

New Resident Guide

Welcome to your new home! This Resident Guide has been designed to familiarize you with all of the facilities and services available within the Baity Hill Graduate and Student Family Housing Community at the University of North Carolina at Chapel Hill.

Enclosed are policies and procedures and community information to help you transition. We believe you will find it informative and helpful in becoming acquainted with your new home and community. If you have a question that is not covered in this guide, please contact the Baity Hill Office.

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General Information

Lease Agreement

The Resident Guide is not intended to replace the Lease Agreement. The Lease is the entire agreement between Lessee and Lessor. Lessor's representatives (including management personnel, employees, and agents) have no authority to waive, amend, or terminate this Lease or any part of it, unless in writing.

Rental Rate and Payment

The resident will pay the amount of rent specified in the Lease Agreement on the first (1st) of each month. There is a grace period through the fifth (5th) of the month before a late fee of five (5%) percent is assessed. We accept payment in the form of check, money order, or credit card. We are unable to accept postdated checks. There is a rent drop box inside the Baity Hill Office.

Renter's Insurance

It is highly recommended that residents maintain renter's insurance during the term of this Lease and any subsequent renewal periods to help protect their personal property and property of Baity Hill. We recommend the limits of liability be in an amount not less than \$25,000 per occurrence. Baity Hill is not responsible for, and will not provide fire or casualty insurance for your personal property. Neither Baity Hill or its staff are liable to residents or their respective guests for any damage, injury or loss to person or property from fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, interruption of utilities or other occurrences unless such damage, injury or loss is caused exclusively by the negligence of Baity Hill. Residents assume all risks with respect to all of the above.

Moving In

Once an apartment home has been assigned, the resident will be provided with a confirmation letter detailing information about the apartment and the move-in date. Please allow 20-30 minutes on your move-in day, so we can give you a brief orientation. This will consist of an explanation of the lease terms, an overview of this guide, and an explanation of the Apartment Condition Form.

Upon request, a Baity Hill staff member may accompany the resident to their apartment home, help complete the Apartment Condition Form, provide instructions on the operation of appliances, and point out the location of thermostats, smoke detectors, fire extinguishers, and circuit breakers/fuse box.

Use and Residency

Only the listed residents shall personally use and occupy the apartment home and will do so solely as a private dwelling. The resident agrees that the number of residents will not exceed the number and names shown on the Lease Agreement and will not exceed the stated occupancy limits. Residents must notify the Baity Hill Office if a family increases in size due

to an event such as a birth, adoption, marriage, or addition of a recognized dependent family member.

Commercial Business: State law prohibits businesses run from state facilities, using state resources including apartments, or through the use of Internet technology owned by the state. Baity Hill Staff will not honor or sign any Business Permits from the Town of Chapel Hill. Residents may not inscribe or affix any sign, advertisement, or notice on the apartment or adjacent grounds. Failure to abide by this policy may result in lease termination.

Community Policies Enforcement

By signing the Lease Agreement, residents have agreed to abide by its terms, including the provisions in this Resident Guide. The resident and other occupants agree to abide by all laws, rules and regulations of the State of North Carolina and any rules and regulations of Orange County and Town of Chapel Hill, authorized State agencies, the Department of Housing and Residential Education and The University of North Carolina at Chapel Hill.

Notice of Violations: Baity Hill Staff may issue notices of violations of obligations under the Lease Agreement or Resident Guide. For more serious violations, a termination of the Lease Agreement may occur without previously issuing notices of violations. Based on the nature of the incident and any other documentation contained within the resident's file, the Baity Hill Property Manager will determine if a Discrepancy Notice, Letter of Caution, Warning Letter, or Letter of Termination is to be issued.

Moving Out

A minimum of thirty (30) days written notice must be provided to the Baity Hill Office. Notice to Vacate forms, available in the Baity Hill Office, must be completed and fulfill the requirement of a written notice. Requests to change move-out date or cancel Notice to Vacate may not be possible once notice has been received. Resident is responsible for payment of rent until the apartment is vacated and apartment keys are returned to the Baity Hill Office.

