three-prong extension cords and/or surge protectors and may not have extension cords placed under carpet or furniture. Additionally, students may be responsible for all costs associated with damage.

12. Gambling

Gambling is prohibited in Union West.

13. Games & Sports

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

14. Hazing

Hazing is prohibited within all UCF residence halls.

Hazing or any action or situation that recklessly or intentionally endangers the mental or physical health or safety of a student for purposes including, but not limited to, initiation or admission into or affiliation with any organization operating under the sanction of a postsecondary institution, as prohibited by 1006.63, F.S., Section 4 of the Rules of conduct, and Valencia Policy 6Hx28:10- 17.

15. Harmful Behavior

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

16. Housekeeping

- a) Failure to maintain a clean and healthy residential space is prohibited.
 - (1) Remove all trash from apartment on a weekly basis
 - (2) Store open food properly; store items such as open snacks (i.e. chips, cereal) and other food items in plastic containers.
- b) Leaving personal trash in any public or shared areas is prohibited.
- c) Failure to remove trash and/or recycling to designated outdoor containers is prohibited.
- d) Storing of personal items in public or shared areas (e.g. hallways) is prohibited.
- e) Engaging in intentionally unsanitary conduct is prohibited.
- f) Residents cannot refuse custodial and maintenance services.
- g) Failure to remove your personal items from sinks, showers, and floors during posted cleaning days is prohibited.

Failure to keep a clean and healthy living space will result in additional charges due to additional housing maintenance assistance.

17. Identification

- a) Failure of students and guests to present proper University or government issued identification to UnionWest staff upon request is prohibited.
- b) Lending or borrowing a UCF/Valencia student identification or government issued identification is prohibited.
- c) Knowingly supplying any false and/or misleading identification information is prohibited.
- d) Persons without proper identification will be considered trespassing and the UCF Police will be notified. Misrepresented or supplying false UCF student identification or government issued identification will be confiscated by University staff.

[Return to Table of Contents](#)

18. Illegal Entry & Trespassing

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

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

19. Keys

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

Housing Key Services is located on the Main Campus. This office is responsible for setting and scheduling all access patterns for residential spaces. Visit your community office for access.

20. Noise

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

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

21. Recording Others

Recording and/or distributing another person's image or voice without their permission, when a reasonable expectation of privacy exists, is strictly prohibited and subject to student conduct violations.

22. Room Changes

- a) Residents are prohibited from changing their assignments or moving into another room/apartment without the preapproved authorization of their community coordinator or community office.
- b) Residents will adhere to and follow the steps of the room change process as outlined by housing assignments.
- c) Residents that are found in violation of unauthorized room changes will be subject to student conduct violations, including but not limited to, administrative reassignment, administrative contract cancelation or conduct contract termination.

Room changes are coordinated with you community office and housing assignments. All unauthorized room changes are strictly prohibited. Students seeking a room change should visit the community office on the 6th floor of Union West. Room changes that are sought, due to a roommate conflict will be addressed through the roommate mediation policy.

23. Room Use Prohibitions

- a) Permanent and semi-permanent (e.g. painting, removing, altering, or stacking furniture) alterations to rooms or apartments.
- b) Subletting.
- c) Actively seeking and/or operating on-site businesses.
- d) Use of a vacant or empty space, including furniture.
- e) Any action that interferes or impedes the room placement process.
- f) Relocation of any common area furniture.
- g) Residents propping exterior doors to living spaces, while not present in the room is prohibited.
- h) Mounting items to walls or housing furniture is prohibited.
- i) **Hall Common Areas:** Decorating the residence hall lobby, pod, breezeway or lounge is prohibit-ed without approval from Housing and Residence Life staff.

Charges will be assessed for any repairs or cleaning required to return the space to move-in ready condition. Room Use violations may result in fees incurred by student. These fees are calculated based upon several factors including any repairs or cleaning required to return the space to move-in ready condition. Move-in ready is defined as: furniture, closets, common space, etc. are clean and available for a new roommate to utilize upon move in. If a vacancy exists in your room or apartment, UCF Housing and Residence Life, and, reserves the right to assign a new roommate at any time.

