



**granville**  
TOWERS  
The Place To Be at UNC



**2011-2012  
Resident Handbook**

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**W**e enthusiastically welcome you to the beginning of a new year at Granville Towers. For over four decades we've been providing superior living and dining accommodations to Carolina students. Our staff understands the challenges that you are facing as you continue to pursue your academic goals. To make your life easier, our staff is committed to providing you with the highest level of comfort, cleanliness, and convenience possible. We encourage you to make use of the numerous services available at Granville Towers, and to participate in the variety of activities which the Resident Advisor Staff will schedule during the year.

In accordance with our partnership with the Department of Housing and Residential Education and the Division of Student Affairs at UNC-CH, we seek to provide an environment where all people, regardless of race, religion, sexual orientation, gender, economic status, political background, and/or disability, will respectfully co-exist in a safe community that fosters the educational ideals of the University.

During the academic year, Granville Towers houses nearly 1300 students. As a member of this special, goal-oriented community it is in the best interest of each individual to comply with our rules and regulations. These rules exist to ensure each individual a pleasant environment in which to live, work, and study.

The information contained in this handbook will assist you in obtaining necessary information on Granville's services and amenities, rules and regulations, emergency procedures, and general information regarding Granville Towers and the University of North Carolina.

# STAFF DIRECTORY

**We're happy to have you with us, as together we  
strive to make this a fantastic year for everyone!**

General Manager .....	Kelly Stasko
Assistant General Manager .....	Allison Kenney
Operations Manager .....	Tyler Phillips
Director of Sales and Marketing.....	Erin Angel
Janelle Briscoe.....	Community Director for West Tower
Sarah Hoffarth.....	Community Director for East & South Towers
Maintenance Director.....	Danny Edwards
Resident Services Manager.....	Nita Skillman
Resident Services Manager.....	Janna Walsh
Director of the Agora.....	Mark Lamprecht
Agora Operations Manager.....	Brandon Wilson
South Desk Receptionist (day).....	Kadia Kaloko
South Desk Receptionist (evening).....	Kim McMillan
West Desk Receptionist.....	Mandi Baird
DIVERSCO Housekeeping Account Manager .....	Cindy Hall

## FREQUENTLY CALLED NUMBERS

Financial Aid Office .....	962-8396
Granville South Desk .....	370-4500
Dean of Students Office .....	966-4042
Point to Point (P2P) Shuttle .....	962-7867
Health Services.....	966-2281
UNC Athletic Ticket Office .....	962-2296
Undergraduate Library .....	962-1355
University Cashier.....	962-1368
University Registrar.....	962-8396

\* All numbers have a 919 area code.

## ***Check In/Check Out***

Before you arrived, your Resident Advisor went through your room and made notations on a form called the Room Condition Report form. You received the pink copy of this during move-in. Please take the time to read all the comments and notations concerning your room which were recorded by your RA. Please make sure this form is an accurate listing of your room, as it will protect you from being charged for any damages which may have occurred before you moved in.

Prior to check out at the end of the year, you will receive information which explains all the steps involved in checking out, including: having your room inspected, turning in your room key, mailbox key, key fob, and Granville ID.

## ***Community Directors***

Your Community Director (CD) is a full-time masters-level professional staff member who manages the residential area where you live. He or she supervises the Resident Advisor (RA) staff. Together, these staff members work to provide a positive living experience for you in your residence hall. CDs maintain regularly scheduled office hours in South Tower and they can assist you with any questions or needs.

**Sarah Hoffarth** – 919-370-4513 – [hoffarth@email.unc.edu](mailto:hoffarth@email.unc.edu)  
East & South Towers Community Director  
Office located in South 2107

**Janelle Briscoe** – 919-370-4516 – [jbriscoe@email.unc.edu](mailto:jbriscoe@email.unc.edu)  
West Tower Community Director  
Office located in South 2105

## ***Resident Advisors***

Resident Advisors are undergraduate peers who have been trained to help their residents learn about student life and connect with the larger Carolina community.

Living on the floor, the Resident Advisor serves as a resource, support person, and guide to help you get the most from your college experience, create a sense of individual responsibility, and encourage opportunities for learning, growth, friendship and socialization.

The Resident Advisor is a good first point of contact if you ever have any questions or specific unmet needs.

**T**he facilities available at Granville Towers are for the exclusive use of Granville residents. The maintenance and care of these facilities are every resident's responsibility; therefore, abuses may result in the facilities' closing. Please report all repair needs or problems to the front desk.

### ***Swimming Pool***

The pool is open daily from 10:00 AM to 10:00 PM, weather- and season-permitting. Please be advised that the pool is NOT SUITABLE FOR DIVING. Pool furniture is not to be removed from the designated area. No personal flotation devices or rafts are permitted in the pool. The area may close occasionally for maintenance purposes and during specific building repair projects. Please be sure to bring your Granville Plus Card or room key with you since only Granville Towers' residents may use the swimming pool (guests permitted with resident accompaniment). For the safety and comfort of others, observe the posted signs and please obey a few simple rules:

- No glass containers
- Absolutely NO ALCOHOL
- No diving or running
- Swim at your own risk; no lifeguard on duty
- Never swim alone
- Always shower prior to using the pool

### ***Recreation Area***

Go to class. Study. Eat. Sleep...Go to class. Study. Eat. Sleep. These are all daily rituals for a college student, but don't forget about having fun!

