SFU ACKNOWLEDGES THE SQUAMISH, MUSQUEAM, TSLEIL-WAUTUTH, KATZIE AND KWIKWETLEM PEOPLES ON WHOSE TRADITIONAL TERRITORIES OUR THREE CAMPUSES STAND.

The Residence Handbook in conjunction with your legally binding license agreement (appended to the end of the Residence Handbook) provides you with information about living in the community: the processes, policies, and helpful information to orient you and help facilitate your residence experience. In addition, it outlines your rights and responsibilities that you can expect, and are expected of you as a member of this communal living environment and as outlined in the community living expectations. The Residence Handbook also outlines the policies and the process for appeal.

If you have any questions or concerns at any time, please reach out to us – your Community Advisors and/or our helpful and friendly front desk staff are great places to start and can either help or direct you to the right contact.
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Important Residence Dates and Deadlines

Fall Term 2019 (September – December)

Fall residence fees due - August 1
Fall Move In - August 28
Residence Welcome Days - August 28-29
Spring Term (January 2020) termination deadline for current Burnaby residents with no cancellation penalty - October 1
Fall 2020 applications, open for ALL residents for current residents and prospective students - October 1
Spring residence fees due – November 30
23-Hours Quiet Hours (Exam Period) – December 3-15
Move Out for students not in residence for Spring 2020 term – 24 hours after your last exam / no later than noon December 17
Residence and Housing limited services for Winter Break – December 24 at 4 pm –January 2 at 9 am

Spring Term 2020 (January – April)

Spring applications open for new residents – August 1 2019
Spring residence fees due – November 30, 2019
Spring Move In – January 2, 2020
Residence Welcome Days- January 2-3
Applications for Community Advisors for Summer 2020 and Fall 2020 – January
23-Hours Quiet Hours (exam period) – April 10-25
Move Out for students not in residence for Summer term -24 hours after your last exam / no later than noon April 26
Room switch period for students moving to Summer Housing – Assigned day April 30 / May 1

Summer Term 2020 (May – August)

Summer applications, open for ALL residents – October 1 2019
Summer residence fees due – April 1, 2020
Summer Move In – May 6
Residence Welcome Days- May 6-7
23-Hours Quiet Hours (exam period) - August 3-17
Move Out for students not in residence for Fall term - 24 hours after your last exam / no later than noon August 23
Room switch period for students moving to Fall Housing – Assigned day between August 26 - 28
Key Contacts

**Residence and Housing Office**
Location: A1001
Residence Administration Building A1001
8888 University Drive SFU
Burnaby BC, V5A 1S6

**24/7 Front Desk**
Phone: 778-782-4201
Email: housing@sfu.ca

**Residence Life Office**
Location: Shell House, Room 239

Phone: 778-782-4673
Email: reslife@sfu.ca

Residence Facilities and Maintenance: resfixit@sfu.ca.
Guest Accommodations / Simon Hotel: [http://www.sfu.ca/stayhere](http://www.sfu.ca/stayhere), 778-782-4503

**Other useful resources:**

Housing Portal: [MyPlace@SFU.ca](http://www.sfu.ca)
Applications; your residence account and payments; Room Condition Inventory; submitting maintenance requests; room selection and roommate groups; adding meal plans, purchase parking, parcel pick up notifications etc.

Website: Details regarding move in; move out; residence life activities; facilities and construction updates; as well as all forms: i.e. payment plans and deferral forms; room switch; termination; etc.

**Key Campus Service Partners**
SFU Campus Switchboard: 778-782-3111
SFU Centre for Accessible Learning: [https://www.sfu.ca/students/accessible-learning.html](https://www.sfu.ca/students/accessible-learning.html)
SFU Health and Counselling Services: [https://www.sfu.ca/students/health.html](https://www.sfu.ca/students/health.html) - 778-782-4615
24/7 Emergency Contacts: [https://www.sfu.ca/students/health/emergency.html](https://www.sfu.ca/students/health/emergency.html)
SFU Indigenous Student Centre: [http://www.sfu.ca/students/indigenous/](http://www.sfu.ca/students/indigenous/)
SFU International Services for Students: [https://www.sfu.ca/students/iss.html](https://www.sfu.ca/students/iss.html)
SFU Office of the Ombudsperson: [http://www.sfu.ca/ombudsperson.html](http://www.sfu.ca/ombudsperson.html)
SFU Sexual Violence Support and Prevention Office: [https://www.sfu.ca/sexual-violence.html](https://www.sfu.ca/sexual-violence.html)
Fraser International College: [https://www.fraseric.ca/](https://www.fraseric.ca/)

**SFU Safety and Risk Services:** [http://www.sfu.ca/srs/security.html - 778-782-3100](http://www.sfu.ca/srs/security.html)

**Your mailing address:**

**BURNABY RESIDENCES:**
Your Name
Your Building, Room or Apartment
8888 University Dr.
Burnaby, BC V5A 1S6

**VANCOUVER RESIDENCES:**
Your Name
Your Apartment #,
308 W Hastings St.
Vancouver, BC V6B 0P7
Welcome to SFU Residence & Housing:
From the Interim Director

Hello everyone,

Welcome, I am so glad you are here! As you will see, SFU Residence is a diverse community made up of people from all over the world. This gives you a unique opportunity to engage with a variety of people, to learn about cultures other than your own, and to make life-long friendships.

The talented and caring staff team I work with in Residence and Housing are working hard to help you meet your community living goals. To help make this happen, we offer a wide range of services and opportunities specifically designed just for you.

Over the past 20 years, I have had the opportunity to live, study, and work at several different universities, and have found my home here at SFU. I wish you the same happiness and success as I have found within this community and leave you with a few ideas on how to make your experience a memorable one:

- Get involved in your residence community and at SFU! We can show you what opportunities are available, but you need to take the first step.
- Reach out if you need a hand. We are here to help you if things get tough.
- Get to know who you are living with. Everyone has gifts to bring.
- Take care of yourself, take care of each other and take care of this community.

All the best in your studies and I look forward to meeting you soon!

Zoe Woods, (Interim) Director
Residence and Housing
Simon Fraser University
SFU Residence and Housing: Vision and Mission Statement

To be a leader in student housing services and educational programming defined by our ability to engage students, families, the campus community, and guests; to create experiential learning and leadership opportunities, and to deliver purposeful living and learning environments that contribute to the academic and personal success of Simon Fraser University and Fraser International College students.

SFU’s Residence and Housing Department is an integral part of SFU’s academic and educational programs and services. The unit supports the academic mission of SFU and Student Services by:

1. Creating purposeful and intentional communities that emphasize academic support, success, and leadership development through programs and services.
2. Providing market priced living and learning environments that are safe, clean, sustainable, attractive, well maintained, comfortable, and welcoming.
3. Ensuring financial stability, service viability, and effective management and administration of the operations.
4. Providing updated technology and data driven services that meet the needs of housing and residence students and users in a responsive, timely, courteous, efficient, and effective manner.
5. Fostering professional relationships with on and off campus partners to enhance services to students and guests.
6. Ensuring ongoing assessment of programs, services, and practices that are dedicated to an ethos of continuous improvement.
7. Arranging ongoing training and development for staff to ensure they are knowledgeable about best practices in the housing and residence life field; and able to properly contribute to the student affairs profession and SFU community.

