

Student Housing Handbook

Welcome to MAHEC Student Housing

MAHEC welcomes you to our student housing program and to Western North Carolina. The primary goal of our housing program is to provide you with a clean, secure, and comfortable living environment which will be conducive to study, relaxation and social interaction with other students. We hope that you enjoy your clinical rotation and your stay in housing.

The Student Handbook was designed to help you become acquainted with our student housing program. We have included lots of useful information on life in our housing units. Please carefully read this information and bring the handbook with you when you come to Asheville. Please call the Student Housing Office whenever you have a question.

The Student Housing Office handles only the arrangements for your housing. If you have other questions about your rotation, please contact the representative at your school or your preceptor.

Housing Units

Beverly Condominiums

9 fully furnished apartments located at Beverly Condominiums. These units accommodate 2-3 students and are within walking distance to the Mission Hospital campus.

- Most units have 2 bedrooms (3 twin beds). One room has 1 bed; second room has 2 beds. You may be required to share a bedroom.
- 1 full bath.
- When you arrive at the Beverly Condo housing unit, beds/rooms are on a first-come first-serve basis. You may choose a bed that is not occupied.
- Fully equipped kitchen includes microwave, toaster and coffee maker. There is also a basic supply of dishes, pots and pans, bakeware, utensils and much more.
- These units **do not** include a washer & dryer. There are several laundry centers convenient to housing; map/directions will be included in your confirmation email.
- Parking - there are not assigned parking spaces or parking permits, but please park as close to your apartment building as possible.

Hendersonville

 3 fully furnished apartments in Hendersonville located at the Ballantyne Commons Complex. **These are co-ed apartments.**

- 2 apartments accommodate two students each with 2 full baths (twin beds). Bedrooms are not shared.
- 1 apartment accommodates 3 students with 2 full baths (twin beds). Bedrooms are not shared, one bath is shared.

- Fully equipped kitchen includes microwave, toaster and coffee maker. There is also a basic supply of dishes, pots and pans, bakeware, utensils and much more.
- Includes a washer & dryer.
- Parking - there are not assigned parking spaces or parking permits, but please park as close to your apartment building as possible.

Sylva/Cullowhee

1 fully furnished apartment in Sylva/Cullowhee located at the Rabbit Ridge Properties. **This is a co-ed apartment.**

- **1** apartment accommodates 4 students with 4 **full size beds**/4 baths. The bedrooms/baths are not shared.
- Fully equipped kitchen includes microwave, toaster and coffee maker. There is also a basic supply of dishes, pots and pans, bakeware, utensils and much more.
- Includes a washer & dryer.
- Parking - there are no assigned parking spaces, see confirmation email regarding parking instructions.

Furnishings

MAHEC is responsible for the basic furnishings in the apartments. If you experience a problem with any of the furnishings please email or call Lisa Ogle. (Examples: coffeemaker quits working, new shower liner is needed, pots and pans are scratched, broken lamp. etc.)

Please do not move existing wall hangings or hang any pictures, posters or other items on any housing unit wall. Also, furniture should not be rearranged or moved between rooms.

What to Bring

- Linens - Twin-bed sheets (Full size for Sylva apartment), pillow, blanket, comforter etc.
- Bath linens towels/wash cloths
- Paper products (toilet paper, paper towels)
- Dish detergent/dish cloth/sponge
- Trash bags
- Storage containers for food
- Laundry bag
- Iron/steamer
- Basic toiletries, hand soap etc.
- Cleaning supplies

Each student will have one dresser, but closet space is limited in the Beverley Condo apartments, so bring only the things you need or that can be folded.

What Not to Bring

- Bikes – as they are not allowed by Beverly Condominium Association nor are they permitted inside any of the Housing units. There is no secure area outside our other housing locations in which to store them. Per the Housing Agreement Form Bikes are accepted on vehicle racks or inside your vehicle ONLY.
- Valuable or fragile items
- Excessive amounts of clothing or personal items

Absolutely NO PETS of any kind are permitted in any MAHEC housing unit.

Key/Arrival

You will be mailed a key packet before your rotation begins. For security reasons your packet will not include your apartment location or number. You must refer to your housing confirmation email for that information.

Check-in is between 11:00am – 10:00pm on your scheduled arrival date. Your confirmation email contains the date of your arrival. If you are unable to keep this appointment please call Lisa Ogle.

A map to your housing unit will be provided in your confirmation email. It is very important that you bring this map with you when you arrive in town to check- in. All of the units/buildings are labeled, but some are very hard to find in the dark. Having a map will make locating your apartment much easier.

Upon checking-in, you must call the housing manager at (828)257-4427. Leave a voicemail with your name and apartment number. **Failure to confirm occupancy within 24-hours may result in reassignment of your bed and/or loss of your housing.**

Check Out/Key Return

You must check out on the date listed in your confirmation email. Please return your key & check out form in the self-addressed stamp envelope provided, to the MAHEC Student Housing office. Please do not return your key without including your check-out form and name.

There will be a \$10.00 fee for keys lost or not returned.

House Rules

Room Assignments

Assignments to the housing units are made according to the length of your rotation, the current mix of men and women and the schedules of other student rotations. Due to different student rotations & schedules you should expect to have roommates during all or part of your stay.

PLEASE DO NOT SWITCH HOUSING UNITS. If you have questions regarding your assignment contact Lisa Ogle, Student Housing Manager.

