

NC STATE APARTMENTS HANDBOOK



E.S. King Village Office: 919-515-2430
Western Manor Office: 919-513-0599
Website: <http://housing.ncsu.edu>

E.S. King Village RA after hours Phone Number
(919) 602-3691

Western Manor RA after hours Phone Number
(919) 830-5801

On Campus emergency Police
9-1-1 OR NC State Campus Police (919) 515-3000

Other local emergency phone numbers

Carolinus Poison Center	(800) 222-1222
Raleigh Community Hospital 3400 Wake Forest Rd., Raleigh	(919) 954-3270
Rex Hospital 4420 Lake Boone Trail, Raleigh	(919) 784-3100
Western Wake Medical Center 1900 Kildaire Farm Rd., Cary	(919) 350-8000

In the event of a fire or smoke alarm:

- Leave the area of the fire or smoke.
- Activate the fire alarm at the nearest fire alarm station.
- Move away from the building to a safe location.
- Notify Public Safety at **911** from any campus phone, personal cell phone, or courtesy phone.

DO NOT ATTEMPT TO TAMPER WITH THE SMOKE DETECTOR OR ANY OTHER FIRE SAFETY EQUIPMENT TO TRY TO SILENCE AN ALARM! THIS IS ILLEGAL!

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Main Office and RA Services

ES King Village and Western Manor offices do not have a 24 hour service desk. The office staff however, is available during normal business hours (8:00am– 5pm; Mon-Fri).

The office staff will be happy to help you in any way they can during the hours they are open. If you need assistance during the evening hours or on weekends and the office is closed, a sign will be posted at the door to indicate the phone number of an on-duty resident advisor (RA) staff member who can assist you.

The main office and RA staff can provide the following types of assistance:

- Room check-in and check-out
- Directions to NC State campus facilities and Raleigh locations
- Room lock out assistance
- Pick up packages (RA can assist after office hours 5pm – 10pm and weekends)
- Resolve noise complaints
- Check out equipment (ping pong, pool sticks, space heaters, etc.)

ESK Village Council function:

4 individuals are elected to serve the community as a voice and sound board for resident complaints. They host events, outings, and other social gatherings to encourage a sense of community in conjunction to the RAs at ESKV.

In addition to the services at the main office, the following services can be found in the ES King Village Commons building:

- Change, Soda and Stamp machines located in the Recreation Room.
- TV Lounge has a pool table, ping pong table, and TV for residents only.

Severe Weather

Watches...In event of a tornado or severe weather watch in Wake County

A watch means that conditions are favorable for severe weather to develop in the area. Residents are advised to stay tuned to local radio or television in case a severe weather warning is issued.

Warnings...In event of a tornado or severe weather warning in Wake County

If severe weather is affecting the region surrounding the NC State campus, persons should go indoors and stay inside until the danger subsides. In other campus buildings, go to an interior corridor or basement. The safest area in your room is inside the bathroom with the doors closed.

Administrative Information

Billing

Rent must be paid online through the MyPack Portal by clicking the ESKV or Western Manor link. Rent can only be paid online using e-check or credit/debit card. Rent should not be paid through student account as the money will apply to tuition and fees first. Financial aid, grants, etc., may apply to rent once tuition and fees have been paid in full. Rent should be paid via eCheck method. This will require a bank account. Payment through a credit card option is available for a limited time.

Billing Continued

Rent is charged to your account on the 1st of the month and the balance **must be paid in full by 11:59pm on the 5th**. After that, a late charge will be applied to your account. Late charges do not show in your account until the next morning. Additional Note: If you move in after the 1st, or move out before the end of the month, rent will be pro-rated.

Lockout/Keys

Keys are issued at check-in. It is unlawful to duplicate keys. All lost or damaged keys must be replaced by the University. Replacement fees will be charged accordingly to the student's account.

- If you are locked out of your apartment Monday through Friday between the hours of 8:00 a.m. - 5:00 p.m., come to the office for a temporary key. After 5:00 p.m. or on the weekends, contact the Resident Advisor (RA) on duty.

Gas/Electric Bill

Gas and Electricity utilities are the resident's responsibility. Information is provided at move-in on how to set up your account with these providers. It is your responsibility to pay connection fees, transfer fees, cancel upon move out, and notify us of any changes. NCSU may charge your account the bill in the event these utilities are not switched over in a timely manner.