On the Move-Out date, the resident should: (a) vacate the apartment; (b) leave the apartment in a clean and rentable condition, normal wear and tear excepted; (c) return all keys and flex passes to the Baity Hill Office; (d) follow the move-out instructions provided with the Notice to Vacate forms; and (e) pay any outstanding charges or delinquent rent. Residents will be responsible for any damages to the apartment and any cleaning charges beyond reasonable wear and tear.

Any items remaining in the apartment after vacating shall be presumed abandoned and may be disposed of without liability to Baity Hill. Reasonable charges for storing and/or disposing of abandoned property will be imposed.

An appointment for a move-out inspection may be scheduled on your move-out date where scheduling allows for both the resident and Baity Hill staff. The pre move-out inspection is optional. A final inspection will be performed after keys are returned. A Final Account Statement will be emailed to the resident within thirty (30) days of move-out.

Termination of Lease

Baity Hill, may at its option, terminate the occupancy of a resident and take possession of the premises upon giving thirty (30) days written notice if any of the following conditions occur:

- A. The Resident provides false information in connection with entering into this lease.
- B. The Resident is no longer eligible to remain in Student Family Housing, as a result of changes in student or family status.
- C. The Resident fails to pay rent or other charges when due.
- D. The Resident fails to abide by the terms of this lease, or is in violation of the published rules and regulations.
- E. In addition, in accordance with its administrative procedures, Baity Hill reserves the right to terminate the lease without a student judicial hearing should the Resident's behavior or the behavior of his/her family members and/or guest(s) pose a continuing danger to themselves, or to other members of the University community, *or* a continuing danger to University property, *or* a serious threat of disruption to the academic process.

Residents may be released from the Lease Agreement, **with penalty**, on the final day of any month during the lease term with the exception of the final 31 days of the lease agreement. The penalty for terminating the lease agreement is one-half of the rent chargeable through the remaining term of the lease. This penalty is due and payable on the last date of occupancy. *Vacating the premises within the last 31 days of the lease agreement requires full payment through the end of the lease term.* The Resident shall be responsible for all rents or early termination penalties as set forth in the lease and prescribed by the final date of the lease term regardless of subsequent changes in enrollment or post-doctoral status.

Right of Entry

Baity Hill (an any managing agent or vendor authorized by Baity Hill) shall have the right to enter the Apartment for any reasonable business purpose which includes, but is not necessarily limited to, making repairs or replacements, doing preventative maintenance, leaving notices, removing health or safety hazards, inspecting the apartment in case of emergency or lease violations, and allowing entry by law enforcement officers.

Maintenance

Regular Service Hours

Maintenance is available Monday through Friday from 8AM – 6PM.

Emergency Maintenance

For emergency maintenance issues that occur after hours, on weekends, and during University observed holidays, please contact Public Safety at 919-962-8100. *Do not leave a message at the Baity Hill Office or Housing Support Office for emergency issues.*

Emergency issues may include but are not limited to:

- No electricity, heat or AC
- Sewer back up or toilet stopped up (**if apartment has only one toilet**)
- No hot or cold water
- Any water leak
- Essential appliance not working (Refrigerator, Stove, Etc.)
- Any unsecured entry
- Malfunctioning controlled access doors

Issuing Service Requests

Maintenance issues should be reported to the Housing Support Office via phone at 919-966-2471, email at fixmyroom@fac.unc.edu, or online (Preferred Method) at <http://go.unc.edu/fixmyroom>. Issues may also be reported to the Baity Hill Office.

Routine Maintenance

Periodic inspections of apartment homes will be conducted, as there is a preventative maintenance program to maintain and assess HVAC systems, appliances, smoke detectors/fire alarm, fire extinguishers. Residents will be notified via email notification and/or fliers posted in the building.

Locks and Keys

Only the residents listed on the Lease Agreement and providing a valid photo identification will be issued the two (2) apartment keys and two (2) flex passes to the apartment home. Should keys or flex passes become lost, immediately notify the Baity Hill Office. The lock will be changed and the resident will be assessed the \$60 replacement fee and/or \$20 replacement fee for each flex pass.