Our Recreation Room, located on the lower level of the East Tower, is open from 9 AM to midnight for Granville residents\*. It is equipped with a foosball table, air hockey table, pool table, ping pong table, and HD television. Equipment may be checked out at the West Desk through the Enhancements program.

### ***Fitness Center***

The fitness center is open daily for residents only from 6 AM until midnight\*. The lower lobby of West features weight machines along with cardiovascular equipment for an aerobic workout.

Residents are advised to seek medical approval and become familiar with recommended weight training techniques prior to using the fitness centers.

\* Please be advised that these areas may close occasionally during specific repair projects.

## ***Community Kitchen***

While our residents enjoy the options and convenience offered by our on-site dining facility, the Agora, the Community Kitchen offers them the chance to make Mom's famous lasagna or to bake cupcakes for their floor mate who is having a birthday. Residents will need to check out keys to the Community Kitchen through the Enhancements program run at the West Desk. The kitchen is equipped with a refrigerator, microwave, and stove, as well as a pantry stocked with basic cooking necessities. Granville's Community Government has purchased a number of items for the kitchen, including baking dishes, pots and pans, a spice rack, a cutting board, a cutlery set, a can opener, aluminum foil, cookie sheets, a blender/crusher/chopper, olive oil, seasoning salt, salt and pepper, vanilla extract, cinnamon, nutmeg, ginger, and cooking spray. The cookware items that were purchased are for residents to use in the kitchen and residents will assess the condition of these items when they check out the key to the room. Prior to returning the key, residents will need to return any cooking supplies borrowed to the West Desk after cleaning them thoroughly.

## ***Group Study Room***

Residents who need to work in groups to complete projects will enjoy our Group Study Room, located in the basement of East Tower. The room features a dry erase wall and a few office supplies so projects can be organized. To use this room, residents should check out a key from the West Desk through the Enhancements program.

## ***Study Lounge***

A 24-hour study lounge is located in the lower lobby of the South Tower. This strict quiet area is equipped with study carrels, lounge furniture, tables and chairs, and high-speed internet connections with wireless access. Eating, drinking, smoking, and group discussions are prohibited in this area. Lounges are also located on each resident floor for studying.

## ***East 9<sup>th</sup> Floor Lounge***

For use by Granville Towers' residents occupying a Franklin, Rameses Deluxe or GranView Apartment, the 9th Floor Lounge offers a laundry area, a small fitness area, as well as a TV-lounge area. Spend some time here relaxing or working off some of your stress.

Please remember, this lounge is for the **exclusive** use of residents living on the 7th, 8th, and 9th floors of East. The lounge is locked 24-hours a day and requires your key fob for entrance.

### ***Laundry***

Laundry rooms, equipped with high-efficiency washers and dryers, are located in the lower lobbies of each building. You must use your VISA/MasterCard credit/debit card to pay for laundry or a VISA gift card. The facilities are for residents' use only and are open 24-hours a day. Residents may check the status of each washer/dryer by visiting Please remove your laundry when the cycle is complete and check your clothing frequently, as Granville Towers is not responsible for lost or damaged items. You may check for missing items in the lost and found at the front desk. Please report all laundry room malfunctions to the front desk immediately, including the machine number.

In order to keep the price on the machines as low as possible, a "hold" of \$6.75 is currently placed upon your card initially so that all of the laundry you do in the next three hours can be "bundled" to minimize card fees charged (Granville Towers and Caldwell & Gregory are covering these fees for you). After three hours, the amount of laundry you have done is reconciled and sent to the card processor. At 2 AM each day, all of the day's transactions are forwarded to the banks with which you have your credit/debit cards. Depending upon your bank, it may take up to 48 hours for your reconciled transaction to be posted to your account and to be seen on-line. If you notice that you have an un-reconciled transaction that has taken longer than 72 hours to post, please contact Caldwell & Gregory at 1-800-927-9274, and ask to speak with Deb.

### ***Vending Machines***

Snack and drink machines are located in the lower lobbies of each building. These machines accept coins and cash only. Please report any losses to the South desk so the appropriate vending company may provide refunds. Please promptly report any malfunctioning machines to the front desk.

## ***Internet***

All resident rooms have two high-speed internet connections; each resident will have his or her own private data lines. You must bring your own Ethernet cable and computer equipment. We also have wireless internet access available throughout the property through the PAVLOV MEDIA signal. The internet is provided through UNC, so students must register their computer using their assigned ONYEN before they can gain access. If you have any questions please contact Pavlov Media at support@pavlovmedia.com. **Wireless routers are not permitted.**

## ***Housekeeping***

The housekeeping staff is responsible for cleaning all common areas daily and resident rooms once per week. Please help the staff maintain a high quality appearance by not littering the property. For your use, there are recycling bins outside of West Tower across from University Square. A housekeeping schedule will be posted on your floor indicating the day and time that your room will be cleaned (due to time constraints, this schedule cannot be altered). The housekeepers will clean your bathroom and vanity, vacuum carpeted rooms, sweep tile floor rooms, and remove all trash provided your belongings are moved from the floor and bathroom area. Due to different handling instructions, personal rugs are not vacuumed by housekeeping.