24. Sexual Misconduct

All forms of sexual misconduct, abuse, harassment, exploitation, intimidation, stalking, or coercion is strictly prohibited. Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination in compliance with Title IX.

UCF Golden Rule defines stalking behavior as an individual who willfully, maliciously, and repeatedly engages in a knowing course of conduct directed at a specific person which reasonably and seriously alarms, torments, or terrorizes the person, and which serves no legitimate purpose.

25. Smoking

All smoking, including, e-cigarettes, juuls, any type of inhalant pens, inside the resident halls, entry ways, or within 30 feet of the residential facilities is strictly prohibited. For more information on the UCF smoke-free policy, visit <http://smokefree.sdes.ucf.edu/>. This includes the use of medicinal products.

26. Solicitation

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

27. Transportation

- a) All unauthorized motorized vehicles outside of any designated parking zones are prohibited.
- b) Maintenance of motorized vehicles in residential communities is strictly prohibited.
- c) Use of non-motorized transportation (skateboards, longboards, bicycles, scooters, rollerblades, etc.) in residential facilities is prohibited.
- d) Hoverboards, boosted boards, or any electronic, self-balancing scooters may not be charged, operated, stored, or used in or around UCF owned, affiliated, or managed communities. Motor vehicles in unauthorized parking zones will be towed at owner's expense.

28. Vandalism & Theft

The willful destruction, defacement, or theft of any public or private property is prohibited.

29. Visitation & Guests

- a) Unescorted guests are prohibited.
- b) Hosting overnight guests for more than three consecutive nights in a given semester is prohibited.
- c) Hosting overnight guests for more than seven nights in a given semester is prohibited.

[Return to Table of Contents](#)

- d) Having more than two overnight guests at a time is prohibited.
- e) Cohabitation by anyone other than the individual assigned to that room is prohibited.
- f) Gatherings that exceed the designated occupancy of a residence hall room and/or apartment is prohibited.
- g) Residents are personally and financially responsible for their guest's behavior and any violations of Housing and Residence Life policy caused by their guests. The roommate's rights to privacy, sleep, and study take precedence over the rights of a host to have a guest.

Our visitation and guest policy is designed to:

- Support our overall safety goals
- Keep track in real time all occupants in our residential facilities in case of an emergency
- Maintain a safe and academically centered environment

Policy:

- ✓ UnionWest residents and RAs must register guests at the residential first floor front desk with proper photo identification from both the host and the guest. The acceptable forms of identification include: UCF/Valencia College student ID's, U.S. government issued driver's license, state issued identification card, passport/visa, or military identification.
- ✓ Hosts are defined as UnionWest residents. Only UnionWest residents are eligible to host guests on UnionWest residential floors.
- ✓ Hosts are expected to accompany guests within UnionWest at all times, including checking out a guest.
- ✓ Guests are defined as anyone who is not a UnionWest residential student. Guests will be issued a wristband to be worn for the duration of their visit.
- ✓ Hosts must register all guests at the residential first floor front desk at the conclusion of a visit. This includes if host/guests are planning to return to register/out repeatedly.
- ✓ Hosts assume full responsibility for their guests conduct and subject to all UCF rules and regulations.
- ✓ Hosting overnight guests for more than three consecutive nights and/or seven nights in a given semester is prohibited.
- ✓ Individuals without proper identification will NOT be permitted to enter the residence hall
- ✓ Minors under the age of 18 without photo identification will need to provide written permission from a parent/guardian to access the residence hall.
- ✓ Failure to comply with the above policy will result in a CLG violation.

1st Floor Guest and Check-In Desk Procedures:

- Residents are expected to accompany their guest at all times.
- Residents must come downstairs to greet and register in/out guests.
- Resident and guest must provide an acceptable form of identification.
- Residents must register in/out guests each time they enter/exit the facility.
- Security staff asks the guest for a photo ID.
- Guests will be provided a wristband to be worn throughout the duration of the visit.
- The acceptable forms of identification include: *UCF/Valencia College student ID's, U.S. government issued driver's license, state issued identification card, passport/visa, or military identification.*
- Complete the required information in the Guest Log via the StarRez Visitor Module.