Pest Control

Preventative pest control measures are scheduled each semester. Trained staff will enter your apartment and spray white, milky substance in corners and cabinets. Instructions will be provided. Spraying is optional. Submit a work order with any specific problems. In the event that bed bugs, destruction, or other uncontrolled infestation occurs as a result of the resident, the Community Director reserves the right to require the removal of items (couches, mattresses, etc.) from the premise. Failure to abide by community standards may result in the termination of the Agreement. For more information follow this link:
<http://www.ncsu.edu/ehs/www99/right/handsMan/worker/pestpolicy.htm>

Renewing Agreement

Agreements are renewed during our annual renewal period (March-April). Current residents have priority in keeping current apartment as long as they meet the sign up deadline.

Agreement Cancellation

In the event of terminating the Agreement, students or staff must notify the office two (2) months in advance. Failure to notify us two (2) months in advance may result in rent owed for those two (2) months. Exclusions: graduation, termination of employment, study abroad, or other academic pursuits. Contact the office for additional information.

Subletting

Residents are not allowed to transfer possession, lease, or sublet the apartment to roomers, boarders, or lodgers.

Maintenance Requests

The apartment staff includes trained maintenance personnel. If you have problems with your stove, refrigerator, water heaters, drains, toilet, lights, etc, submit a work order online at housing.ncsu.edu by clicking the submit work order link under Resident Resources. Work orders are generally addressed within 24 hours of submission.

Entry into Apartments

The apartment staff members make every reasonable effort to respect your privacy. However, authorized personnel may enter your room in cases of emergency, for maintenance, pest control, safety inspection, or when you or your guest's behavior appears to violate the law, University regulations or policies.

Right to Privacy

In compliance with the Family Educational Right to Privacy Act (FERPA) the University Apartments give notice that personally identifiable information such as permanent addresses, telephone numbers, and e-mail addresses may not be given to individuals unless otherwise notified by the student. Information regarding past residency will be furnished to only those conducting legitimate University business unless authorized by the student. This includes but is not limited to reference checks for employment or housing. Please contact the Main Office in person and in writing if you wish to have your campus and permanent contact information released.

Best Practices and Policies

Alcohol

The legal drinking age for the consumption of alcoholic beverages in the state of North Carolina is 21. Persons under this age are not permitted to consume or possess alcohol. It is also unlawful to provide alcohol to persons under 21. Furthermore, alcohol is to be consumed only in a resident's private apartment. There should be no consumption of alcohol in any public areas including breezeways, stairwells, common areas, or green spaces.

Appliances

Residents are responsible for proper use of all appliances and/or for reporting necessary work orders.

Bicycle Policy

Bicycles may be parked in areas with bicycle racks using a U-bolt or in the resident's private apartment if done in such a manner so as not to damage the room or the furnishing or to interfere with maintenance or custodial personnel as they carry out their duties.

Carbon Monoxide Detectors

Due to the natural gas heating mechanisms, carbon monoxide detectors are located in each apartment. In the event of this alarm rings, please contact the RA on duty and exit the room.

Care and Use of Facilities

Renters may not engage in activity that could result in damage to any common area. Disposing of anything out of apartment windows is strictly prohibited. Any damage incurred by the University Apartments in any common area and as a result of a renter or a renter's guest/s, may result in financial and/or judicial reprimand. Any activity in the dwelling unit that results in damage to the unit will be subject to financial reprimand as set forth in the agreement of said unit.

Cease the Grease Campaign

Oil used to cook can be repurposed. Please dispose of your grease and oil into the green barrel located at your nearest dumpster using our Cease the Grease containers. New containers may be obtained at the Main Office.

Decorating Apartments

Residents may use command strips inside of the apartment but may not make holes in the walls. Painting of the apartment walls is not allowed. Holiday decorations are permitted only during specified holidays. Staff reserves the right to remove items displayed in public spaces. If you have further questions regarding decorating, please contact the main office.

Disposal of Garbage

All garbage must be contained in securely sealed plastic bags. Dumpsters are conveniently located behind the P and Q buildings at ES King Village and the center of the complex at Western Manor. All household garbage should be placed in them, not next to them, for pick-up by our garbage disposal vendor. Door-to-door pick-up is not provided. Residents may be charged if garbage is not placed inside the dumpster. Residents may be charged for trash and/or property left outside of apartments, buildings or dumpsters.