## ***Parking***

Parking in the Granville lot is available to all residents who purchase and display permanently-affixed Granville decals on the lower right front windshield of registered automobiles. Parking decals are sold on a first-come, first-served basis until sold out, usually the semester before occupancy. The deadline for displaying decals is the first day of classes each semester. It is your responsibility to have the decal displayed on time. Registration or proof of ownership is required for decal sale. **Any vehicle parked in a "Tow Zone" and any vehicles failing to display a valid decal may be towed without warning at any time.**

*(A Granville Towers resident parking in the University Square parking lot may be towed even though a Granville parking decal may be displayed on the windshield.)* The Granville parking lot includes only the south half of the Granville Towers/University Square complex and does not include the parking area reserved for customers and tenants of University Square. Please ask the South Desk Receptionist for any clarification.

**NOTE:** *Parking is very limited in Chapel Hill; therefore we must strictly enforce our parking regulations by towing unauthorized vehicles at the owner's expense. As for guests, parking is prohibited unless a temporary permit is purchased at the Granville Towers South front desk during business hours, Monday through Friday*

*from 8:00 AM to 5:00 PM. Please inform your parents and friends of this policy so they can avoid having their vehicles towed.*

Keep your vehicle locked and your valuables out of sight. Granville Towers is not responsible for any damage or loss to your motor vehicle or its contents.

## ***Bicycles***

Bicycle racks are available near the entrance to each Tower. We strongly recommend that residents register their bikes with UNC's Department of Public Safety. This can be done online by visiting:

<http://www.dps.unc.edu/Forms/Bike%20Registration/bike1.cfm>

We advise residents to provide their own vandal-resistant bike lock and to always lock your frame and wheels to the racks. Granville Towers is not responsible for lost or damaged bicycles. Following uniform fire code, bikes should be stored only in areas provided and not inside the building. Any bicycles parked and/or locked in any hallway, stairwell, or common area will be removed. Remember to remove your bicycle from the racks at the end of the year.

## ***Elevators***

Elevator equipment is a necessity in a high-rise building such as Granville Towers. Tampering with the elevators, falsely sounding the alarm, forcing the doors open, or any action that threatens normal operation of the elevator is extremely dangerous. Any resident or guest that engages in such activity is subject to disciplinary action.

## ***Maintenance***

All maintenance problems in your room, on your floor, or elsewhere in the building should be reported. You will be asked to complete a Maintenance Request Form either online or at the front desk; please be sure to complete all of the information requested in order to enable us to more efficiently respond to your problem. Upon receipt of the work order form, the maintenance staff will undertake corrective measures as soon as possible.

## ***Utilities***

One of the many features residents appreciate here at Granville Towers is that the utilities are included. We ask each resident to conserve whenever practical by turning off lights when not in use, keeping exterior and stairwell doors closed, and conserving water and electricity when possible. Below are some helpful conservation tips:

- Remember to turn out your lights whenever leaving the room for an extended period of time.
- Take shorter showers. Showers consume 5 – 12 gallons of water per minute.
- Use the washing machine only to wash a full load. Regardless of the amount of laundry you put into the machine, it will still use about 45 gallons of water through a wash cycle.

## Keys

Upon presentation of photo ID, each resident is issued a room key. In the event that you are locked out of your room, please see your tower's front desk. The staff member will check out a temporary key to a resident twice before charging them a fee of \$10 for this service. Residents who come to the desk to obtain a loaner key will be asked for ID or will be asked to confirm personal information before receiving a key. All lost keys should be replaced by completing a maintenance request form at the front desk. We will automatically change your lock and issue a new key to you and your roommate at a charge of \$50, payable in the Business Office or at South Desk at the time of the repair request. To access the exterior doors and the lower lobbies, student must use their key fob/flex pass. If you lose your fob/flex pass, please visit the South Desk during business hours to purchase a replacement for \$100. Failure to turn in your key or flex pass when you check out will result in replacement charges for each item. Mailbox keys that are lost will cost \$25 to replace.

## Social Activities

One of the most exciting things about living at Granville Towers and going to school at the University of North Carolina is meeting other people. From the beginning, we plan events and opportunities for you to get to know your Granville and campus neighbors. Between the foam parties, hall movie nights, and annual events such as the Hypnotist, there is always something to do, and for those of you interested in finding your niche, there is certainly a place for you. We are always looking for ways to make our events even bigger and better; if you have any suggestions, or if you want to help out, let your RA or your Community Director know that you are interested. Keep an eye on the Granville Towers Facebook page (<http://www.facebook.com/GranvilleTowers.NC>) for more information about upcoming events (and pictures of our past events). We are looking forward to a great school year and meeting you!