If needed, residents may complete a Key Release to authorize another person entry to their apartment. Key Release forms are available at the Baity Hill Office.

Lock-Outs

During regular business hours, lock-out requests should be made in person at the Baity Hill Office. After Baity Hill Office hours, on weekends, or during University observed holidays and closings, lock-out requests should be made to Public Safety by calling 919-962-8100. A photo identification must be shown in order for the lock-out to be performed.

Energy Conservation

The goal of energy and water conservation is to ensure that the essential needs of all residents are provided without waste. Energy conservation is a key element to become energy efficient. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

- Try to limit thermostat settings to no higher than 68 degrees for heating and no lower than 78 degrees for cooling when not at home.
- Do not operate portable electric heaters.
- Use drapes and/or blinds to allow entry of sunlight in the heating season and provide shade during hot weather.
- Operate dishwashers, clothes washers, and dryers only when fully loaded.
- Delay operation of heat-producing appliances to cooler periods of the day during the summer months.
- Use low wattage lamps when consistent with needs and turn off lights in unoccupied rooms.
- Keep doors and windows closed whenever air conditioning or heating is being used.

Damages

There is a charge for the cost of repairs, labor and material for any damage caused to the apartment home, building, or garage by negligence of the resident and/or resident's family or guests. All payments are due within thirty (30) days of the date the repair is completed.

Pest Control

In order to avoid pest control issues, residents are responsible for good sanitation and housekeeping practices. If pest control treatments are needed, please issue a service request with Fix My Room.

Community Policies

Apartment Alterations

Residents are prohibited from making alterations or repairs to the apartment or building. This includes painting. No fences or additional storage facilities may be constructed in or around Baity Hill. Failure to abide by this provision will result in disciplinary action, up to and including lease termination.

Community Garden

We are proud to offer plots in the community garden. The plots are limited in number and lottery participants may use their assigned plot for one calendar year. Failure to comply with the community garden rules and standards will result in the reassignment of the plot. A sign up and lottery may be held at the end of each academic semester.

Guests

A guest is defined as anyone who is invited for a short-term stay greater than 24 hours (not to exceed 30 days) during any academic semester. All guests must also be registered with the Baity Hill Office. No registered guest may stay in an apartment without an occupant present. Guests are subject to all rules contained in the Lease Agreement. Residents are responsible for acquiring a guest parking pass by visiting the Baity Hill Office for the appropriate form to take to the Department of Public Safety.

Noise

Although this is apartment living and so level of noise is to be expected, please be considerate of your neighbors. Please refrain from making or permitting any disturbing noises. Any noisy or boisterous conduct, including the loud playing of stereos, televisions, or musical instruments, which would disturb the peace and quiet enjoyment of other residents, is prohibited. Noise complaints during the Baity Hill Office hours should be reported to Baity Hill Staff. Please contact Public Safety at 919-962-8100 to report noise complaints after hours.

Packages

The Baity Hill Office will accept mail and packages on your behalf. This service is provided as a convenience. Residents acknowledge that the Baity Hill Staff is not responsible for lost, stolen, or damaged items and are released from all liability with respect to the acceptance or storage of any mail or packages.

Parking

Residents must register personal vehicles with the Baity Hill Office and the Department of Public Safety (DPS) and must purchase a parking permit from DPS. Baity Hill guarantees one parking space per apartment. Any additional or 2nd vehicles per apartment unit will be required

Parking (cont)

to park this vehicle at a RR lot off campus. Lessee living in UNC Housing (residents) can purchase an RR permit for the ([Estes Drive](#)) lot. The Estes Drive RR lot is a gated lot located 1.5 miles from campus. The Estes Drive RR lot is served by the fare free [CHT NU Route](#) that travels from main campus to the gated lot. The RR [Student permit prices](#) vary by zone and type designation.