30. Weapons

- a) Possession, storage, manufacture, or use of weapons or munitions is prohibited in residential facilities.
- b) Use of items to cause fear or harm to others is prohibited.
- c) Use of kitchen knives outside of kitchen areas or for any reason other than cooking is prohibited. Chef's knives are required to be kept in a soft carrier or block when not in use.
- d) The shipment or receipt of any weapons to the resident's PO Box is strictly prohibited.

Weapons include, but are not limited to: guns (e.g. BB/Pellet guns, nerf, water, airsoft, paintball), sporting/hunting, edged (e.g. knives, swords), blunt (e.g. martial arts, night stick), pocket knives, tasers, and stun guns. Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination.

31. Windows and Screens

- a) Obscuring, decorating, covering or blocking windows in any way is prohibited. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
- b) Use of windows as an entrance or an exit, except in an emergency, is prohibited
- c) All tampering with or removal of window screens, latches, or other apparatus is prohibited.
- d) Opening windows while running the HVAC system is prohibited.

Windows must remain closed and locked with the exception of an emergency or to ventilate smoke.

STUDENT CARE SERVICES

To provide comprehensive and consistent care for students experiencing academic, financial, or personal challenges, Student Care Services (SCS), under Student Rights and Responsibilities, provides support to students identified as needing additional on-campus or off-campus resources.

Student Care Services staff and Housing and Residence Life partner to provide support for students who may need additional resources.

More Information about Student Care Services can be found here:

<https://scs.sdes.ucf.edu/downtown/>.

TITLE IX PROCEDURES

Title IX is a federal law that prohibits discrimination based on the sex (gender) of employees and students of educational institutions that receive federal financial assistance. Title IX's prohibition of sex discrimination includes prohibition of sexual harassment and sexual violence. Sexual harassment is unwelcome conduct of a sexual nature and can include unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature, including rape and sexual assault.

UnionWest @ Creative Village does not tolerate sex discrimination, sexual harassment or sexual violence of any kind. This prohibition is further explained in the University of Central Florida's Prohibition of Discrimination, Harassment and Related Interpersonal Violence.

Any student, faculty, or staff member with questions or concerns about the applicable University policies or who believes that they have been the victim of sex discrimination, sexual harassment, or sexual violence is encouraged to contact the their College or University Title IX Coordinator or any Housing and Residence Life Staff Member.

More Information and Resources can be found at: <https://letsbeclear.ucf.edu/> or <https://valenciacollege.edu/about/equal-opportunity-title-ix/support.php>.

STUDENT CONDUCT AND ACADEMIC INTEGRITY

The Office of Student Conduct and Academic Integrity (SCAI) is a division of the Office of Student Rights and Responsibilities. SCAI provides educational opportunities that foster individual growth, ethical development and personal accountability while promoting the core values of the university: integrity, scholarship, community, creativity, and excellence.

Student Conduct and Housing and Residence Life may partner to provide and support students in UnionWest.

UCF Residents who may have violated university policies may visit the Student Conduct and Academic Integrity office for more information and instructions regarding student conduct appeals processes.

<https://scai.sdes.ucf.edu/downtown-campus/>.

[Return to Table of Contents](#)

COMMUNITY LIVING GUIDE STUDENT CONDUCT APPEALS PROCESS

The Department of Housing and Residence Life staff in conjunction with The Office of Student Rights, Responsibilities and the Dean of Students' office will provide educational opportunities that foster individual growth, ethical development and personal accountability. The foundation of the student conduct process is rooted in the UCF Creed: Integrity, Scholarship, Community, Creativity, and Excellence. It is your responsibility to consider the impact of your actions on the community.

Violation of the UCF Housing Community Living Guide (CLG)

Description:

Students found responsible for a Housing Community Living Guide policy violation may appeal the decision. Appeals that fail to meet at least one of the following criterion will not be reviewed. Violations and original sanctions will stand. Charges connected to a CLG, student code of conduct, or Rules of Conduct (ROC) violation where the resident was found responsible cannot be appealed. Failure to adhere to instructions and dates provided in the original outcome/sanction letter may result in additional sanctions. An appeal will need to satisfy one or more of the following:

1. Process Review:

On an additional page, describe in detail the irregularities in stated procedures that could have affected the outcome of the hearing. An appeal approved on this ground may result in a new meeting.