Tips for Keeping Your Apartment Clean:

- Keep trash cans in your bedroom, bathroom and kitchen
- Dispose of trash in proper dumpsters
- Clean surface areas with disinfectant

Drugs

Illegal drugs are not permitted anywhere on the NC State campus. Persons found with illegal drugs will be reported to Public Safety. University Housing also has a zero tolerance policy and residents found responsible for violating the drug policy will be subject to termination of Agreement.

ESKV Common Area Use

The ESKV community room, WM community room, garden plots, and soccer fields must be reserved by speaking with a staff member in the respective main office. All other common areas do not require a reservation. Maintenance of vehicles on complex property is strictly prohibited. Water hoses may not be hooked up to the exterior water sources of the building for the use of cleaning or recreation.

Fire Arms

Weapons are not permitted inside the apartment. Weapons may be stored in the trunk of your car. Failure to comply may result in judicial action.

Fire Alarms and Fire Fighting Equipment

Any fire alarm is to be treated like a real fire. Exit the building and wait for further instruction from the fire department. Tampering with fire and safety equipment in the apartment or in any campus building is prohibited. Tampering includes pulling false fire alarms, discharging fire extinguishers, removing exit signs, and interfering with smoke detectors. Interference with smoke detectors will result in disciplinary action. Students responsible will be assessed for all damages that occur as a result of their tampering with fire and/or safety equipment. In addition, all violators are subject to judicial action.

Gas Appliances (ESKV)

Stove, furnace, water heater. Gas utility and electricity needs to be transferred to your name. You are responsible for maintaining and reporting any issues. Call the RA in the event of any leaks.

General Responsibilities of All Residents and Guests

Residents and their guests are expected to conduct themselves in a safe and orderly fashion while residing in and visiting University Apartments. Any behaviors disruptive to sleeping, studying or safety are prohibited. This includes resident(s) guests.

Guests

A guest is considered any person present in an apartment that is not listed on the Agreement. Renters that host guests are responsible and accountable for guest actions and behavior. Guests may be required to leave the complex at the discretion of the staff.

Landscape / Community Garden

Please do not plant any vegetables or uproot any plants around the apartment building. Annuals and flowers from seed are permissible via approval from the Community Director. A community garden is available to grow plants on a larger scale located by the soccer field at ESKV. Garden plots generally become available in March and rates vary upon size. These plots are reclaimed and tilled in January. These plots are available on a first come, first serve basis for students. Speak with the Community Director for more information.

Laundry and Shopping Carts

Please do not remove any laundry baskets or clothing from the laundry room. Using shopping carts from nearby stores is a theft and a crime.

Noise Disturbances

Noise should not exceed beyond your walls. Please refrain from using profanity on the grounds. If you have a complaint about a noise, please try to resolve this with your neighbor(s). If differences cannot be resolved in this manner, contact your Resident Advisor for assistance. Quiet hours are from 10:00pm until 8:00am during weekdays and 12:00am until 10:00am during weekends.

Open Flames

The use of candles and incense is prohibited as well as any other items that require an open flame to operate.

Pets

NCSU Residents may have fish in a 10 gallon tank or smaller. Pets of any other kind are not permitted in NCSU housing unless the resident is accompanied by a University authorized and approved registered service animal.

Recycling

All residents are asked to recycle all materials that can be recycled, including paper products, plastics, glass, and various metals. Our recycling containers are located near the dumpsters at the P and Q buildings at ESKV and at the center of Western Manor.

Signs and Notices

Residents are responsible for reading all notices, postings, emails and mailings as important information is disseminated via public spaces (laundry, main office, lounges, etc.).

Smoking

Smoking is prohibited in all NC State University buildings and residential facilities. Smoking is also prohibited within 25 feet of any University building. This includes all common areas, such as patios, breezeways, laundry rooms, lounges, fitness and multipurpose rooms.

Student Initiated Funds

Residents may suggest ideas for improvements to the property. Funds exist to enrich the experience at ES King Village and Western Manor. Such projects may be improving laundry rooms, lounge space, public areas, recreational equipment, etc. Contact the office or Community Director for more information.