## The Agora



M O N D A Y - T H U R S D A Y	
<i>Breakfast</i> .....	7:00-11:00
<i>Lunch</i> .....	11:00-4:45
<i>Dinner</i> .....	4:45-8:00
<i>Late-Night</i> .....	8:30-11:00
F R I D A Y	
<i>Breakfast</i> .....	7:00-11:00
<i>Lunch</i> .....	11:00-4:45
<i>Dinner</i> .....	4:45-7:30
S A T U R D A Y	
<i>Continental Breakfast</i> ...	10:00-11:00
<i>Brunch</i> .....	11:00-1:30

The Agora at Granville Towers is designed to accommodate your busy schedule. Our staff is dedicated to providing you the highest quality food in a wide variety of choices. We encourage you to call on your Dining Service Management Team or email [mgrdininggranville@edrtrust.com](mailto:mgrdininggranville@edrtrust.com) whenever you have any questions, concerns, or suggestions.

Lunch .....	1:30-4:45
Dinner .....	4:45-7:30
S U N D A Y	
Continental Breakfast...	10:00-11:00
Brunch .....	11:00-1:30
Lunch .....	1:30-4:45
Dinner .....	4:45-8:00
Late-Night .....	8:30-11:00

## ***Meal Plans***

All residents at Granville Towers choose from five meal plan options: Unlimited, 14-meals per week, 8-meals per week, 120 block meals per semester, and 200 block meals per semester. Meal plans may be increased at anytime. Meal plans may be decreased before move-in for the fall semester and before the first payment for the Spring semester. Contact the Business Office for more information on changing your meal plan.

The Dine-Anytime program allows you the option to choose meal times that better meet the needs of your busy schedule. You can eat as many meals as you wish each day; for example, if you are on the Unlimited plan you may eat as many times as you wish per week. Keep in mind that each time you enter the Agora, a meal is deducted from your card.

Take-out lunches are available to accommodate those days when you can't make it back for lunch. (We'll deduct the extra meal in the morning where you can fix your lunch "to go".) This service is available Monday - Friday, 7 AM – 11 AM.

## ***Meal Card System***

We use a computerized photo-card system at Granville Towers. A card reader is used at each dining room entrance. Each time you enter The Agora, your Granville Card is swiped through the reader and the encoded data on the card's magnetic strip is electronically processed. Weekly plans are reset every Sunday morning.

There may be times when it is important for the Business Office to contact you concerning an emergency message, payment problem, etc., and thus may put a temporary "stop" on your card. Please do not misinterpret this to mean that you will not be allowed to eat; you must simply stop by the office to clarify the problem. All questions or concerns about Granville Cards should be directed to a Dining Service Manager.

**YOU ARE THE ONLY PERSON WHO MAY USE YOUR GRANVILLE CARD. NO ONE WILL BE ADMITTED TO THE DINING ROOM WITHOUT A VALID GRANVILLE CARD. YOUR CARD IS SUBJECT TO CONFISCATION**

**SHOULD SOMEONE ATTEMPT TO USE IT. A \$25 CASH FEE IS REQUIRED TO RETREIVE A CONFISCATED CARD.**

**KEEP TRACK OF YOUR CARD.** Please report a lost or stolen card to The Agora Office immediately. Once reported, your card will be deactivated, preventing unauthorized use. If you should lose your Granville Card, you must make arrangements for a new card. Replacement cards can be purchased for \$15.00 in the Business Office during regularly scheduled hours.



### ***Guest Passes***

Each semester, a designated number of guest passes are available to residents who have the Unlimited, 14, and 8 meal plans. These guest passes (20 for the Unlimited plan, 10 for the 14-meal plan, and 5 for the 8-meal plan) may be used to pay for meals in The Agora for siblings, family, and friends. (Remember, parents are always our guest in The Agora, so residents should take advantage of these extra passes and invite their friends and other family members to join them for a delicious meal anytime.) Simply inform the checker when you enter The Agora that you'd like to use a guest pass and he/she will swipe your Granville Card for the number of guests you have joining you. We kindly ask residents to not use more than four (4) guest passes per day.

### ***Please...***

- Take your tray to the dish-return area when you finish your meal. This allows the table to be occupied by others who wish to dine in a clean and attractive setting.
- Wear shoes and shirts in The Agora.
- Do not wear swimming suits, bathrobes, or wet clothing.
- Help us prevent unnecessary food waste. Unlimited servings are available; take only what you can eat and then come back for more. You may come back for more as many times as you wish. When doing so, we ask that you do not bring back your plate. A clean plate should be used for each additional serving. We also suggest that you prepare your salads prior to your hot line service to insure proper temperature of foods.

- Please do not take dishware or tableware from The Agora without the permission of the Agora Service Director. Removing these items only creates shortages for your fellow residents.
- Eat all you wish while you are in The Agora. We do ask that you refrain from removing any food from The Agora. As with any buffet restaurant, we do not allow take-outs.

We hope that we have answered most of your questions about The Agora at Granville Towers. If at any time The Agora Management can be of any assistance to you, please let us know.

## ***Employment***

To ease the cost of college or just to have a little extra spending money, we encourage you to join our staff. We will assist you in scheduling your work hours so they do not conflict with your class schedule. Excellent wages and the convenience of reporting to work “nearby” make these positions attractive to our residents. The following are part-time resident employment opportunities offered at Granville Towers.

- Kitchen Assistants at The Agora
- Desk Attendants
- Resident Advisors – selection process handled through UNC HRE – see <http://housing.unc.edu/employment> for more details
- Conference Assistants (summer position)
- Community Assistants (academic year position)
- Internships

If you are interested in an employment opportunity at The Agora, please see The Agora Director, Mark Lamprecht. Please see your RA with questions about Resident Advisor job responsibilities and duties. For all other positions, please speak to our Resident Services Manager, Nita Skillman, in the Business Office.