2. New Information Review:

an additional page, describe the new and relevant evidence and how you believe it could affect the outcome of the meeting. Only new information, which was not available at the time of the original meeting and could not have been presented, will be considered. Any information already presented at the meeting will not be accepted as mitigating circumstances.

What to Submit:

A link to the appeal form will be provided in the decision letter.

How to Contact:

If you have any problems with the form, please contact your community's Coordinator, Residence Life and Education.

Associated Deadlines:

The appeal form with supporting explanation is due within 2 business days.

ASSESSMENT OF FEES FOR DAMAGES OR OTHER CHARGES

Description:

Students who wish to appeal any charge for damages or other charges should go to the Coordinator, Residence Life and education of the community from which the damage assessment and corresponding fees were issued. If a student speaks to the Residence Life and education Coordinator and still wishes to appeal, they may submit a charge appeal to the Department of Housing and Residence Life at housing@ucf.edu. The information for that process may be found online at <http://www.housing.ucf.edu/costs/cancellation>.

What to Submit:

Students should submit any materials and/or documentation that supports their appeal with a written letter or email.

How to Contact:

Once students are directed to enter the cancellation fee appeals process, they can appeal via the following methods:

- 1. Mail:**
12851 Gemini Boulevard South
Housing Administrative Appeals Board
Housing and Residence Life
P.O. Box 163222
Orlando, Florida 32816-3222
- 2. Fax:** 407.823.3831
- 3. Email:** housing@ucf.edu
- 4. Hand Delivery:**
12851 Gemini Boulevard South
Building 73, Housing Administration Building
Housing and Residence Life

CHARGES

Other

• Additional cleaning	\$250
• Administrative charge	\$100
• Bicycle in room	\$25
• Failure to follow move-in move-out procedure	\$25+
• Fire alarm	\$300+
• Lock outs (after 3 times)	\$10
• Overnight guests	\$30/night
• Rental rate late charge	\$100
• Trash	\$25/bag
• Unapproved pets	\$150+
• Unauthorized room change	\$200
• Vandalism	Labor/materials

Tech

• DTA remote replacement	\$25
• DTA box replacement	\$55
• DTA power cord replacement	\$10

Replacement Keys

• UnionWest bedroom	\$75
• Mailbox	\$50

** Charges are subject to change. Please see your community office for more information on charges.*



YOUR ROOM, YOUR RIGHTS, YOUR FACILITIES

Your Room

You must follow the guidelines below in order to keep maintenance problems to a minimum and to protect your room from damage.

Decor: Be considerate of creating a safe space. This can pertain to your decorations, as some images, words and content may offend others. Additionally, any possession and/or display of stolen property such as construction materials (cones, signs, etc.), street signs and shopping carts are violations of the Community Living Guide.

Ceilings: You are not permitted to affix decorations or any other item to the ceiling.

Walls, Doors and Adhesives: You are ultimately responsible for your room. In order to reduce charges, UCF Housing encourages residents to use "Painter's" tape to hang decorations.

Authorized Search: Your property is not subject to search without your consent, unless a search is conducted by appropriate law enforcement officers with a legal search warrant or in accordance with existing Florida law. Housing and Residence Life staff will never conduct these searches.

Cleanliness: Housekeeping will augment your daily cleaning practices, but you are responsible for promoting a clean and well-maintained living environment. Residents should regularly vacuum, dust, wash clothing, clean dishes, remove garbage/recycling, and discard old food items from residential spaces.

Liability: You are responsible for your property, as the University is not liable for damage to or loss of personal property, failure or interruption of utilities, or for injury or inconvenience to persons (except to the extent set forth in Florida Statutes, section 768.28.1979). Consider getting personal (renters) insurance coverage if you are not covered under a preexisting policy (homeowners' policy). Any instance of lost, missing, or stolen property should be reported to UCF Police and the community office.