SFU Student Services Vision: Student Services at Simon Fraser University, characterized by boldness, collaboration, and innovation, is an international leader in services and programs.
PART 1 LIVING IN RESIDENCE

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Collection of Information

The information collected on our forms and website is under the authority of the University Act (R.S.B.C. 1996, c.468) and Section 27(4)(a) of the Freedom of Information and Protection of Privacy Act. It is related directly to and needed by the University to provide services related to the functions of SFU Residence and Housing and its affiliated divisions. The information will be used to help Residence and Housing staff fulfill the service and/or action requested on our forms and website. If you have any questions about the collection and use of your information please contact us at: SFU Residence and Housing, Residence Administration Building A1001, 8888 University Drive SFU, Burnaby, BC, V5A 1S6.

Privacy/Confidentiality of Information

The Freedom of Information and Privacy Protection Act (FOIP) legally prohibits us from discussing any resident’s file or information with anyone other than the resident unless we have written authorization to do so. This includes parents and family members. If you want us to be able to discuss your information by phone, email, or in person with anyone other than you, please submit the Consent to Disclose Personal Information form.

Communication

SFU Residence and Housing frequently provides important information to residents by email. Once you have an SFU email address, all communication will be sent to your SFU email.

You are responsible for checking your email account on a regular basis for any notifications or information, including administrative reminders, notices regarding maintenance issues, and other urgent communication.

Amendments to the Residence Handbook are only done with consultation and all residents will be notified by email of the change.

Your Rights and Responsibilities

SFU is committed to creating a scholarly community characterized by honesty, civility, diversity, free inquiry, mutual respect, individual safety, and freedom from harassment and discrimination.

Everyone that is a member of the residence community helps to create that community and we all share the responsibility to work towards a residence community that is an inclusive, safe, well maintained, and welcoming living learning community that contributes to the academic and personal success of the residents of the community.

The following principles outline the rights and responsibilities of individuals of the community for the benefit of the whole:

- Every person in the community can expect consideration and respect and in return has the responsibility to conduct themselves in a civil manner and to show respect for the rights of every other person in the community. This includes speaking up when you are aware of acts of harassment, intimidation, or see others being treated with a lack of respect and dignity.
- You have the right to be safe. You have the responsibility to conduct yourself in a way which doesn’t endanger yourself and others and to report any unsafe behavior.
- You have the right to expect fair and consistent service from Residence and Housing staff. You have the responsibility to treat Residence and Housing staff, as well as Dining Hall and Security staff, with respect and to address any questions or inconsistencies through the appropriate channels.
- You have the right to expect clear standards of behaviour. You have the responsibility to know and ask questions if you do not understand a community standard. This includes the responsibility to attend your community floor/area meetings or discuss the content with your Community Advisor.
- You have a right to a living space that is clean and well kept. You have a responsibility to contribute to the upkeep of common areas by promptly cleaning up after yourself, taking garbage to the garbage compound.
using appropriate composting, recycling, and waste receptacles, and by reporting facilities or equipment that are broken or dirty

- You have a right to live in an environment where the noise level is conducive to sleep and study. You have a responsibility to follow the community standards for quiet hours and to always behave in a reasonable manner even when quiet hours are not in place
- You have a right to manage your own health and wellness. You have a responsibility to ensure any mental or physical health issues do not have a negative impact on the residence community
- Every person in the community can expect to live in an environment where their possessions and the communal space are shown respect by every other person. You have the responsibility to show everyone respect and to respect the property of others. You also have the responsibility to maintain the security of your community including upholding the security of access to residence and reporting suspicious activity promptly to campus security and/or residence staff

Your Residence Community

Residence and Housing Staff:
SFU Residence and Housing is comprised of professional and student staff that work together to provide residents with experiential learning and leadership opportunities, and to deliver purposeful living and learning environments that contribute to the academic and personal success of students.

The Residence Life Team:
- Works in the residence community to create comprehensive programs (events, workshops, and more) designed to promote learning and personal growth for residents
- Establishes, communicates, and enforces the Community Standards meant to ensure that students are comfortable and are able to thrive personally and academically
- For volunteer and paid opportunities available for you, visit our Employment Opportunities page

Community Advisor (CA) Support
- Community Advisors (CAs) are student staff members who live within your residence community and act as your primary resources for living in residence. These CAs are able to provide a safe place to talk, provide supports and resources, assist with conflict resolution/mediation, and facilitate opportunities for you to attend programs and events

Administrative and Facilities Staff:
Front Desk and Assignments:
Welcomes you to residence at check in, processes applications, fees, housing assignments, and helps residents with day-to-day administrative tasks and general inquiries. Connect with our front desk staff in person, email, phone, or our Residence and Housing Live Chat. Information can be found on our Contact Us page.

Residence and Housing Front Desk: 24/7
Our front desk staff are also available 24/7 (with the exception of some limited service during the Winter Break in December) at 778-782-4201 or in person for such things as:
- Re-entry into your room if you are locked out
- Connect you to a Community Advisor for assistance and/or support
- Reporting a maintenance concern or emergency (e.g. flood)
- Mail pick up

Note: that between midnight and 7 am, the Residence and Housing office is open, but requires buzz in access. Call the office or use the silver phone by the North door entrance to give your student number to be buzzed in.

Facilities and Maintenance:
Works with SFU Burnaby Campus Facilities and other staff to coordinate and follow up on maintenance requests, inspect rooms, track inventory, and respond to urgent residence facilities needs.

- Through MyPlace@SFU you can submit maintenance requests and review the status of your request. If you need more follow up on a maintenance request you can contact the Residence Facilities Team by emailing resfixit@sfu.ca

**CONFERENCE AND GUEST ACCOMMODATIONS:**
The Simon Hotel is available year-round for your family or other visitors, Summer conference and other guests join our residence community during the Summer term.

**Residence Hall Association (RHA)**

The Residence Hall Association (RHA) is a student-run organization made up of residents elected by residents for the Burnaby campus. The RHA exists to protect the rights of residents, liaise between residents and the administration, organize social programming, and to contribute to a strong residence community and identity. Residence fees charged each term include an RHA fee used mainly to run community building events throughout the year (see Fees page for more details). All residents are welcome to attend the RHA’s weekly meetings. For more information, visit the RHA Website at: [http://www.sfu-rha.ca/](http://www.sfu-rha.ca/)

**Moving In**

Please see Important Dates and Deadlines in the front of the handbook for move in dates and deadlines. You will not be able to receive your keys if you have any outstanding fees.

Please make your arrival plans based on your move in date as it may not be possible to arrive to residence before your move in date. See Contract Extensions

Detailed information is sent to all incoming students prior to move in and directions, maps, and FAQs are also on our website: [https://www.sfu.ca/students/residences/new.html](https://www.sfu.ca/students/residences/new.html)

Below is some specific information we need you to know.

**INSURANCE:**

**IMPORTANT NOTE:**
The Residence Contract strongly recommends that you ensure that all your personal belongings in residence rooms, units, apartments, and all other residence property are covered by private insurance as these are not covered by SFU Residence and Housing.

Insurance for contents does not have to be expensive and can give you piece of mind to ensure that you are not financially responsible for damages or loss of personal property while living in residence. For example:

- If your personal belongings become damaged due to a flood, fire, etc. or another resident causes damage that ultimately results in your personal items being damaged, your insurance (less your deductible) can cover the cost of replacing your damaged items
- If you cause damage to a building or area in residence, you may be assessed the costs for repair. In the cases of severe damage, these costs may be extensive. Your insurance coverage (less your deductible) will cover you against this charge

You should ensure that you are covered for:

- Loss of personal property; AND
- Liability for personal and property damage

Insurance may be available as an addition to your family’s home insurance policy, or you can obtain your own insurance policy or tenant’s package policy through a private broker or financial institution.