Violence/ Physical Abuse and/or Harassment

Physical abuse and/or harassment are strictly prohibited. Any student, who intentionally harasses, physically abuses, or intimidates University Apartment's residents or staff, may be charged with a violation of this section and University Police will be notified.

Weapons and Explosives

Weapons, ammunition, explosives, and fireworks are not permitted in the University Apartments and its domain.

Furniture (ESKV)

In ESKV furnished units, you may not remove any furniture from the apartment. Storage for furniture is not provided.

Post Mail and Post Office

ESKV

Mail for residents will be delivered to their assigned boxes located by both the P or Q buildings daily except Sundays and federal holidays. You can access your mailbox by using your apartment key. Packages will be delivered to the apartments– if you are not there, they will be sent to the office. The USPS will only deliver to the main office. Once a package is received, the office staff will contact the residents via e-mail in order to retrieve their packages.

Outgoing mail may be sent from any on campus USPS drop box. Your specific address will be provided to you upon your arrival.

To ensure prompt delivery of all items, packages must be addressed as follows:

For example: John Smith
 ES King Village Apt. Q-000
 Ligon St., Gorman St., or Jackson St.
 Raleigh, NC 27607

Should you need to access more extensive postal services, you may go to the nearest post office:
505 Oberlin Road Suite 110
Raleigh 27605

Western Manor

Mail for residents will be delivered to their assigned boxes located around the Western Manor Complex Monday – Saturday (except federal holidays). You can access your mailbox by using your separate mail key. Packages will be delivered to the apartments– if you are not there, they will be sent to the office. Office staff will contact any resident via e-mail if a package has been delivered to the office.

Outgoing mail may be sent from any on campus USPS drop box. Your specific address will be provided to you upon your arrival.

Should you need to access more extensive postal services, you may go to the nearest post office:
2100 Lake Dam Road
Raleigh, NC 27606

Transportation

Parking Permits

All persons parking on the NC State campus are required to have a valid permit displayed in their vehicle. If you would like to purchase a parking permit, please contact the Transportation Department directly at **(919) 515-3424** for more information. The NC State Transportation office is located in the Administrative Services I Building, 2721 Sullivan Drive, and opens at 7:00 AM until 5:00 PM.

Parking Tips

- Enforcement for permits is 7:00 AM to 5:00 PM Monday—Friday.
- Enforcement for reserved areas and spaces is 24 hours.
- Park only in marked spaces (designated by painted lines).
- Do not park in handicapped accessible spaces or reserved spaces without the correct permit.
- Look for the signs designating the zone permit required (these can be found at entrances to lots along streets).
- Look for meters and signs within the zone that specify the use of an individual space.

Bus Service (Wolfline & CAT)

Wolfline is the NC State community's own bus service.

- Wolfline buses run every day that classes are in session, serving all three campuses, two park & ride lots, and official NCSU housing.
- Wolfline buses are open to the public. **No university ID, pass, or fare is required to ride!** Buses are red and white with black pin striping and are identified by this paint scheme along with the Wolfline logo lettering.
- Wolfline buses travel along designated routes and only stop at designated, marked Wolfline stops. Some routes are designated as "limited stops;" please review the Wolfline online routes and time tables.

Capital Area Transit (CAT)

Capitol Area Transit (CAT), Raleigh's public transit service, offers city wide bus service. Cat Connector is a service which provides curb to curb service within specific zones of the city during the early morning and evening hours and connects you to the regular bus system with a free transfer. To use the service call **(919) 828-7228** one hour before you need to be picked up. Route maps are available at NCSU Transportation. Visit CAT's website at www.raleighnc.gov/transit/ or call them at **(919) 485-RIDE** for more information.

ESKV Frequently Asked Questions (FAQs):

ESKV: How Do I Work The Gas Stove?

Push stove knob in and turn all the way to the left. You will hear a clicking sound and the burner will ignite. Adjust the flame height by turning the knob to the right.

How Do I Work The Shower?

Start the bathwater and look for the knob on top of the bathtub faucet. Push or pull the knob up to work the shower.

How Do I Turn on The AC Unit or Furnace?

To turn on the AC unit in your room, press the on switch located on the window unit. Then adjust the air to your preference. For heat, use the wall mounted furnace thermostat and slide the lever to your desired temperature. Ask your RA for additional help. Some rooms are different depending on your apartment.

