**WHAT SHOULD I DO IF...**

**I NEED SOMETHING FIXED**

For urgent maintenance requests, call the Apogee support team at 704.687.7502. If you need assistance after hours/weekends, please contact HRL Facilities by email at housing.charlotte.edu/maintenance-request or by phone at 704.687.7502. For more information or assistance, please see your RA, GHA or REC. **I NEED TO DO LAUNDRY**

To add your gaming console, smart speaker or any other device, see the Tech Set-Up Guide in the tech setup kit. You can also save up to 20 photos or videos to the University Police & Public Safety (PaTS) app. **I AM HAVING ISSUES WITH MY CABLE TV**

Open a web browser and go to myresnet.com. Under "Network Services," select "CABLE TV SUPPORT." You can also download the Stream2 app to watch your favorite channels. **I WANT TO CANCEL MY LOAN KEY**

You need to request approval to move out of your room and return your key. Payments made after the second week of each semester are non-refundable.
**LOAN KEY DEPOSITS ARE OPEN 7 DAYS A WEEK**

**Loan Key Deposits are open 7 days a week with limited service from 10 a.m. to 5 p.m. if you are a loan key deposit holder**.

**Visit your Key Depot for a temporary key if you are locked out of your residence hall**.

**You must have the loan key immediately after you receive it. If you do not, it will be charging for a lock change and possible security breach.**

If you need:
- **After 5 p.m. or a weekend**, go to the hall desk at the front hall bay key desk.
- **At 12 a.m.**, call the Student Health Center, Police & Public Safety, 704-687-7501.
- **On the Martin Hall bay, call 704-687-6997**.
- **During the day, call Police & Public Safety, 704-687-7501**.
- **During the night, call Police & Public Safety, 704-687-2200**.
- **For TV related service issues, call the Cable TV Support support team at: support@myresnet.com**.
- **For internet/wifi support, call 855.465.6729**.
- **For routine maintenance requests, visit: routingrequests@uncc.edu**.

**IMPORTANT DATES**

- **Fall Break**
- **MAY 12-13**
- **SEPT 9-13**
- **Dr. Martin Luther King**
- **AUG 22**
- **AUG 30**
- **DEC 16**
- **OCT 10-11**
- **@CLT_HRL**
- **JAN 9**
- **JANUARY 5–6**
- **NOV 22-26**
- **NOV 1**
- **NOV 4**
- **NOV 10**
- **OCT 31**
- **DEC 1-2**
- **DEC 7**
- **DEC 19–JAN 7**
- **DEC 23–24**
- **DEC 26**
- **DEC 30**
- **JANUARY 4**
- **JANUARY 9**
- **JANUARY 12**
- **JANUARY 16**
- **JANUARY 18**
- **JANUARY 20**

**RESIDENCE HALLS HAVE QUIET HOURS**

- **On Sunday-Thursday, quiet hours are from 10 p.m. to 7 a.m.**
- **On Friday and Saturday nights quiet hours are from 11 p.m. to 7 a.m.**
- **Quiet hours are in effect**
- **Campus Hall**
- **Courtyard Hall**
- **Cordon Hall**
- **McKewn Hall**
- **The Commons**
- **Graves Hall**
- **Hunts Hall**
- **Kirkwood Hall**
- **Levine Hall**
- **Martin Hall**
- **Miltimore Hall**
- **Robertson Hall**
- **Sharpe Hall**
- **Short Hall**
- **Wallis Hall**
- **Witherspoon Hall**
- **Greensboro Hall**
- **Hunt Hall**
- **Yarbrough Hall**

**THERE ARE VISITATION POLICIES**

Residents must not allow guests in any portion of their buildings and tours must be given at all times only upon assistance. Residents are responsible for informing guests of all residence hall policies and procedures. It is intended that the community be safe and as such we recommend that residents do not allow guests in any portion of their buildings and tours must be given at all times only upon assistance. Residents are responsible for informing guests of all residence hall policies and procedures.

**THERE IS A PROHIBITED ITEMS LIST**

- **If you have talked to the person(s) causing too much noise and were not successful in lowering the noise and you would like to make a complaint**, please contact a staff member for help.

**WINDOWS CAN BE DANGEROUS**

- **Walking or sitting on window ledges, putting objects out of a window or throwing/dropping things out of a window may also result in your removal from campus housing.**

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