**KEYS:**
At check in, you will receive your keys to your building, room, and any shared spaces. You will need to bring ID and sign for your keys at check in. At check out, you will be given a Key Return Receipt to confirm their return. The charge to change the locks due to a lost, stolen, or otherwise unreturned key is $155.

**Parking:**

**Burnaby Residence:** Prior to the beginning of each term, a parking pass for one of the residence parking lots can be purchased online through your Housing Portal: MyPlace@SFU. You will need proof of vehicle insurance that is either: in your name, in the name of a parent who shares your family name, or in the name of an individual who shares your home address as you reported it on your housing application. After the beginning of the term, all parking passes are subject to availability.

**Vancouver Residence:** There are no parking stalls with the building. Downtown Vancouver living offers almost everything at your doorstep with ready access to car share services. Private parking garages nearby have daily, weekly, and monthly paid parking available.

**Internet:**

High-speed wired and wireless Internet is included in your residence fees and is provided and serviced by Shaw Business. Internet access hardware remains the property of our provider and charges for the replacement of missing equipment or repair of equipment damaged by tampering or unauthorized use will be applied to your student account. Use the ID and password provided at move in or your existing ShawOpen or ShawPasspoint ID to sign in.

The use of wired and wireless internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, the Residence Internet Terms of Use Guidelines, and SFU’s Fair Use of Information and Communications Technology Policy (GP24)

**Room Inventory Condition Review:**

After move in, you will be asked to complete a Room Inventory Condition Review through MyPlace@SFU portal. This is your opportunity to verify the condition of your residence room at the time of move in to ensure that you are not held responsible for any issues or damages that existed when you arrived. If you do not submit the form within the first week, the conditions we have on file will be taken as correct and accepted.

**Meal Plan**

SFU Dining Services at Burnaby Campus offers an "All-You-Care-To-Eat" buffet service with meal selections carefully planned and prepared by the Dining Hall Chefs.

It is open 24 hours a day, seven (7) days a week during the Fall and Spring Terms (September – April) and from 7:00am to 10:00pm during the Summer Term (May - August).

**Required:** Meal plans are required for the Towers (Doris and Jack Shadbolt House, Barbara Rae House, and Pauline Jewett House). The default plan is a 7-day basic plan. You can request a change to a 5-day plan, or upgrade with Dining Dollars for other campus locations. Your meal plan fees are due as part of your residence fees with the same deadlines.

**Optional:** Residents in other buildings can opt in to the meal plan. Your meal plan will not become active until payment is made. To avoid any delay, ensure your meal plan is paid prior to moving in.

Meal plans and meal plan upgrades can be purchased by residents through the Housing Portal or in person at the Residence and Housing Office.

**Dietary Requirements:**

Residents with food sensitivities or specific dietary requirements are encouraged to review the Dining Hall menus and request additional information as needed.

We recommend meeting with the Dining Hall Chef to help determine options and possible accommodations. While we do take every possible precaution, students with severe food allergies or restrictions should note that we cannot
guarantee the total prevention of cross-contamination in prepared foods. If after meeting with the Dining Hall Chef concerns remain about your ability to be on the meal plan, please contact housing@sfu.ca

**Maintenance and Facilities**

If there is something that needs to be fixed, replaced, or given attention to in your room, apartment, or townhouse, please file a maintenance request through your MyPlace@SFU portal so that we can respond to this issue. There is no cost to the resident unless the repairs required are due to misuse or damage caused by the resident or their guests.

**NOTE:** This request for maintenance is your permission for our Residence Facility Staff or required University trades people to enter your unit to inspect and/or repair the reported issue. Rooms may need to be accessed multiple times to resolve an issue.

How it works:
- Once you submit your work order, our staff will enter to determine the exact nature of the repair or work involved
- Once reviewed, a work order will be generated for the University trades staff to enter and complete the work involved
- Once complete your maintenance request will be marked as complete

You can view the status of your work order through your Housing Portal – MyPlace@SFU

Follow-up questions about maintenance requests can be sent to: resfixit@sfu.ca

**Note:** In cases where the resident is required to relocate for emergency maintenance not caused by the resident, SFU will provide alternative accommodations at no additional cost.

**CONSTRUCTION**

Residence is expanding! A new residence building of 482 beds is expected to open for Spring 2021. This period of construction as well the ongoing renovation and maintenance to our current buildings will help us continue to provide living learning environments that are safe, attractive, well maintained, comfortable, and welcoming. Construction hours for Phase One will typically be between 7:00am – 4:00pm Monday – Friday. Notice of all construction and maintenance is sent by email to the SFU computing ID. Updates to construction projects are also posted on the SFU Residence and Housing Construction Updates webpage

**ROOM ENTRY AND UNIT INSPECTIONS:**

Residence and Housing staff will perform room, apartment, and townhouse inspections for cleanliness and maintenance issues at a minimum of once per term. You will be given 24 hours’ notice of such inspections.

There are certain conditions under which authorized university personnel may enter your accommodation without prior notice. These are outlined in your Residence Contract: Section 20 Room or Unit Entry and include the need to make urgent repairs or requested maintenance; to comply with legal authorities; where the safety and health of the individual or the community requires it; or to address an ongoing and current source of noise or disruption that is reported by and impacting the community.

If you live in a shared unit such as the townhouses or two-bedroom downtown units, Residence and Housing staff will enter to inspect a room within the unit that has been vacated to ensure that the room is prepared for a new resident.

**ASBESTOS:**

Simon Fraser University has conducted an extensive asbestos survey and a hazard analysis was performed to determine the presence and risk, if any, of asbestos on campus, including Shell House and the Townhouses. Asbestos in Shell House and the Townhouses in its present condition, poses no health threat to anyone as long as it is not disturbed (i.e. drilled into, cut, or sanded).
No other active residential buildings in residence contain asbestos.

Asbestos containing materials (ACM) are primarily found in living areas where there are:
- Texture coatings on ceilings and as overspray above ceilings (Shell House)
- Floor tiles (Shell House)
- Asbestos board backing radiators (Shell House)
- Drywall taping compound (Shell House)
- Window Glazing Mastic (Townhouse)
- Putty on electrical boxes (Townhouse)
- Gaskets on pipe flanges (Townhouse)

Asbestos texture coatings are identified with either a red or black stylized “A” with a circular border, spaced at 15 foot intervals. Potentially, ACM areas may have been missed by the survey and may not be showing this symbol. To prevent accidental disturbance of ACM, Residence Facilities must be contacted in any case where there is damage to the above features. If you discover or think there may be asbestos containing material which has been disturbed, please immediately submit a Maintenance Request.

**LEAD:**
Lead is known to be present in building materials on campus, particularly in paints and surface coating materials. To prevent the disturbance of lead containing building materials, do not put any holes in the walls and promptly report any drywall damage to Residence Facilities.

**BED BUGS:**
Bed bugs are not harmful and are more of a pest. Historically, SFU Residence and Housing has had a low rate of bed bug incidents. Bed bugs are, however, known to be found throughout the Greater Vancouver area and residents are advised to be vigilant and watch for possible signs of bed bugs in their room or common spaces throughout Residence. SFU Residence and Housing takes all cases of potential bed bugs very seriously and we have developed treatment protocols to address the situation quickly and effectively. If you believe you have seen or experienced signs of bed bugs please report it immediately as a maintenance request through the [MyPlace@SFU portal](https://www.sfu.ca/home/In-House/Facilities-Maintenance/Building-Safety/Maintenance-Requests.html).

For more information about bed bugs and our treatment process, please see the maintenance section of the Residence and Housing website. Note that to best contain the issue, avoid the spread, and reduce the impact on the community, we do not move residents during the treatment.