Personal Property: In an emergency situation, university officials may move your belongings to protect life and property of all residents. The UCF Housing and UCF Facilities staffs reserve the right to define an emergency situation. You are encouraged to maintain personal renter's insurance for the replacement of personal property.

Room Entry: Authorized University of Central Florida, state and local representatives, and Valencia representatives may enter your room for a variety of purposes, including but not limited to: posted "plain view" room inspections, fire code enforcement, maintenance purposes, occupancy verification, lockouts, and in emergency situations.

Apartment/Roommate Agreement: All students must complete a roommate agreement each time a new roommate is assigned to the space. Apartment/Roommate agreements will be completed with your RA and will be reviewed at the beginning of each semester or as often as needed.

Storage: Storage is not provided by UCF Housing.

[Return to Table of Contents](#)

Weather: In a weather emergency, you are responsible for your own safety. Signing up for UCF Alert or Valencia Alert will assist in notification and preparation. Prior to a hurricane's arrival, students who are able to safely travel home must do so. Ride Out Locations will be provided for students who are unable to get to another safe location. You must comply with staff instructions and requests during a weather emergency.

For more information regarding campus emergencies or severe weather events, please visit the UCF Office of Emergency Management website <https://emergency.ucf.edu/>.

Your Rights

Accommodations: If you feel you need an accommodation, please contact your Coordinator, Residence Life and Education to help you navigate the process.

Communicable or Contagious Illness: Students diagnosed with a communicable illness proving to be a health threat to other residents may be relocated to a temporary housing assignment. Staff will make every effort to maintain privacy of a student who has knowledge of testing positive for any communicable illness. The temporary relocations process may begin by University staff or by student disclosure.

Rights and Responsibilities: The UCF Department of Housing and Residence Life recognizes that students living in residential communities have certain rights that are not to be infringed upon by fellow community members at any time. These rights include:

- a. The right to have a safe and secure environment
- b. The right to have well-maintained facilities
- c. The right to sleep during the night
- d. The right to study in rooms, apartment, and common areas without being disturbed during hours designated as "quiet hours"
- e. The right to privacy
- f. The right to address grievances
- g. The right to pursue personal and academic achievement
- h. The right to be informed of community events or planned disruptions
- i. The right to access one's assigned living space during all times their building is open

The Department of Housing and Residence Life recognizes that students living in residential communities have certain responsibilities in their relationship to other community members and to their environment. These responsibilities include:

- a. Promoting a community environment that is open and safe to all members
- b. Ensuring another community member's ability to sleep and study
- c. Addressing situations or behaviors that violate the Community Living Guide in a respectful manner
- d. Maintaining one's self in a manner that is not disruptive to the community
- e. Abiding by the University Policy on Prohibited Harassment, including Sexual Misconduct, and Discrimination <https://sdescms.smca.ucf.edu/goldenrule/wp-content/uploads/sites/64/2019/06/goldenrule1.pdf>

Your Facilities

Exterior Room/Apt. Doors: Only Housing and Residence Life approved door decorations and properly affixed message boards will be allowed on your exterior door facing community space.

Evacuation Locations: Each individual building will have its own evacuation location and must be at least 300 feet from your building. Evacuation muster locations can be found listed in residents' rooms.

Furniture: You are responsible for the UCF furniture in your room, suite or apartment or common space. All furniture must remain in your room. Housing and Residence Life staff will not remove or store university furniture.

Air Quality: To prevent air quality issues, residents should keep relative humidity indoors below 60%. In order to accomplish this, all residential students should:

- Dry all personal belongings (e.g. shoes, towels) before putting them away.
- Address leaks and moisture issues by submitting a work order to facilities.
- Keep air vents free from obstruction.
- Turn on bathroom ventilation system when in use.
- Keep windows closed at all times.
- Keep thermostat set between 72-74 degrees and on AUTO at all times.
- Keep wet towels in the bathroom for ventilation system to dry and reduce moisture into bedrooms.
- Keep room and common spaces clean.
- If mold is present, residents are responsible for submitting a work order as soon as possible at <http://fo.ucf.edu/crform>.

Residents should report any issue with the heating, ventilation, air conditioning systems, doors, or windows. Residents should also report musty smells in the residential spaces, even if mold or mildew is not evident.