Limited additional spaces are available via a hardship application process. Residents may park in any unreserved space below or near their apartment building with an appropriate permit. If the Lease Agreement is terminated or if you move out before the permit expires, the permit must be immediately returned to DPS for a pro-rated refund. Motorcycles, scooters, or other vehicles must be parked in designated parking areas. They may not be parked in or under stairwells or inside the buildings.

Bicycles parked or stored on campus must be registered with DPS. The registration is free and can be completed online or at DPS. Bicycle parking is available in each parking garage and is designated by the presence of bicycle racks. Any bicycle parked/stored in an unauthorized area is subject to impoundment without prior warning.

Pets

Residents are not allowed to have pets on the premises, including visiting pets. Residents are allowed to have fresh-water fish in aquariums not exceeding ten (10) gallons. If you are found with a pet, you will have up to 24 hours to remove the pet from the premises. Failure to abide by this policy may result in termination of this lease, and an administrative charge will be assessed to your account. Licensed service animals authorized by the University's Disability Services are exempt from this policy.

Playground and Basketball Courts

The playground is located on Baity Hill Drive between buildings 1800 and 2000. There are basketball courts located in front of the playground on Baity Hill Drive and next to building 1351 Mason Farm Road.

Smoke Detectors

Smoke detectors and fire extinguishers have been provided to comply with safety ordinances and should not be deactivated or removed. Residents agree to immediately report a malfunctioning device or if the fire extinguisher has been activated to the Baity Hill Office.

Smoking

All residents, occupants, and guests are prohibited from smoking on the property, including but not limited to: inside apartments, stairwells, hallways, on elevators or any other interior or exterior common areas. This provision is in accordance with the University's No Smoking policy. Evidence upon inspection, either during or after occupancy, of failure to abide by this policy will result in forfeiture of all security deposits paid and may result in lease termination. If no security deposit is held, a non-compliance fee will be assessed.

Trash and Recycling

For residents on Baity Hill Drive, there are trash and recycling receptacles near the entrance of the community. Residents in the Mason Farm Road buildings have trash and recycling receptacles next to the building. Please make sure that all cardboard recycling is broken down and placed inside the receptacle. Both trash and recycling are picked up multiple times throughout the week and are rarely full so items should not be placed beside the receptacles. Please do not leave any large furniture or mattresses at the trash receptacle. Please contact the Baity Hill Office to learn where to dispose of large and bulky items.

Using the Baity House

The Baity House is available to reserve after business hours for small gatherings and events. The reservation fee of \$30 and the reservation agreement must be completed in order to reserve the house. The patio and grill area behind the house can be reserved with the reservation of the Baity House for the same allotted time period.

Community Transitioning

The purpose of this section is to provide practical resources for residents who are new to the university and Chapel Hill. This is not an exhaustive list as there are a number of organizations, activities, and retailers in the area. The information presented here does not reflect an endorsement of these organizations or businesses. All information should be verified as it may be subject to change.

Chapel Hill/Orange County Visitors Bureau

www.visitchapelhill.org – This website is a great starting point to help you learn about the area! In addition to listing of local attractions and dining, there is an excellent calendar of events and a collection of online maps. Their office is located at 501 West Franklin Street.

Childcare

Finding childcare can be a very personal and difficult process. A great place to start to learn about local childcare options is the Child Care Services Association, www.childcareservices.org. One unbeatable resource will be your new neighbors, who can share their own personal experiences with local childcare providers. More information regarding university affiliated childcare facilities and the Helping Heels Care Provider List can be found online at <http://hr.unc.edu/benefits/work-life-and-wellness/child-care-programs/index.htm>.

Donating Unwanted and/or Bulky Items

We have created a Donation & Discard Guide to help residents donate or properly dispose of personal items. Please contact the Baity Hill Office to receive the guide.

Family Friendly Activities

Moving on campus with a family can present its own challenges; however, Chapel Hill and Triangle area has lots of fun family friendly activities to partake in! The Chapel Hill/Orange County Visitors Bureau has a section devoted to family activities that the area offers. From the Durham Bulls minor league baseball team, NC Botanical Gardens, UNC Morehead Planetarium, Kidzu Children's Museum, local farms, NC Museum of Life & Science, and Carolina Hurricanes hockey team, there are lots of options for the whole family within 5 to 40 minutes from Baity Hill. Chapel Hill also has a number of great parks for kids of all ages to enjoy (Locations can be found at www.townofchapelhill.org/index.aspx?page=525). With easy access to major interstates, your family can also enjoy easy day or weekend trips to the coast or mountains of North Carolina.