**Safety and Emergency Preparedness**

It is important that you feel safe and comfortable while living on campus. A number of resources are available both digitally and on campus. Be sure to have the following contacts and resources available so you can access them.

**CONTACTS:**
Emergency contact numbers are also on your key tag.

If there is an emergency, that is a threat to your health or safety, call **911 or Campus Security Dispatch at 778.782.4500.** Campus Security Dispatch will also call and help direct 911 services to your location.

**24/7 Front Desk:**
For urgent issues that require immediate attention, but do not require 911 – such as a maintenance emergency (i.e. flood), or to connect with a Residence Life Staff member, call **778-782-4201**

**Vancouver Graduate Residence – 911**

Safe Walk Program (Burnaby Only)
If you are walking alone at night on-campus, a Campus Security officer or a student campus safety member will escort you safely to your destination. A Safe Walk can be requested by calling Campus Safety and Risk Services at 778.782.7991.

SEXUAL VIOLENCE SUPPORT AND PREVENTION OFFICE
Phone: 778-782-SAFE
Email: SVOFFICE@sfu.ca
Website: www.sfu.ca/sexual-violence

STAYING CONNECTED:
Your SFU Email Address
It is important that you check your SFU email throughout your time in SFU Residence and Housing. This is the official email used by SFU and SFU Residence and Housing and will be used to contact all residents (SFU and FIC students).

Social Media and Website
Stay informed. Connect with all of the SFU and SFU Residence and Housing social media channels below, as information is often provided to all students via these channels.

For SFU Campus Wide Emergencies
SFU’s digital communications channels will act as the primary source and location for up-to-date and important information that affects the entire campus (ie: Severe Weather/Snow Closures):
  • SFU Channels: Facebook (Simon Fraser University), Twitter (@SFU), website (www.sfu.ca),

For SFU Residence and Housing Specific Emergencies
  • The SFU Residence and Housing staff will make every effort possible to support our residents during an emergency. For emergencies that only affect the Residence and Housing community, the following communication channels will be used:
    o Email: When possible, an email to your SFU Email address will be sent
    o Social Media: Facebook (@SFUResidences) Twitter (@sfuresidence)

CCTV CAMERAS:
For the safety and security of the residence community, CCTV cameras are located in some public areas on residence property (e.g. in some building lobbies, parking lots, etc.). These cameras act as a deterrent for harmful behavior (e.g. theft, vandalism, etc.) and may also be used to aid investigative purposes related to our Residence Community Standard Process, SFU’s Student Code of Conduct, and/or criminal matters.

EMERGENCY PREPAREDNESS:
The SFU Safety and Risk Services team provides useful information about what you can do in case of emergencies, including what to do if you have a medical emergency, encounter hazardous material, in case of severe weather, a pandemic outbreak, earthquake, power outage, and bomb threats. Visit the website for information on how to personally be prepared in an emergency on campus: https://www.sfu.ca/srs/emergency/response.html

Prepare yourself by doing the following:
  • SFU Email Address: Make sure that you are receiving emails from SFU Residence and Housing as this will be the primary way that the Residence and Housing staff will contact you
  • Follow the SFU and SFU Residence and Housing Digital Media Channels sited above
  • Make an emergency communications plan with your family
  • Review the information provided to you by SFU Safety and Risk Services
  • Refer to our move in list of what to bring

SEVERE WEATHER / SNOW CLOSURES:
SFU can experience service disruptions due to extreme weather conditions, especially on the Burnaby Mountain Campus. These disruptions can range anywhere from reduced public transit service, exam cancellations and rescheduling, closure of the Residence and Housing Office, or a complete shutdown of all university offices.
Closures are announced on the SFU website, Facebook (Simon Fraser University) and Twitter Feeds (@SFU), and may be announced on local radio and TV stations.

If you leave campus on the day of a snow closure, plan ahead:
- Wear appropriate winter clothing
- Have transportation planned to return to campus should public transit stop operating
- Have an alternative place to stay the night if you cannot get back to campus due to transportation or campus-wide closures. Follow the SFU digital channels noted above in case one of the other SFU campuses are open for you to go to

**Exams:** In the event that you are unable to get to your exam or you miss an exam on any of SFU’s campuses due to severe weather and you live on Residence, contact your professor for that course letting them know of your situation.

**FIRE ALARMS AND EVACUATION PROCEDURE:**
- In the event of a FIRE in your residence building, please follow the following evacuation procedure:
  - Pull the nearest fire alarm, leave the area and close the door
  - Evacuate the building via the nearest exit, do not use elevators
  - Proceed to the assembly area and relay relevant information to Fire Wardens (wearing the red coats)
  - Do not re-enter until authorized by the Fire Department or Campus Security

**IMPORTANT:** You must evacuate if you hear the alarm even if you do not believe there is a fire.

**Moving Out**

**PREPARING TO MOVE OUT:**
If you are not staying for the upcoming term, you are required to move out of residence 24 hours after your last exam so that our Facilities staff can effectively ready the room for an incoming resident.

If you do not move out, and you have not made arrangements with Residence and Housing, we will have to remove your belongings and the removal, storage, and cleaning costs will be charged back to you.

There is a short turn around between terms and often Contract Extensions are not possible. Please plan ahead. Refer to Section 2 Contract Extensions and the website for more information.

**CHECKING OUT OF RESIDENCE:**
When you are ready to move out of your residence room, make sure you:
- Leave your room and common areas in a clean and damage-free condition. Your room will be inspected after move out and you may be assessed cleaning/damage fees if the room or shared common areas are not clean or if there is damage to the room or furniture
- Lock the doors and windows
- Return your keys no later than 12:00pm (noon) on your move out date

**RETURNING YOUR KEYS:**
We strongly discourage you from having your roommates or friends return keys on your behalf. If your key is not received, you will be financially responsible for the lock change fee regardless of whether you gave that responsibility to someone else.

To ensure the safety and security of our residences, we will change the locks for all keys unreturned at move out and you will be charged for the lock change.

**Burnaby Residences:**
- Please place your keys in an envelope with your name, building/room number, and your student I.D and hand in to the Residence and Housing Office and get a receipt. Your receipt is your confirmation that your keys were returned. You can drop the keys in an envelope in the drop box if you do not wish to receive a receipt.

**Vancouver Residence:**
• Keys must be returned directly to the key-drop off box located in the building lobby by 12:00PM (noon) on your move out day.

**AVOIDING CHARGES:**

**IMPORTANT:** Please note that you are responsible for cleaning your room and any shared common areas.

Please refer to the *Room Condition Inventory* you completed after move in and the *move out* page to help. Any damage or items needing repair will have been reported on this form and this will be the comparison used to assess whether your room is left in the same condition or if charges will be applied.

Please see the *Damage/Cleaning Charges* section of our website for a more detailed list of possible charges.

After you have moved out, our maintenance staff will take photographs of any rooms that are left in an unclean, untidy or damaged condition. *If there are any charges for cleaning or damages, you will be notified by email. You can dispute these charges within 30 days of this notification through an Appeal of Cleaning/Damage Charges Form.*
Part 2 – Administrative Matters

APPEALS AND EXCEPTIONS TO POLICY
Administrative Policies
Appeal of Cleaning/Damage Charges
SPECIAL ACCOMMODATION CONSIDERATIONS
ELIGIBILITY FOR RESIDENCE
Credit Requirement
Maximum Terms
ROOM ASSIGNMENTS
Room Switch
CONTRACT EXTENSIONS (EARLY MOVE IN / LATE MOVE OUT)
CONTRACT RENEWALS
CONTRACT TERMINATIONS
FEE PAYMENTS and DEADLINES
**Appeals and Exceptions to Policy**

An applicant or resident may appeal a decision or application of the administrative policies outlined in this section or in their Residence Contract.