Granville Towers is an Equal Opportunity Employer and offers a drug-free workplace for all employees.

Learning to live in a residence hall environment requires maturity, an examination of values, and assessing how one's behavior affects others. The specific rules and regulations that exist at Granville Towers can be found in this section and in the Rules and Regulations, which are an integral part of your Lease Agreement. There are five basic community living standards which we try to instill in all residents and which are the foundation for our policies:

- 1. You are responsible for creating an environment that promotes the academic mission of the university.** This includes upholding the noise and visitation policies on your floor, and being responsible for your visitors and guests' behavior.
- 2. You are responsible for promoting a clean and well-maintained living environment.** It is expected that you will not damage or vandalize Granville Towers or University property.
- 3. You have the responsibility to respect the rights of all others in the residence hall community, and to act with civility at all times.** Fighting, threats, and intimidation of any person for any reason will not be tolerated.
- 4. You have the responsibility to promote and maintain a safe and secure environment in the residence halls.** This includes fire safety, not propping doors open, and not letting strangers into Granville Towers.
- 5. You have the responsibility to uphold federal, state, local laws, and University policies dealing with alcohol and other drugs.**

As you can see, the living standards of Granville Towers are very similar to the Campus Code and the Honor Code. If you demonstrate care about yourself, and for others within the Granville and University communities, you will have few problems and a more enjoyable time at GT and UNC.

Please take time to again review your Lease Agreement and familiarize yourself with the Granville Towers rules and regulations as well as our Community Living Standards (visit: <http://www.granvilletowers.com/documents/CommunityLivingStandards.pdf>), as you and your guests are responsible for following them. Failure to do so may result in disciplinary action.

## ***Resident Rooms***

We realize the importance of personalizing your room; however, in order to comply with local fire codes (which are created ultimately for your own protection and safety) certain policies apply toward the condition of your room. In addition, decorating guidelines have been established in order to prevent damage to the rooms and to insure you are not charged for any damages.

1. All rooms are to remain as furnished, with beds on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). For safety reasons, no cinder blocks are permitted. Furniture may be rearranged in your room provided it is returned to its original position prior to checkout.
2. No bunk beds, lofts, or waterbeds are permitted.
3. No other construction, wall partitions, or any similar structures are permitted. No painting of student rooms is permitted.
4. Dartboards are not permitted since they cause excessive damage to walls and doors.
5. Any alterations or modifications that pose a threat to safety, health, physical room damage, comfort of others, etc. are not permitted.
6. **NO ITEMS ARE PERMITTED ON THE CEILINGS.** This includes: nails, stickers (reflective stars), bottle caps, tape and poster putty. Damage to ceilings will result in a \$250 repair charge.
7. No additions to the original surface are permitted on the doors, windows, blinds or furniture. Please do not put signs in your window. No decorations are permitted on the windows, including; signs, posters, lights and flags.
8. All decorations must be temporary so as not to permanently deface or damage your room furnishings. Posters and other wall decorations may be hung with thumb tacks, small picture hanging nails, or any other methods that will not damage painted or vinyl wall surfaces.
9. Nothing is allowed to be posted on the exterior of the hallway door.
10. For fire safety reasons, **NO** halogen lamps, candles, or incense are allowed in the rooms.
11. Please do not put tape of any kind on the carpet. (Cover exposed cords with cord covers that do not have adhesive).

## ***Bathrooms***

As you are aware, your room is connected to your suitemates' room by the bathroom facilities. Do not allow anyone to enter your suitemates' room through the bathroom. In addition, please be aware that if your toilet begins to overflow for any reason, **you can stop the water flow by turning off the valve located at the bottom left of the toilet (righty tighty, lefty loosy)**. Please be aware that toilets are not designed for the disposal of feminine hygiene products. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles. In addition, rubber bath mats are not allowed in the bathtubs as they cause damage to the tub. Please notify the front desk of any problems.

## ***Damages***

Residents are responsible for the condition of the room furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within student rooms and other areas must be performed by authorized Granville Towers' maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

## ***Room Changes***

During the year, if you wish to switch rooms or move to another floor, you may contact your RA who will assist you in completing the appropriate forms and procedures. All room changes must be approved in advance; no room changes can occur during the first two weeks of the semester. Full occupancy may make accommodating room change requests impossible.

## ***Lounge Furniture***

For your comfort while studying or watching TV, Granville Towers has provided furniture in all floor lounges and other public areas. Lounge furniture is meant to stay in the designated areas so that all members of the floor can enjoy its use. Please do not take the public area furniture into your room; there will be a \$50.00 moving charge for removing furniture from any public area. All missing furniture should be reported immediately to Granville personnel to assist in recovering the missing property, thus protecting your privilege of fully-furnished floor lounges.

## ***Noise***

You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo and TV at a level where it can only be heard in your room and lowering your voice when you are talking in the hallways are two things you can do to maintain a quiet environment. In the event that the noise level becomes too high for you, there are several steps that you can take. Explaining your reasons, (e.g., "I'm trying to sleep") often leads to more positive outcomes than trying to order someone to be quiet. In any event, a compromise is usually the best answer to a dispute. If you do not get the desired results, take the problem to your RA.