Furniture Rental

There are a few furniture rental companies in the area including CORT Furniture (www.cort.com) and AFR (www.rentfurniture.com). Both companies have informative websites and showrooms and outlet retail stores in Raleigh, NC. Please contact the office for information regarding the latest package specials made available to Baity Hill residents.

Grocers

While there are not any grocery stores within walking distance of the community, there are a number of different options available including local farmers' markets.

Food Lion: 1720 North Fordham Boulevard; 600 Jones Ferry Road - Carrboro

Fresh Market: 1200 Raleigh Road

Harris Teeter: 2110 South Estes Drive @ University Mall; 310 North Greensboro Street - Carrboro

Trader Joe's: 1800 East Franklin Street

Whole Foods: 81 South Elliott Road

Carrboro Farmers' Market: Located on the Carrboro Town Commons next to 301 West Main Street. Visit www.carrborofarmersmarket.com for market days and hours.

Chapel Hill Farmers' Market: Located at 201 South Estes Drive in the parking lot of A Southern Season at University Mall. Visit www.thechapelhillfarmersmarket.com for market days and hours.

Raleigh Farmers' Market: Located near NC State University's Centennial Campus. Visit www.ncagr.gov/markets/facilities/markets/raleigh for market days and hours.

Resources on Campus

The University offers a number of resources to help you succeed as a Carolina student. Below are just a few of those resources:

Academic Advising Program – advising.unc.edu

Center for Student Success & Academic Counseling

Campus Health Services – studenthealth.unc.edu

University Career Services – careers.unc.edu

Carolina Women's Center – womenscenter.unc.edu

Counseling & Wellness Services

Dean of Students – deandofstudents.unc.edu

Disability Services – disabilityservices.unc.edu

Diversity & Multicultural Affairs – unc.edu/diversity

Graduate and Professional Student Federation - studentorgs.unc.edu/gpsf

Information Technology Services – its.unc.edu *ASK ABOUT OUR ON-SITE TECHNOLOGY STAFF

International Student & Scholar Services – oiss.unc.edu

The Lesbian, Gay, Bisexual, Transgender, & Queer (LGBTQ) Center – lgbt.unc.edu
Student Legal Services – Carolina Union Suite 3407

Grade Schools

www.chccs.k12.nc.us - The Chapel Hill-Carrboro City Schools (CHCCS) is one of two public school systems in Orange County, NC. Established in 1909, CHCCS is particularly proud of the academic accomplishments of its students and the strong credentials of its teaching faculty.

Baity Hill is currently assigned to:

Glenwood Elementary: 2 Prestwick Road, P: 919-968-3473, School Hours 7:40AM – 2:30PM

<http://www2.chccs.k12.nc.us/education/school/school.php?sectionid=5738>

Culbreth Middle: 225 Culbreth Road, P: 919-929-7161, School Hours 8:15AM – 3:10PM

<http://www2.chccs.k12.nc.us/education/school/school.php?sectionid=4>

East Chapel Hill High: 500 Weaver Dairy Road, P: 919-969-2482, School Hours 8:40AM – 3:50PM

<http://www2.chccs.k12.nc.us/education/school/school.php?sectionid=5>

Please visit the CHCCS website to confirm these schools are still assigned to Baity Hill. To register your child, visit the CHCCS office at the Lincoln Center, 750 South Merritt Mill Road (P: 919-967-8211).

School buses currently pick up at the entrance to Baity Hill. You can call the CHCCS Transportation Department at 919-942-5045 ext. 1 for additional information about bus runs and stops.

Chapel Hill and the surrounding areas also have a number of private and independent schools. In addition to offering a high caliber of learning opportunities, they provide an alternative to public education.