An appeal serves as a tool to ensure that there is an opportunity to provide individual circumstances that may fall outside regular policy applications, or an opportunity for residents to review and constructively challenge the decision-making process or policy within Residence.

Appeals and exceptions are most likely to be successful when the resident is able to provide additional information or documentation to demonstrate why a policy should not apply or why an exception should be made in their case when this policy is generally applied to all other residents.

Appeals need to be made in writing and can be submitted by email with any supporting documentation.

If your appeal is not granted under any of the processes listed below and you are looking for further support, you may consult the SFU Office of the Ombudsperson: ombuds@sfu.ca

**Administrative Policies, such as:**
- Eligibility for residence assignments
- Termination of contract after move in
- Cancellation charges

Send your appeal to housng@sfu.ca

Appeals will be reviewed by the Assignments team or referred to the Associate Director Residence and Housing Services and reviewed within seven (7) business days.

**Appeal of Cleaning/Damage Charges:**
Fill out and send in the appeal form found on our Forms Page on the website to resfixit@sfu.ca

Appeals on charges will be accepted up to 30 days after the notice of the charge has been sent by email and the charges are placed on the student account.

If you have any questions, concerns, or wish to appeal any administrative decisions not mentioned above, contact housing@sfu.ca for more information.

For Community Standards concerns, see Community Standards Appeal and Process.

**Special Accommodation Considerations**

Students who wish to have a special request considered on the basis of a disability, medical condition, or health concern will need to register and provide documentation to SFU’s Centre for Accessible Learning (CAL)

SFU’s Department of Residence and Housing will only consider requests of this nature based on recommendation from the CAL. If any student violates a policy indicated within this handbook due to a medical reason without prior permission from Residence and Housing based on recommendation from the CAL, they will be considered in violation of the Community Standards.

**Eligibility for Residence**

To move in or continue in residence to the following term, you must have no overdue fees to SFU or FIC including tuition and Residence fees.
In addition:

**CREDIT REQUIREMENT:**
You must be enrolled in full time studies or the equivalent.

For SFU undergraduate students this would be at least nine (9) credits per term, an SFU Co-op placement, or SFU’s Back On Track program.
- Exceptions can be made with medical documentation or recommendation from your academic advisor

Summer term enrollment exception: SFU students who are in residence for the Spring term, and eligible to enroll for the following Fall term, and, have a Fall residence application, are also eligible to for Summer Housing regardless of summer enrollment.

**MAXIMUM TERMS:**
The maximum length of the entire stay in SFU Residence is 12 terms, being any combination of Fall, Spring, and Summer terms, in any building and for any academic program. Any student who wishes to appeal for an extension of their maximum term allotment must submit a [Length of Stay Eligibility Expired Appeal](#) form along with all supporting documentation to the Assignments Team a minimum of 45 days before their scheduled move out or at the time of their renewal application.

**Room Assignments**

Offers are made to eligible students based on the date of completed application (includes the application fee). You can view the status of your application through your Housing Portal [MyPlace@SFU](#)

- Our residences are single private rooms with shared common spaces and are gender-inclusive. We have some limited single gender areas as well as some specific living communities
- While we will try to meet the Residence type as indicated in your application preferences, students will be offered an available space for which you are eligible based on your date of completed application
- Room selection is available for Fall term: residents with accepted offers can select the room from the rooms that match your offer type. [More detailed information is on our website under Moving In](#)
- Students not participating in room selection or room assignments for Spring and Summer terms will be allocated by the Assignments team

**ROOM SWITCH**

**Requested by you:**
Requests to switch rooms will be reviewed three (3) weeks after the beginning of term to allow residents to arrive and adjust to their new community. Following the first three (3) weeks of the term, requests will be reviewed until three (3) weeks before the end of term to ensure minimum disruption during exams. Requests based on medical or safety needs will be reviewed at any time.

Room switch requests will be processed based on availability. If a room switch is offered a $50 processing fee will be applied.

Please review the room switch form on our [Forms Page online](#) for further details.

**Requested by SFU Residence and Housing:**
Occasionally we may need to assign or change roommates, building, room or unit, in order to consolidate vacancies, or due to required extensive repairs or maintenance, or changes deemed necessary for the safety and security of residence buildings or residents.

*Note: In cases where the resident is required to relocate for emergency maintenance not caused by the resident, SFU will provide alternative accommodations at no additional cost.*

**Contract Extensions (Early Move In / Late Move out)**
Approval for early move in or late move out is subject to availability and may not be possible given the limited time between each term as we ready rooms for new residents. If approved, fees will be applied for each additional day and are noted on the form.

We will make every effort to accommodate extensions for academic or SFU program needs that are requested by the deadline; however, it is possible that due to incoming or outgoing residents that you will need to switch rooms to accommodate this request.

**IMPORTANT NOTE:** Your contract dates are based on the SFU Academic term dates – not at the end or start of a month. You may need to find alternate accommodations for any dates outside of your contract.

For Contract Term Extension Applications and information regarding the policy, process and fees for a late move out day or early move in day. It is not possible to review any requests received after the deadlines noted on the form.

**Contract Renewals**

A new application is required for each contract term (check your move out date).

Please apply early for the best opportunity to receive an offer. See Important Dates and Deadlines. Residents may be required to change rooms on a designated room switch day based on their new room assignment.

To confirm your offer, you will need to make the confirmation payment by the deadline in your offer letter. See Important Dates and Deadlines for more information and ensure your residence fees are paid by the deadline.

See Important Dates and Deadlines for open application dates and fee deadlines.

**Note:** You may be required to change rooms on a designated room switch day due to changes in your building preference, eligibility, or availability. In addition, some residence buildings are closed for extended maintenance, repair, or renovation over the Summer, or are allocated for our guest and conference season.

**Contract Terminations**

Review your License Agreement for the policies regarding termination before and during your contract, including cancellation fees and exceptions for terminating your contract for an upcoming term that falls within your contract dates.

**Term to Term Cancellations (After Move in):**
Burnaby residents have the option to terminate their agreement for the upcoming term that falls within their contract dates provided notice is given by October 1st for Spring, or February 1st for Summer with the following exceptions - provided that notification with documentation is received by November 30th for the Spring term, or April 1st for the Summer term:

- SFU Co-Op placement
- SFU Exchange program
- Required to withdraw
- Completion of degree

In the event that notification is received after these dates, the cancellation fees will apply as per your license agreement.

**Fee Payments and Deadlines**

Refer to your legal License Agreement (appended to this document) for information on termination and what refunds, if any apply in certain circumstances. The following provides additional information and a helpful fees table.

Payments must be made through the Housing Portal: MyPlace@SFU – in your account section. It is your responsibility to ensure that your payment is received and reflected in your account prior to the deadline. Otherwise, it will be
assumed that you are forfeiting your room assignment for the upcoming term.

**PAYMENT DEFERRALS**

SFU students with student loans, scholarships, 3rd party band funding, and other approved SFU awards, bursaries or funding, and grad students with TSSU payroll deduction, may apply for a deferral of residence fees to be paid by the SFU tuition deadline or through TSSU payroll deduction.

To be approved, the deferral from must be submitted at least two (2) weeks in advance of the payment deadline and require documentation of funding. Please see the form on our website for further details.

In such cases, your residence fees will be deferred to be paid through your GOFU student account.