## ***Quiet Hours***

Granville Towers has a high commitment to your education. In order to provide an environment in which every resident can sleep or study when and where they want, some basic times and guidelines have been established. During quiet hours, no audible noise should be heard in the hallways or lounges. Residents are provided an option of choosing to live on an Academic Floor that have 24-hour quiet hours. Quiet hours on all floors have been set from 9 PM until 9 AM daily, including weekends. Courtesy hours are enforced 24 hours daily on all floors.

## ***Musical Instruments***

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

## ***Alcohol***

The decision to drink and how much is a personal one. Alcohol-related conduct which infringes upon the rights of others to a quiet, orderly living environment is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in student rooms must comply with local, state, and federal laws and regulations. **ALCOHOL CONSUMPTION IS PROHIBITED IN ALL HALLWAYS AND PUBLIC AREAS IN THE BUILDING** (i.e., lobby, study lounges, pool area, and common areas). The possession of kegs and/or other common source containers is prohibited at any location on the premises.

## ***Drugs***

It is explicitly illegal to use or possess drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions.

## ***Smoking***

Smoking anywhere in Granville poses a significant fire safety threat to all residents and to Granville property. In addition, non-smokers are often offended or physically irritated by the presence of smoke. In order to accommodate the needs of non-smokers, cigarette smoking is not permitted anywhere in Granville Towers, including the stairwells or balconies. Smoking in the hallways, lounges and dining room is strictly prohibited. If you choose to smoke in the exterior areas please properly dispose of ashes and butts. In accordance with UNC policy, smoking must not occur less than 100 feet from any tower. The designated smoking areas are Cameron Avenue, the bollard at Fetzer Lane, and the benches near the basketball court.

## ***Pets***

Although it may be difficult to leave your pet at home, the sanitation and health risk to residents as well as the potential harm to the animal itself, make it impossible to have pets on the premises. No pets, except for small fish in aquariums 10 gallons or less, are permitted. Service animals are permitted.

## ***Solicitation***

In order to keep strangers off the floors and to protect your interests, Granville Towers does not permit any solicitation. If at any time you observe this, contact your RA or the front desk immediately. We require that you also have pizza and other deliveries brought to the front desk where you can pick them up, rather than have strangers on the floors.

## ***Posting***

All signs and posters must be pre-approved by the General Manager, Assistant General Manager, or Operations Manager before they may be posted. Posters and signs can only be placed in designated areas.

## ***Holiday Periods***

The Agora will close at 2 PM before any UNC academic break of two or more days. This includes Fall Break, Thanksgiving, Winter Break, Spring Break, and Easter. For Winter Break and Spring Break, residents may be required to complete an Extended Stay Request. Please be advised that utilities and other services may be interrupted during these periods for maintenance and housekeeping projects.

## ***Discipline***

As in all living situations, we have a set of rules and guidelines at Granville Towers which must be adhered to if you wish to continue to live here. It is very important that you familiarize yourself with all rules and regulations and the material contained in this handbook. Part of the RAs' and Community Directors' jobs involve making sure that the rules of the property are followed to help insure that we all get along well in such close quarters. Should someone decide to violate one of the policies, that individual will meet with the Community Director for his/her tower and may potentially face sanctions through the judicial system, including but not limited to facing the Honor Court.

## ***Guests***

You are welcome to have guests visit you at Granville Towers. Your visitors must abide by the rules and regulations of Granville Towers, just as you would. You are directly responsible for communicating these policies to your guests and are responsible for their actions. Guests must be escorted in all buildings and may not go up on the floors without a resident escort. Guests not complying with Granville Towers' policies will be asked to leave.

The underlying assumption at Granville Towers is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are in search of opportunities for development and learning. Your floor is yours to use but not abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others. We hope the above guidelines enable you to enjoy your community in a safe environment.

**G**ranville Towers has a strong commitment to safety; to make it work, you must also have this commitment. We have formulated instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

We have an active Safety Program, including a Safety Officer who inspects the property for potential safety hazards and meets monthly with a committee made up of every department head to discuss related safety issues. We welcome your suggestions which may help to make Granville Towers a safe home away from home!

We work closely with UNC Campus Public Safety, the Chapel Hill Police, and Chapel Hill Fire Department and are constantly evaluated to insure that we continue to provide the safest living environment possible. We are members of the National Fire Protection Association and the National Association of College and University Housing Officers, and regularly attend conferences to stay current on information concerning residence hall safety.

The next few pages detail the Rules and Regulations and common sense suggestions concerning Safety. Please respect these Regulations as you would any others. We ask all of our residents to sign a confirmation statement when they move into Granville Towers that they understand all of our Safety Regulations and will be able to abide by them in case of any emergency. If you do not understand any of these Regulations, please ask your Resident Advisor for clarification. Your signature (on the form your Resident Advisor gave you when you checked in) tells us that you understand and agree to comply with these regulations.