Shopping

There are a number of locations across the triangle that offer great shopping opportunities. Below are just some of the options available to you:

Franklin Street: Chapel Hill would not be Chapel Hill without Franklin Street. Among the diversity of restaurants, Franklin Street is home to a number of unique retailers you cannot find anywhere else.

Meadowmont Village: Located off Highway 54 just as you come into Chapel Hill, Meadowmont is a smaller shopping center featuring clothing and art retailers along with service providers, restaurants, and a Harris Teeter grocery store.

Shops at Eastgate: With easy access from Franklin Street or 15-501/Fordham Blvd, the Shops at Eastgate is home to 30 retailers including Trader Joe's, Performance Bicycles, Great Outdoor Provision Company, Talbots, restaurants, and more.

Southern Village: Just off 15-501 at Market Street, Southern Village is a small shopping center with restaurants and service providers. Anchored by Weaver Street Market and Lumina Movie Theatre, Southern Village also offers various outdoor entertainment options and a farmers' market.

Streets at Southpoint: The Streets at Southpoint is an indoor/outdoor shopping experience with numerous retailers, restaurants, and a movie theatre. Located at 6910 Fayetteville Street, Durham, NC.

University Mall: Located at 201 South Estes Drive, University Mall has a number of stores and is anchored by A Southern Season, Dillards, and a branch of the Chapel Hill Public Library.

Weaver Street Market: With locations in Carrboro and Chapel Hill, WSM is one of the largest and most successful cooperative organic supermarkets in the U.S. On the front lawn at the store in Carrboro in the warm weather months, you can enjoy music performances along with wine tastings and other community events.

Storage Facilities

Baity Hill does not offer on-site storage options for personal belongings. There is a variety of convenient storage options available in the area. Baity Hill does not recommend or endorse any particular storage facility, and all arrangements are made directly with the off-site company.

Name	Website	Phone
Atlas Van Lines	www.atlasvanlines.com	800.638.9797
ClutterFreeBox	www.clutterfreebox.com	877.966.6269
College Boxes	www.collegeboxes.com	866.269.4887
PODS	www.pods.com	877.770.7637
StUrage	www.sturage.com	866.744.3833

The following information is a summary of information from the local telephone directory.

Name	Location	Telephone
A-1 Mini Storage	Junction Road in Durham	919.471.6668
AAA Mini Storage	Junction Road in Durham	919.598.6999
ABS Self Storage	Between Chapel Hill and Pittsboro	919.929.1133
American Self Storage	Hwy 64 towards Pittsboro	919.721.1289
Ample Storage Center	Garrett Road between Chapel Hill and Durham	919.489.5999
Chapel Hill Self Storage	Eubanks Road in Chapel Hill	919.967.4460
Chatharidge Self Storage	Four miles south of Chapel Hill off of 15-501	919.932.6208

Colonial Storage Centers	Chapel Hill Blvd in Durham	919.489.1300
Farrell's Self Storage	McGhee Road in Chapel Hill	919.969.9877
Fearrington Self Storage	Between Chapel Hill and Pittsboro off of 15-501	919.929.1133
Hillsborough Self Storage	Hillsborough	919.644.6776
Lawton Storage	Old Greensboro Road in Chapel Hill	919.929.9057
M & R Storage	15-501 Hwy near Pittsboro	919.968.8705
Starpont	Smith Level Road at 15-501	919.942.6666
Stow A Way Mini Storage	Chapel Hill Blvd in Durham	919.489.8972
Surety Storage	Highway 86 towards Hillsborough	919.942.2822
Uncle Bob's Self Storage	Hillsborough Road in Durham	919.382.0511
Village Self Storage	South Greensboro Street in Carrboro	919.942.7725
West's Durham Transfer and Storage	United Drive in Durham	919.929.8629
Westview Self Storage	Hillsborough Road in Durham	919.383.4321

Transportation

Below is information about how to get around campus, Chapel Hill, and the surrounding areas:

Chapel Hill Transit: The Chapel Hill Department of Transportation offers free bus service to help you get around Chapel Hill and Carrboro. Routes and scheduling are online at <http://www.townofchapelhill.org/index.aspx?page=1176>. You can also use www.nextbus.com, which sends route and scheduling information to your phone.