**Fees Schedule**

**2019-2020 Residence Fees**

Fall 2019 – Spring 2020 – Summer 2020

- A non-refundable confirmation payment of $700 is required with your acceptance of the contract – this will be applied towards your residence fees for that term
- Charges are posted in advance of the term
- An invoice for the upcoming term or any terms under your contract can be provided at your request

In addition to the room rates below the following required fees will be applied:
- Burnaby Residents: Residence Hall Association fee - $13
- Fraser International College students: Res Life Programming fee - $150
- Towers Meal Plan – 7-day Basic - $2,050
- Meal Plan and optional fees are posted online

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<th>NEW RESIDENTS</th>
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*Undergraduate students must apply for Summer term
Part 3 - Residence Community Standards

COMMUNITY LIVING EXPECTATIONS

COMMUNITY STANDARD VIOLATIONS

1. Appliances and BBQ/Grilling
2. Building Access, Locks, and Internal Fire Doors
3. Cleanliness Standards
   - Common Spaces
   - Garbage and Recycling
4. Controlled Substances
   - Alcohol
   - Cannabis
   - Smoking
5. Cooperation with Staff
6. Dangerous Activity
7. Dining Hall
8. Evacuation
9. Floor/Area Meetings
10. Guests
11. Illegal Substances
12. Internet
13. Keys (Misuse of)
14. Lock Outs
15. Misconduct
   - Against People
   - Against Property
   - Hazing
16. Noise and Quiet Hours
17. Open Flames, Heat Sources, Flammables, and Explosives
18. Pets
19. Prohibited Areas
20. Public Areas/Outdoor Storage
21. Room Use for Commercial Purposes
22. Safety/Fire Equipment
23. Scents
24. Smoking
25. Theft
26. Unattended Cooking
27. Unauthorized Entry
28. Unauthorized Parties and Gatherings
29. Unauthorized Room Occupation
30. Vehicles, Transportation, and Roadways
31. Weapons/Ammunition
32. Wildlife
Community Living Expectations

SFU is committed to ensuring that all residents are able to study, live, and work in an environment conducive to mutual respect and integrity – free from harassment or discrimination.

Using the Residence Contract as a foundation, the Residence Handbook establishes and promotes community living expectations that support the safety, health, and development of all residents. In addition, this system outlines a process for addressing actions and behaviour that negatively affect or threaten the safety of individuals and the community.

Violations of Community Standards listed in this section will be addressed as outlined in Part 4: Community Standards Process

The expectations outlined within this document are not limited to the physical aspects of residence. As such, SFU staff may follow up on incidents occurring on residence and at off-campus Residence and Housing events. Residence property includes, but is not limited to, all residence buildings, Dining Hall, parking lots, patios, pathways, courtyards, breezeways, etc.).

Compliance with these Residence Community Standards is essential to the successful operation of the residence community. Residents who are unable to meet these community living expectations may face one or more of the sanctions as set out Part 4: Community Standards Process

Community Standards

A residence community has unique social and developmental needs. At times, individual actions and behaviour have direct effects not only on the individual but also on the entire community. The Community Standards listed below allow Residence and Housing to meet the needs of all community members while working to create awareness and promote responsible attitudes towards community living in a manner that is consistent with the philosophies and objectives of Residence and Housing. Above all, the safety and wellbeing of all members of the residence community is our top priority.

Students and their guests are responsible for knowing, understanding, and following all SFU policies and provincial laws and regulations.

1. Appliances and BBQ / Grilling
   Cooking appliances are not permitted in bedrooms, hallways, bathrooms, or lounges. Residents may use small Canadian Standard Association (CSA) approved appliances (e.g. electric kettles with an automatic shut off) within kitchen areas. In the Towers communities these appliances may be used in the Common Room.

   For safety and storage reasons, any type of outdoor cooking equipment, including barbeques, are not permitted on residence property.

   Residents may not install or use any major appliance that has not been provided. Major appliances include, but are not limited to, air conditioners, washers, dryers, dishwashers, and freezers. If you are unsure about whether a particular appliance is acceptable, please contact housing@sfu.ca

2. Building Access, Locks, and Fire Doors
   Leaving doors or entrances open creates security and safety issues and puts other residents and their property at risk. As such, propping open doors and entrances to any building or tampering with/disabling any locking mechanism(s) is not permitted.

3. Cleanliness Standards
   All residents have access to various communal areas in residence. As these are shared spaces, each resident is responsible for doing their part to ensure shared spaces are clean and tidy. Standards of cleanliness, as determined by SFU, must be observed for all spaces within residence.
a) **Common Spaces**
Residents are expected to keep the interior and exterior of their room and/or unit doors clean as well as all common areas or shared living spaces. This includes, but is not limited to, living rooms, kitchens, bathrooms, laundry rooms, and stairwells.

*Townhouses*: if one or more bedrooms within a townhouse are vacant, residents residing within will maintain cleanliness within common/shared spaces in preparation for any new residents. Each resident is responsible for ensuring that the entire townhouse is cleaned at the end of their resident contract term, regardless of the date upon which they have moved out of the townhouse.

b) **Garbage and Recycling**
Residents are responsible for disposing their garbage, compost, recyclables, and all other unwanted items within the provided bins. In addition, it is expected that the disposal of these items is done in accordance with SFU’s recycling program. Littering or leaving garbage or unwanted items in hallways or any location other than within the proper waste disposal bins is not permitted. Residents are also expected to keep recycling and garbage compactors free of excessive mess caused by placing waste in areas other than those previously mentioned.

4. **Controlled Substances**
Residence and Housing supports SFU’s commitment in creating an environment in which controlled substances are used responsibly and in moderation, and to discourage abuse of these substances on our campuses. Such controlled substances include but are not limited to alcohol, cannabis, and tobacco. The expectations in the residence community for the aforementioned controlled substances are listed below:

a) **Alcohol**
Consumption of alcoholic beverages by individuals less than 19 years of age is a violation of provincial law, which applies to the university as a whole, including all areas of residence.

**Restricted Areas**
Transportation of open alcohol and consumption of alcohol is not permitted within public areas of residence (i.e., stairwells, bathrooms, hallways, Shell Basement, Tower lounges, outdoors, and the Dining Hall).

Residents who are 19 years or older may consume alcohol only within the following areas:

i. Towers, Shell House and McTaggart-Cowan Hall – resident rooms only
ii. Townhouses – within the townhouse with agreement on the roommate contract
iii. Hamilton Hall, CCIC Vancouver Residence – within your apartment and the Hamilton Hall lounge

**Common Sources and Excessive Drinking**
Due to the associated health and safety risks, as well as the negative impact on the community, common sources of alcohol, excessive drinking at events, and behaviour determined by Residence and Housing which may lead to excessive drinking are not permitted in residence or at any residence event.

This includes but is not limited to:

i. Drinking games, floor crawls, and/or any other activity where excessive consumption of alcohol is the focus
ii. The possession or distribution of paraphernalia which promotes, or can be construed as promoting, the over consumption of alcohol
iii. Common sources include but are not limited to kegs or mini kegs, bubbas, beer bongs, pitchers, punch bowls, Jell-O shooters, and funnels

**Home Brewing**
Wine making, home brewing, and the possession of equipment related to the brewing of any alcoholic substance is not permitted within the residence community.

b) **Cannabis**
Possession of cannabis by individuals less than 19 years of age is a violation of provincial law, which applies to
the university as a whole, including all areas of residence. Those who are 19 years of age or older, can possess up to 30 grams of dried cannabis or the equivalent in oils, capsules, or seeds.