Residents are responsible for damage to the residential space and their personal property resulting from the failure to comply with the terms of this paragraph.

Personal Property: Remove all personal belongings upon move out. Items left in residential facilities after closing will be subject to disposal/donation and additional move-out charges.

Recycling: Students are encouraged to separate recycling and place it in an appropriate recycling bin. See your RA or community office for further information on recycling.

Trash Removal: Students must remove all personal trash from their assigned unit and common areas. All trash must be placed in the trash room. Please utilize the trash chutes to dispose of trash bags. Cardboard and other large items are not permitted in the trash chute.

Video Surveillance: Your community may be equipped with a number of closed-circuit TV cameras. These cameras have been installed for the purpose of recording events for later viewing. Do not rely upon these cameras for the safety of your person or property.

FACILITY SERVICES

Cable TV: All university residential facilities are wired for digital TV. However, residents must supply their own television and cable wires (coaxial or HDMI) to connect their televisions to the digital adaptor. Your room is provided with a single residential digital adaptor box and remote.

Internet: To connect to the internet, residents will need to know their NID and NID password. Rooms are equipped with Wi-Fi and/or Ethernet ports. UCF does not provide Ethernet cords. In order to connect to the internet in your room, you will need to create an account at onboardtoday.com/unionwest. Once you have created an account, you will be able to access all service details including how to connect to the internet with your personal username and password. If you experience trouble creating an account or connecting to the internet, please call 407-289-0674 and a representative will be able to assist you 24/7.

Community Spaces: Some common spaces are equipped with digital TV and may be available for residents to use. UCF Housing staff will post signage on doors if the space is unavailable for student use. Community spaces may not be used for outside meetings (including student organizations) or personal functions unless approved by the Coordinator for Residence Life and Education or their designee.

Floor television monitors and Bulletin Boards: UCF Housing and Residence Life utilizes bulletin boards as a method of communication. Only staff may add or remove posted items on boards. Residents are allowed to utilize the television monitors in common spaces.

Exterminator Services Residential facilities are serviced for pests on a regular basis. For pest concerns between treatments, contact the community office and do not attempt to exterminate the pests. To minimize pests, residents must maintain a clean living space.

Game Day UCF Housing staff reserve the right to enforce all Community Living Guide policies on UCF Football Game Days. For more information, visit the Game Day website at www.ucfgameday.com.

Grills Some UCF communities provide stationary grills for resident use. Students wishing to use a grill must first speak with a staff member in the community office. Residents must supply all grilling materials. Grills, propane, and lighter fluid cannot be stored in residential facilities. After you are finished using the grill, it must be cleaned thoroughly. Grills are not provided at UnionWest.

Kitchens: Community kitchens are available in select areas for use by current residents. Community kitchens are to be used for the preparation of food only. Additionally, residents who use community kitchens are required to clean up after themselves before leaving. To avoid any pest issues, please remove trash/recycling on a frequent basis and clean hard surfaces to remove any food debris.

Laundry Facilities: Each community is equipped with KnightCash operated laundry facilities. For KnightCash information and refunds, visit the UCF card services at ucfcard.ucf.edu. For coin refunds or to report a problem with laundry services, visit your community office.

Lock Outs: If you are locked out of your room, go to your community office on the 6th floor for assistance. Residents will need to present a photo ID to get into your room. After three lockouts in one semester, students will be charged \$10 for every subsequent lock out.

Mail: Mailboxes are located on the first floor of Union West. Mail is delivered Monday through Friday. Residents will be issued a P.O. Box where mail and packages can be received. Residents who receive a package, will receive an email to their university email account. Your UnionWest address will look like this:

UnionWest Mail Center, # XXX
601 W. Livingston St., Ste. # 113
Orlando, FL 32801

Maintenance Requests: To report any maintenance concerns, contact Facilities Operations at www.fo.ucf.edu or visit your community office.

CONTACT US

HOUSING AND RESIDENCE LIFE
P.O. Box 163222
Orlando, FL 32816-3222

Voice: 407-823-4663
Fax: 407-823-3831

housing.ucf.edu
Division of Student Development and Enrollment Services