Western Manor has a remote controlled heating and cooling unit in a 1 bedroom apartment. Please see the RA for additional assistance.

Where is the Computer Lab?

The ES King Village Computer room is located in room P-122 and Q-122. It is equipped with computers and a printer connected to the University system. Only Students, Faculty, and Staff members of NC State University may use the computer lab. In order to print, you need a print quota account with the university.

The Western Manor Computer room is located in the H building as the study lounge. The printer uses wifi and can connect to your personal computers.

How Do I Use The Internet?

The Apartments does not have wireless access other than in the commons building. To use internet in your room, you must have an Ethernet cable.

At ESK Village, plug one end of the Ethernet cable into your computer and the other end into the top right port of the wall outlet. Open your browser and you should be redirected to the ResNet login page.

To login, use the username and password given to you at check in. If you have any problems call **(919) 515-4357** or if you have problems once logged in, you may visit www.ncsu.edu/resnet for assistance.

At Western Manor, Time Warner provides a router for your use. Please connect your Ethernet cable to the modem and to your laptop.

Digital TV

2	WUVC Univision	39	TLC
3	WRAL CBS	40	Spike TV
4	WUNC (PBS)	41	HLN
5	C-SPAN	42	The Weather Channel
6	WLFL (CW)	43	Nickelodeon
7	WNCN NBC	44	TRU TV
8	WRAZ FOX	45	MSNBC
9	WTVD ABC	46	Animal Planet
10	WRDC MyNetworkTV	47	Lifetime Movie Network
11	Community Channel	48	VH1
12	WGN America	49	SyFy
13	WTVD ABC	50	Fox Sports Carolinas
14	TWC News	51	Golf
15	Home Shopping Network	52	BET
16	QVC	53	MTV
17	C-SPAN 2	54	TV Land
18	Educational Access	55	Hallmark Channel
19	WRAY IND	56	History
20	EVINE	57	The Disney Channel
21	WRPX	58	Fox News Channel
23	WGN America	59	HGTV
24	ACCESS	60	Food Network
25	USA Network	61	WE
26	TNT	62	E!
27	A&E	63	Nick Jr
28	ABC Family	64	Cartoon Network
29	CNN	65	NBC Sports Network
30	Discovery Channel	66	VH1 Classic
31	ESPN	67	Turner Classic Movies
32	ESPN2	68	Discovery Life
33	Lifetime	69	CMT
34	TBS	70	National Geographic
35	OWN	71	FX
36	Comedy Central	72	Bravo
37	CNBC	98	TV Guide
38	AMC		

Each resident is provided digital TV cable service included in his or her rent. If you should experience problems with your service, please call Time Warner Cable at 919-595-4892 or 866-489-2669. Inform the representative that the phone number associated with the account is 919-515-2430 (ESKV) or 919-513-0599 (WM) and this is a **bulk** account. The account number is 202-264649901-001(ESKV) or 202-311124001-001(WM).

Equipment and cables are property of NC State University and Time Warner. We reserve the right to charge the resident for any lost or damaged equipment. Use and maintenance of equipment is the responsibility of the resident.

Important Phone Numbers

UTILITIES

Progress Energy:	919-508-5400
After hour power loss:	1-800-4010-5401
PSNC (Gas):	1-877-776-2426
Time Warner Cable:	919-595-4892
NCSU Telecom:	919-515-7099

CAMPUS ENTERTAINMENT

Craft Center:	919-515-2457
Stewart Theatre	919-515-3927
Talley Reservations Office:	919-515-2249
Talley Student Center:	919-515-3138
Thompson Theatre	919-515-2405
Witherspoon	919-515-5161