Smoking cannabis is only permitted within the Designated Outdoor Smoking Areas (DOSA) found on the SFU Burnaby campus and as identified on the Safety and Risk Services website. Smoking cannabis outside of a DOSA is not permitted on SFU’s Burnaby campus, or residence property.

Smoking cannabis on SFU Vancouver campus is prohibited.

All other forms of cannabis consumption and/or use of cannabis (e.g. ingesting, vaping, etc.) are not permitted on residence property.

**Cannabis product must be stored:**
- in a private space in your room. For example, they cannot be stored in a shared fridge, freezer or cupboard;
- with levels clearly indicating they contain cannabis; and
- sealed in a container such that any smell is undetectable outside of your residence room

**Cannabis equipment must be stored:**
- in your private space in your room. For example, it cannot be stored in a shared kitchen or bathroom cupboard;
- sealed in a container such that any smell is undetectable outside of your residence room;
- and with labeling clearly indicating it is used to prepare or consume cannabis

**Cannabis Plants:** Although home cultivation of cannabis plants is legal, it is not permitted in residence or on residence property. This is due to (a) the inability to control impact on the physical and community environment and (b) the additional energy required and the possible impact on resident utilities.

**Medical Cannabis:** Residents who require the use of medical cannabis must continue to register with the Centre for Accessible Learning. The Centre will advise Residence and Housing regarding any accommodations.

c) **Smoking/ Tobacco Use**

Smoking of any kind, (including but not limited to inhaling, consuming, using, and/or holding any lit tobacco or other nicotine product), using any device that emulates the act of smoking or tobacco use (including but not limited to pipes, hookahs, holders, vaporizers, and electronic cigarettes) and the burning of incense is only permitted in the Designated Outdoor Smoking Areas (DOSA).

Smoking of any kind outside of a DOSA is not permitted on SFU’s campuses, or residence property.

5. **COOPERATION WITH STAFF**

It is expected that all members of the residence community will interact with each other in a respectful manner. This includes, but is not limited to, staff, students, third party contractors, and emergency services. As such, residents and their guests are expected to cooperate with reasonable requests from Residence staff. This includes cooperating with Community Standard investigations. See Part 4: Community Standards Process for more information.

Failure to provide accurate information for any reason, such as providing a false name or identification, is not permitted. This includes, but is not limited to, accessing a licensed event or signing out a key. It is important to note that instances where the provision of false information allows a resident to engage in behaviour that would otherwise not permitted may be in contradiction with local law and thus have legal ramifications.

6. **DANGEROUS ACTIVITY**

Activities that are considered dangerous or potentially harmful to any person, including the person engaging in them, are not permitted. This includes, but is not limited to, smashing objects, breaking glass, ‘rough housing’ (e.g.: “dog piling”, wrestling, etc.), climbing buildings, jumping in elevators, or using windows as entry/exit points.
7. **Dining Hall**
Residents are expected to follow all applicable requests made by Dining Hall staff and treat all staff with respect. It is expected that all residents follow the guidelines and structure relevant to the services provided by the Residence Dining Hall as outlined on the meal plan agreement.

8. **Evacuation**
Residents are required to evacuate all residence buildings in the case of an active fire alarm or other emergency. When an emergency alarm sounds, residents are required to immediately leave the residence building and proceed to the nearest evacuation point. Please refer to [Safety and Emergency Procedures](#) for evacuation procedures.

9. **Guests**
Residents are responsible for their guest’s behaviour whether or not they participated in, agreed with, or are aware of that guest’s behaviour while they are within the residence community. Residents should be with their guest at all time during their stay within resident

This means that a resident who provides an individual access to a residence building, room or unit, (e.g. by opening a locked door), may be held responsible for the actions of that individual, whether or not a previous relationship exists between the two parties. It is each resident’s responsibility to make sure that guests abide by all applicable SFU policies, rules and regulations as implemented by SFU while within the residence community.

If your guest fails to comply with SFU Residence Community Standards, we may require that a guest vacate the residence community.

Allowing former residents within the residence community, or at Residence events, who have been evicted and/or any person whose visiting privileges have been revoked by SFU is not permitted.

**Undergraduate Residents:**
You may have an overnight guest in your room for a **maximum of three (3) nights at one time, for a maximum of three (3) times per academic term** (unless otherwise permitted in writing by SFU’s Residence and Housing Office).

**Graduate Residents:**
You may have an overnight guest in your room for a maximum of **14 nights within a 60-day time period** (unless otherwise permitted in writing by SFU’s Residence and Housing Office).

**Please note:**
- SFU’s Residence and Housing Office does not provide additional keys, extra pillows, or linens for overnight guests
- Guests are not permitted to sleep in the lounge or common areas
- No person may be the guest of more than one resident in succession
- Residents sharing living spaces such as the townhouses or the 2-bedroom apartments are required to have the permission of their roommate prior to having an overnight guest

10. **Illegal Substances**
The following actions/activities may indicate behaviour that acts in contradiction with provincial and federal laws, and as such, are not permitted on residence property:
- The possession, use, trafficking (manufacturing, selling, giving, administering, transporting, sending, delivering, and/or distributing) or offering to do anything related to the possession, use, or trafficking of illegal or controlled drugs/substances
- Any direct or indirect involvement in any illegal drug or drug-related activity; and
- Possession of paraphernalia associated with the possession, use, or trafficking of illegal drugs

11. **Internet**
To ensure continuing service, tampering with internet access hardware, such as splitting or splicing, diverting the signal, or attempting any other unauthorized access is not permitted. Internet access hardware remains the property of our provider and charges for the replacement of missing equipment or repair of equipment damaged by tampering or unauthorized use will be applied to your student account.
The use of wired and wireless internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, the SFURes Terms of use guidelines and SFU’s Fair Use of Information and Communications Technology policy (GP24).

If you are experiencing lapsed service or other issues with the provided internet equipment, please refer to the internet services information online.

12. KEYS (MISUSE OF)
For the purpose of these Community Standards, a “key” means any traditional key or any electronic key card, fob, or other device designed to gain entry into a secured area.

Residents are responsible for safeguarding all access to their residence building and room/unit. Residents may not loan to any other person the keys to their residence building, room or unit, except as specifically authorized by SFU’s Residence and Housing Office, or with written permission as outlined under “Unauthorized Entry.” The unauthorized possession or use of keys is not permitted. Due to the potential severity of the impact on the safety and security of our community, misuse of residence keys (as outlined above), may result in eviction.