We expect that in most cases students will work out any interpersonal problems directly with the other student(s) involved. However, the Student Housing Manager is available to help you with any major problems or unresolved issues.

Guests/Visitors

Each student has the right to a quiet, private and secure living area. To ensure this, it is necessary to place some limitations on guests in the housing units. **Students may not have spouses, friends, or other guests stay overnight or live with them while staying in MAHEC housing.**

Please consider the rights of your roommates when inviting guests to your apartment. It's a good idea to talk to your roommates before you invite someone over. You are responsible for ensuring that your guest follows all the housing rules and respects the rights of other students. Parties are not permitted in any housing unit.

If someone is interested in seeing MAHEC housing, please refer them to the Lisa Ogle at the Student Housing Office. DO NOT give them a tour of the housing unit. This is necessary to ensure the security of the housing units and everyone's right to privacy.

Please be considerate of other students and neighbors at all times.

Fire Safety

There are smoke alarms in each apartment. **Do not remove the batteries for any reason.** Contact our office if the detector should start to beep and we will have the batteries replaced. Fire extinguishers are located in each apartment. Smoking is not allowed inside any of the MAHEC housing units. Also burning candles, incense or fires of any kind are not permitted inside or outside any of the housing units.

General Housekeeping

A cleaning service cleans apartments on a bi-weekly schedule. There is a schedule posted in each apartment or you will receive the schedule in the confirmation email. They will arrive anytime between the hours of 9:00am -4:00pm on the scheduled day. **Students are not permitted to deny MAHEC appointed cleaning service access into the apartments.**

On the scheduled cleaning date you must have your apartment neat, which includes clothes, dishes and personal items put away (they will not wash your dishes). The cleaning service will dust, vacuum and mop the floors, clean the counter tops, and bathrooms. Students will also be expected to participate in community housekeeping chores to maintain appropriate upkeep of the housing during their rotation. You are responsible to clean the kitchen and bathroom immediately after every use. Trash & recycle should also be emptied on a regular basis.

It is YOUR responsibility to clean the apartment for the next student. Due to the various rotation schedules, it is impossible to clean each apartment after each rotation. Therefore, it is each student's responsibility to clean the apartment prior to departure for the next student coming in. We EXPECT the apartment to be swept and/or vacuumed, the kitchen and bathroom to be cleaned, and the apartment furniture to be dusted prior to check out. Remove ALL food items from the refrigerator and freezer. Please remove all personal belongings.

You will be charged \$25.00 cleaning fee if the housing unit is left unclean and your school will be notified.

Internet/Cable

MAHEC provides a TV along with wireless internet access and/or cable in all our housing units. You must

provide your own lap top/tablet. MAHEC is not responsible for providing technical support for your computer devices. Refer to your confirmation email for access codes.

Occupancy Privileges

To continue your occupancy in MAHEC housing, you must comply with all housing rules and procedures and with reasonable requests from the Student Housing manager, Student Housing office, and/or MAHEC personnel. By accepting accommodations in student housing, you are responsible for the repair of damages due to neglect or misuse of the housing facilities or furnishings. Students are to report any broken items to Lisa Ogle as soon as possible.

Repairs and Maintenance

For any repairs or maintenance needs call the Student Housing office at (828) 257-4411. MAHEC reserves the right to access all units as needed for maintenance and repairs, including occasional inspections. MAHEC's duly authorized agents and representatives have the right to enter housing space, including student rooms, for legitimate purposes including inspection and maintenance/repairs. MAHEC maintenance personnel will be identified by uniform and/or badge. If you have any question as to the identity of someone who comes to the door for maintenance or other service you should refuse to let them in. If you feel threatened call 911, otherwise please notify our office of any such incident.

Pest Services

All buildings are treated by licensed pest control contractors.

Damage/Loss

MAHEC assumes no responsibility for any loss, theft or damage to student's personal property. If you desire insurance on your personal belongings, you may obtain this at your own expense.

Students are responsible for any damages to premises or furnishings. Please keep the housing unit locked and secure at all times, including all doors and windows.

Illness

Mission Hospitals (Asheville) has an emergency room on their Memorial Campus. Pardee Hospital (Hendersonville) also has an emergency room. There are several free-standing urgent care centers in the area as well. In addition, the MAHEC Family Health Center has agreed to provide episodic care to students in our residences. The MAHEC Family Health Center will require that you pay a customary charge for any services provided. You may contact them at (828) 257-4730.

Lost and Found

Personal items left in common areas or found in units after student departures will be kept in the Student Managers office at MAHEC. After the end of each month all unclaimed items will become MAHEC property to be disposed of.

Mail

You may receive mail at the housing units. The mail boxes are for letter size mail only. Please contact Lisa Ogle for the address of your apartment. The post office will not forward mail from the housing units once your rotation ends. You will need to keep your mail correspondents informed of your departure date and new address. MAHEC will discard all items other than first class mail, which will be returned to the sender.

Important Phone Numbers

Emergency 911

Lisa Ogle - Student Housing Manager

Office (828) 257-4427

Cell (828) 777-5736

Ron Fagan - Director of Facilities

(828) 777-7250

Student Housing Office (8:00am - 5:00pm)

(828) 257-4411

Maintenance - after hours

(828) 257-4411 - option #2

MAHEC Switchboard (8:00am - 5:00pm)

(828) 257-4400

If you have questions, concerns, or maintenance issues during your stay, please don't hesitate to call Lisa Ogle.