CAMPUS SERVICES

Transportation	919-515-3424
Admin. Services I 2721 Sullivan Drive	

Campus Ministries 3108 Talley Student Center	919-515-2414
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Career Center 2100 Pullen Hall	919-515-2396
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Counseling Center 2401 Student Health Center	919-515-2423
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Financial Aid 2016 Harris Hall	919-515-2421
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Health Services 2815 Cates Avenue	919-515-2563
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University Housing 1112 Pullen Hall	919-515-2440
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Office of Int'l Service Daniels Hall Room 320	919-515-2961
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Student Legal Services 4128 Talley Student Center	919-515-7091
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Library (DH Hill) Reference Desk (Hunt)	919-515-3364 919-515-2935 919-515-7110
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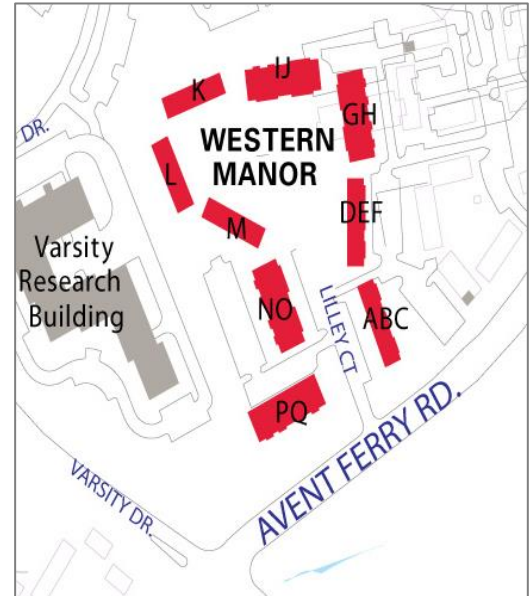
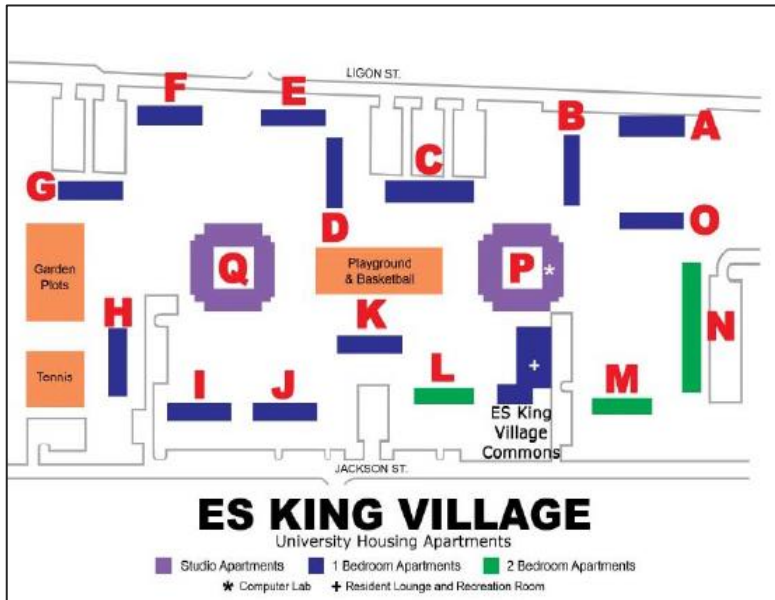
Rape Prevention Office Student Health Center	919-515-2563
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Registration and Records 1000 Harris Hall	919-515-2572
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Univ. Cashier's Office 2005 Harris Hall	919-515-2986
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Women's Center 324 Harrelson Hall	919-515-2012
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Map of ESK Village and Western Manor Apartments



ES King Village Street Addresses	
Building	Address
A (Chowan Hall)	2911 Ligon Street
B (Currituck Hall)	2921 Ligon Street
C (Hyde Hall)	2931 Ligon Street
D (Tyrrell Hall)	2941 Ligon Street
E (Onslow Hall)	2951 Ligon Street
F (Northhampton Hall)	3001 Ligon Street
G (Granville Hall)	3011 Ligon Street
H (Johnson Hall)	3950 Jackson Street
I (Bladen Hall)	3920 Jackson Street
J (New Hanover Hall)	3910 Jackson Street
K (Bertie Hall)	3840 Jackson Street
L (Carteret Hall)	3830 Jackson Street
M (Craven Hall)	3810 Jackson Street
P (Beaufort Hall)	3820 Jackson Street
Q (Edgecombe Hall)	3930 Jackson Street
O (Pasquotank Hall)	720 Gorman Street
N (Perquimans Hall)	740 Gorman Street
R (Commons Building)	3824 Jackson Street

Western Manor Street Addresses	
Building	Address
A/B/C	1551 Lilley Court
D/E/F	1531 Lilley Court
G/H	1521 Lilley Court
I/J	1500 Lilley Court
K	1510 Lilley Court
L	1520 Lilley Court
M	1530 Lilley Court
N/O	1540 Lilley Court
P/Q	1550 Lilley Court