Please think safety all the time; we do. Instead of walking across campus at night, visit our Study Room, which is open 24 hours. When you do go out at night, be careful. Take a friend with you or call Point-to-Point (962-7867) for a free ride to campus. Point-to-Point also offers an express shuttle (7 PM to 3 AM) which stops at the property every 15 minutes during the evening hours. The stop is located near the basketball court on the University Square side/Sun Trust entrance. Many situations call for common sense. *Safety is something that can be provided only through your help and cooperation. You are primarily responsible for your safety. Absolute safety cannot be guaranteed.*

## ***Fire Safety***

FIRE! We all say, "It couldn't happen here," and in fact we do as much as possible to prevent fire by taking all known precautions and working closely with the Chapel Hill Fire Marshal. Unfortunately, fire can happen here; Granville Towers is a high-rise property housing nearly 1300 residents and therefore, we all need to take fire prevention very seriously.

Granville Towers is a smoke-free property. Individuals wishing to smoke must go to the designated area of the parking lot which is located near the East Tower near Fetzer Lane.

Second, we have set regulations that make sense in a community living environment. Please refer to the Rules and Regulations portion of your lease. Regulation #6: "Fire warning devices and safety equipment are to be used only in the case of an emergency. The sounding of a fire alarm should be taken seriously and Tenants should proceed according to the instructions listed on page 24 of the Resident Handbook. The intentional sounding of an alarm outside of an emergency situation and/or intentionally failing to evacuate during fire alarms as instructed, in addition to being a violation of the Lease Agreement, will be considered a criminal offense and the person or persons responsible will be treated accordingly. Tampering with sensing devices, speakers, exit signs, and other emergency equipment is strictly prohibited." Regulations #7, 8, and 9: "All extension cords must be UL approved and grounded with three prong plugs. Some small appliances, such as televisions, refrigerators, microwave ovens and irons, are permitted; however, hot plates, candles, space heaters, toasters, toaster ovens, halogen lamps or anything with an open heating element present a fire hazard and are not allowed. Tenants should use flashlights in the event of a power outage since all candles are prohibited. No live Christmas trees or wreaths are allowed in Tenant rooms and lounges. No decorations are permitted on windows."

Next, know how to react in case of a fire. Even at Granville, with its concrete and steel construction, there is the danger of toxic fumes and smoke inhalation.

1. If there is a fire, leave your room, close your door, and sound the alarm for all to evacuate. If you hear an alarm, there could be a fire outside your room. Therefore, feel the door before exiting. If it is cool, exit the room, close the door, and proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room, and wait to be rescued by the fire department.
2. If smoke does get into the room, lie down; fresh air will be near the floor.
3. Third, please know to exit by the outside stairwell nearest to you. Never use the elevator; the door could open on the floor with the fire, or a fire could short out the elevator and leave you stuck. If the power goes out during a fire, don't panic. We have emergency lighting in the hallways and stairwells that turns on to facilitate exits when the power goes out. After you have exited, please be sure to move away from the building in order to avoid falling debris, and to give the Fire Department personnel room to

operate. And finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system. If the alarm sounds, you will know whether or not your roommate is in the building. You'll also know if she or he has need for any special aid in evacuation (e.g., sprained ankle).

*Like most of life's rules, those concerning fire and its control are neither complex nor overwhelming.*

1. Know how to prevent fire.
2. Know how to react.
3. Know how to evacuate from a building.
4. Be a buddy.

## ***Fire Safety & Emergency Evacuation***

Please take the time now to learn these Fire Safety Tips and Evacuation Plan:

1. Alarm sounds.
2. Close your window.
3. Leave as quickly as possible.
4. take your room key and lock the door behind you.
5. exit down the nearest stairwell. NEVER USE THE ELEVATORS. If the escape routes are blocked go back to the room and hang a sheet out of the window to signal for help.
5. Once you are out of the building, proceed to the assembly area designated for your building.

## ***Fire Safety and Emergency Evacuation Assembly Areas***

### **SOUTH**

Go to the parking lot as close as possible to Cameron Street.

### **WEST/THE AGORA**

From the University Square end of the building, go to the basketball court.

From the South end, go to University Square, towards Fine Feathers.

### **EAST**

From the West end, go to the basketball court. From the East end, go to Fraternity Court.

## ***Sprinklers and Smoke Detectors***

Resident rooms and public areas are equipped with smoke detectors and/or sprinklers. Tampering with (e.g., hanging clothes/stereo wires or bumping into) the smoke detector, sprinklers or any other fire equipment will result in criminal prosecution. You will be held responsible for water damage caused by tampering with the sprinkler system.

## ***Additional Fire Information***

The Fire Department will arrive quickly; please keep clear of their operations. Furthermore, **you are required by law to evacuate the buildings**. Failure to evacuate is not only dangerous and illegal, but also may result in criminal prosecution and the initiation of eviction proceedings. Persons involved in the pulling of a false alarm, tampering with smoke detectors, extinguishers, fire hoses, or any of the protective casings around the fire safety equipment may be subject to criminal prosecution. Upon your exit, please report any information that you know to the RA (e.g., the location of an actual fire or the source of a false alarm.)

Once every month, Granville Towers inspects all of its fire alarm and smoke alarm systems to make sure all equipment is functioning properly. Residents should remember that the Fire Department must respond whenever the alarms are sounded. A false alarm could lead to severe penalties including jail, fines and community service for anyone involved.