*Currently, the closet bus stops from Baity Hill are down Mason Farm Road near the Odum Village community or the parking lot behind Baity Hill accessible down the set of stairs at the playground. Routes U and RU are great for getting around campus!

Triangle Transit Authority (TTA): This bus line serves most of the triangle area including Raleigh, Durham, RTP, and Chapel Hill. There is a fee to ride these buses. Fares can be paid as you get on the bus or passes can be purchased online at <http://triangletransit.org>. Some popular TTA routes are: *Route 400: Durham-New Hope Commons-Chapel Hill* (Serving: Durham Station, Duke/VA Hospitals, South Square, Patterson Place, New Hope Commons, downtown Chapel Hill, and UNC Hospitals) and *Route 800: Chapel Hill-Southpoint Mall-RTC* (Serving: UNC Hospitals, UNC campus, Southpoint Mall, NC Hwy 54 (mid-day and night only), and Regional Transit Center (RTC). NOTE: See also route 805 for additional service in this corridor.)

Point-to-Point (P2P): Point-to-Point (P2P) is operated expressly for UNC faculty, staff, and students by the UNC - Chapel Hill Department of Public Safety. Its goal is to supplement Chapel Hill Transit service. There is a P2P Express Evening Shuttle that follows a fixed-route from 7PM – 3AM every day during the fall and spring semesters. The P2P Express Shuttle does not run during the summer sessions or University recognized holidays. You should have your ONECard ready to display to board this bus.

Along with the Express Evening Bus, P2P also offers demand response service pick-up and drop-off points that are limited to on campus locations or specific off campus locations owned or operated by the University. After dark, P2P operates demand response vans for passengers not on the P2P Express Evening Shuttle, such as Baity Hill buildings. Rides need to be requested by calling the P2P Dispatch at 919-962-7867. For more information, visit <http://www.dps.unc.edu/brochures/P2P.pdf>.

Zipcar: Zipcar is a car sharing service that offers cars by the hour or the day, located at 8 convenient locations across campus and allows access to all Zipcar vehicles located across the country and around the world. This is a flexible and convenient way to maintain proximate access to a vehicle and reserving a vehicle online is a quick and easy process. All UNC staff and students 18 years of age or older who are licensed drivers (international driver's license are accepted) may apply to enroll in the program for business or personal trips. A car can be reserved online or by phone 24 hours a day, 7 days a week. Gas, maintenance, insurance, 180 free miles per day and on campus parking are all included in UNC's rate of \$7 per hour and \$60 per day maximum. For more information, visit <http://www.dps.unc.edu/Transit/campustransit/zipcar/zipcar.pdf>.

Washer/Dryer Rental

Washer/Dryer facilities are on the second (2nd) floor of each building at Baity Hill. Washer/Dryer connections are also inside each apartment home. If you have a washer/dryer and want to ensure they are connected correctly, please contact the Baity Hill Office. If you do not want to purchase a washer/dryer, but would like to have them in your apartment you can rent them. Two rental options are AZUMA (www.azuma.com) and Appliance Warehouse (www.appliancewhse.com).

Important Contacts

- Baity Hill Office:** P: 919-843-8831 | F: 919-843-8846 | E: baityhill@unc.edu
- Emergency:** 911
- Public Safety:** P: 919-962-8100 (Non-Emergency)
Contact for safety concerns, locked out of your apartment when Baity Hill Office is closed, noise complaint when Baity Hill Office is closed, or you have an emergency maintenance issue when Baity Hill Office is closed.
- Fix My Room:** P: 919-966-2471 | E: fixmyroom@fac.unc.edu | go.unc.edu/fixmyroom
Hours: Monday-Friday 8AM – 6PM; For Emergency Maintenance After Hours, please contact Public Safety at 919-962-8100.
- RESnet:** P: 919-962-HELP (4357) | its.unc.edu/support/resnet
Contact for issues with cable or internet.