*All residents and guests should use the main lobby entrance to enter and exit a building, except in the case of a fire alarm. All ground level stairway end doors are kept locked 24-hours every day. These doors are for **EMERGENCY EXIT ONLY** and are alarmed and monitored by the attendant at the Front Desk.*

## ***Tornado Watch/Warning***

Know the difference between a tornado watch and a tornado warning. A tornado *watch* simply means that conditions are favorable for the formation of a tornado. A tornado *warning* is issued when a tornado has actually been sighted or is indicated on radar.

In the situation that a tornado warning is in effect, you should follow these steps:

1. Open your room window approximately 1/2 inch. Doing this will relieve internal pressure and lessen the possibility of injury should a tornado strike.
2. Go to your bathroom or the hallway of a lower floor. The safest place for you to stay during the tornado warning is in your bathroom or the lower lobby of your Tower and away from any glass or windows. We suggest you take a portable, battery operated radio with you to keep you up to date on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over and you can resume normal activity.

## ***Hurricane Warning***

A hurricane *watch* is issued when a storm threatens to hit the area within 24-36 hours. A hurricane *warning* is issued when a storm is expected to hit a specific area within 24 hours. In the situation that a hurricane warning is in effect, you should follow these steps:

1. You should go to one of the lower floors and remain in the hallway. Do not remain on the stairways.
2. We suggest that you take a portable, battery-operated radio with you to keep you updated on the current status of the hurricane. You should also listen for evacuation routes and shelter locations, should it become necessary for the building to be evacuated.
3. You should fill your bathtub and drinking containers with water, should the water supply become contaminated.
4. We strongly recommend that every resident bring flashlights and extra batteries in case of a power failure. (Candles are not permitted in Granville Towers at anytime.)
5. Should a hurricane warning be issued, we also suggest that you stock up on nonperishable food items, bottled water, gas for your car, and spending money.
6. As with any emergency situation, you should maintain contact with your RA. He/she will inform you of any new information and give you any assistance that you may need. You should also contact your parents as soon as possible to inform them of the situation and of your well-being. Once the hurricane warning has been lifted, the immediate danger is over and you can resume normal activity.

## ***Your Personal Safety***

Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps you can take to decrease your likelihood of being a victim.

The South Tower Front Desk is staffed 24-hours per day, seven days per week, including all holidays. All residents should remember to use their key fob to access their buildings as well as all lower lobbies. Your guests should call you to announce their arrival and you will be able to come down to the lobby area and allow them to enter the building.

Granville Towers employs a contract security service to walk the Granville property overnight in order to deter any potential problems. These professionals are equipped with a cell phone for communication with the front desks.

Your room has a dead bolt lock so that it cannot be opened without a key. Please keep your room door locked at all times. (It is also a good idea to keep your bathroom door locked to prevent entry into your room.) Please do not

obstruct the door from closing, because, in an emergency such as a fire, you may not think about removing the obstruction.

### ***Tips for Safety in the Residence Hall***

1. Do not walk alone after dark on campus. Get someone from your hall to walk with you or call Point to Point Shuttle. Please remember that Granville South has a 24-hour study lounge.
2. Do not prop open any doors. Meet your visitors at the front desk of your Tower. Do not open doors for strangers.
3. Lock the dead bolt on your door at all times. When you do leave your room, remember to lock your bathroom door as well as your hallway door; this applies even when you leave for only a minute. Always carry your room key with you. If your room key is lost or stolen, please report it to the front desk so the lock may be changed.
4. Use the peephole before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious-looking persons to your RA or to the Front Desk.
5. If you see an unsafe feature on our property (for example, an EXIT light out) please notify the front desk.

### ***Tips on Preventing Auto Crime Be Alert and Use Common Sense***

1. Roll up windows. Lock your car.
2. Never hide a spare key in your car.
3. Never leave MP3 players, packages, purses, or other valuables in plain sight.
4. Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver's door.
5. Carry your key ring in your hand while walking to your car, whether in daylight or dark.
6. As soon as you get in the car, lock the doors.
7. If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

### ***Personal Property Insurance***

Please be aware that Granville Towers takes many precautions to maintain the safest living environment possible, but we cannot be liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian's personal property insurance.

Granville Towers takes many precautionary measures in attempting to aid the well-being of our residents, such as strongly urging you to keep your room and bathroom doors locked at all times, employing a contract security company that patrols the property continually, having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility, and carefully developing a list of Rules & Regulations to maintain the best living environment possible. However, despite all of our precautions, problems will sometimes arise. Granville Towers cannot assume responsibility for the actions of hundreds of people or acts of nature, which is the reason for Section 9 in your lease.

It states,

“(The) Landlord...shall not be liable...for any loss...to Tenant... including...acts of theft, burglary, vandalism, and assault. Tenant assumes all risks of loss or damage of Tenant’s property...which may be caused by water leakage, fire, windstorm, explosion, or other cause...Landlord shall not be liable for any claims arising from acts of theft, burglary, vandalism, assault, and other criminal activity committed on the Property.”

**We strongly recommend that you obtain personal property insurance for all of your valuables.**

***Have a great year!***

***Thank you for being a  
Granville Towers Resident!***