13. MISCONDUCT
Any behaviour that is unsuitable, disruptive, and/or has an adverse effect on the safety to the residence community of the University is considered inappropriate and is not permitted. These expectations are informed by applicable laws and University policy, as well as tenants of good citizenship. This includes engaging in behaviour where the location provides distinction between what is, or is not, appropriate (ex. Physical activities and nudity readily visible from outside a resident’s room).

a. Against People
   - This includes, by word or action:
     i. Physical aggression, assault, intimidation, or coercion
     ii. Threatening or endangering the health, safety, or well-being of any person
     iii. Sexual violence and misconduct, which means a sexual act or acts targeting a person’s sexuality, gender identify, or gender expression that is committed, threatened, or attempted against a person without the person’s consent and which may involve physical contact. This includes but is not limited to: sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure, voyeurism, and the distribution of sexually explicit photographs or videos of a person without their consent
     iv. Behaviour that the resident knows, or ought reasonably to know, would be unwelcomed and would cause another person to feel threatened, intimidated, or harassed

b. Against Property
   - This includes:
     i. Possessing or using residence property, or property that does not belong to the resident, without the owner’s consent or authority
     ii. Destroying, damaging, or otherwise tampering with residence property or resources, or property that does not belong to the resident
     iii. Defacing any residence property or equipment including buildings or premises
     iv. Removing furniture, posters, equipment, etc., without authorization; or
     v. Throwing, dropping, knocking, or ejecting objects (including snowballs) from or at residence property
     vi. All physical activities including, but not limited to: hockey, football, golf, soccer, catch, Frisbee, water fights, snowball fights, cycling, skateboarding, or in-line skating are required to occur outside of the residence buildings. In addition, these activities may not obstruct or otherwise make unsafe any walkways or pedestrian access

c. Hazing
   Engaging in the initiation ceremonies or other rituals that are dehumanizing or degrading, and/or create mental or physical discomfort for others, including the initiation ceremonies associated with sports teams or clubs, is not permitted. This includes individual or collective ceremonies associated with sports teams or clubs as well as individual or collective acts to intimidate, embarrass, ridicule, or humiliate another person.
14. **Noise and Quiet Hours**

Residence and Housing strives to ensure that residence buildings are areas conducive to both studying and sleeping. As the residence community is densely-populated, some reasonable living noise is to be expected. In all residences, residents are expected to be considerate 24 hours a day, seven (7) days a week. An individual’s right for reasonable quiet study and sleep takes priority over others’ rights to make noise. In cases of dispute, the Residence and Housing staff will determine what is reasonable.

- Residents may be required to place a piece of felt or carpeting beneath radios, stereos, televisions, and musical instruments to reduce vibrations through the floor.
- If someone asks you to be quiet, please respect that person’s wishes and reduce your noise.
- There may be no excessively loud playing of radios, televisions, stereos, other audio equipment, or musical instruments except during approved private events that have been pre-approved by the Residence and Housing Office.

**Quiet Hours:**

- **Sunday – Thursday:** 10:00 pm to 8:00 am
- **Friday and Saturday:** 12:00 pm to 9:00 am

In addition to being considerate at all times, quiet hours are times during which residents are not permitted to make noise which can be heard outside of their unit, which may disturb roommates (if applicable), or which can be heard outside the residence building and may disturb a resident inside the building. This refers primarily, but not exclusively, to talking, noise from stereo equipment, radios, televisions, musical instruments, computer equipment, and telephones.

**Quiet Living Floors**

Some floors in Residence are designated as “Quiet Living Floors.” Students who live on these floors will have accepted a “Quiet Living Floor” housing offer. These floors are for students who are committed to respecting schedules around effective studying and sleeping.

**Quiet Hours for Quiet Living Floors:**

- **Sunday – Thursday:** 9:00 pm – 9:00 am
- **Friday and Saturday:** 9:00 pm – 9:00 am

These extended quite hours start earlier on weekend evenings than our Residence-wide quite hours. Between 9:00 am and 9:00 pm courtesy hours are in effect. This means students should still be mindful of the amount of noise they make while in their room and on the Quiet Living Floor. During final exam periods, quiet hours extend to 23 hours/day, along with the rest of the Residence community.

Students who live on this floor must recognize that although this is a floor with a quieter-than-average environment, it is still a residence community focused on building social connections and interactions among residents. Students should expect to hear noise from the surrounding areas and other floors, and may also hear noise from construction in and around their building. We ask that students are mindful and respectful of the noise they make within their room and on the Quiet Living Floor. Respect for these expectations is required for residents who live on Quiet-Living Floors.

**Final Exam Quiet Hours:**

During final exam periods, quiet hours are in effect 23 hours daily with a relaxed hour between 5:00 pm and 6:00 pm.

**23-Hour Quiet Hours** begin on the last day of SFU classes each term.

15. **Open Flames, Heat Sources, Flammables, and Explosives**

For safety and storage reasons, possession of any open flames, explosives, or flammable material is not permitted in or around the residence community.

This includes, but is not limited to, any type of outdoor cooking equipment, fireworks/crackers, ammunition, dynamite, gasoline, butane/propane tanks, campfires, or cooking fires.

Burning candles, incense, or any element appliances including, but not limited to, hot plates, space heaters, and...
halogen lights are not permitted in rooms, units, or elsewhere within residence buildings.

16. Pets
Pets of any kind are not permitted to visit or reside within residence buildings/rooms. The only exception is the use of service animals approved by SFU’s Centre for Accessible Learning or during pre-approved events run by Residence and Housing.

17. Prohibited Areas
Due to the associated health and safety risks, residents are only permitted to access authorized areas. Prohibited areas include, but are not limited to, rooftops, mechanical and utility rooms, construction sites, areas marked “off-limit to unauthorized personnel” or “staff only” or other areas not normally used by persons other than SFU staff.

18. Public Areas/Outdoor Storage
Indoor spaces intended for shared use, or any outdoor space such as hallways, patios, windowsills, and breezeways are not appropriate spaces to leave personal items and/or food as it negatively impacts the ability of others to use the space or poses a fire safety risk. As such, storing any items outside of a resident’s room, unit, or residence building is not permitted.

19. Room Use for Commercial Purposes
Use of a room or unit within a residence building, or any other area within the residence community including, but not limited to, parking lots, outdoor areas, mailboxes, telephones, or data connections, for any commercial purpose is not permitted without the prior written approval of SFU’s Residence and Housing department.

20. Safety/Fire Equipment
For the purpose of these Residence Community Standards, “safety equipment” includes, but is not limited to: sprinklers, smoke detectors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment that is necessary to safeguard residents. Improper use of safety and fire equipment places others at risk, and as such is for emergencies only.

Interfering with fire or safety equipment (e.g. covering a smoke detector, hanging objects from sprinkler heads or striking safety equipment with an object) is also not permitted and fees may be applied for any costs required as a result.

21. Scents
Strong scents including, but are not limited to, incense, room sprays, personal scents or fragrances, and some aerosol products may be offensive to some members of the community. These products may also trigger allergic sensitivities and as a result you may be asked to refrain from using such items. In addition, mothballs and camphor are not permitted in residence.

22. Theft
Theft or possession of another person’s property without permission is not permitted.

23. Unattended Cooking
Residence is equipped with sensitive smoke detectors in all areas for safety reasons. Cooking appliances may only be used in designated areas and residents are required to be in attendance at all times while preparing food in or on any cooking appliance including, but not limited to, microwaves, kettles, toasters, stove tops, and ovens.

24. Unauthorized Entry
A resident is required to have written permission to enter another resident’s room or unit, and may do so only with authorized use of the resident’s room keys, without manipulating the lock, the door, or the window. The following acts are strictly prohibited:
   a. Possession of devices or apparatus that are designed or regularly used for gaining access to a locked area
   b. Unauthorized entry into another resident’s room or unit; and
   c. Unauthorized entry into a residence building (this includes following someone into a building that you do not live in, without being invited in as a guest of a resident of that building
   d. Tampering with or disabling a door’s locking mechanism or propping open a locked door and leaving it
25. **Unauthorized Parties and Gatherings**
Only authorized parties are permitted within residence. For the purpose of the Residence Contract and the Residence Community Standards a “party” is any gathering of more than seven people that meets one or both following criteria:

a. Alcohol is being consumed as one of the activities of the gathering
b. Music is a major part of the atmosphere and the volume is too loud to be defined as “background music”

Since the above definition can be vague under certain circumstances, defining a gathering as a party is ultimately the discretion of SFU.

**Authorized parties:**
You can submit a Function Responsibility Form (FRF) at least 72 hours in advance. The FRF exists to allow residents to enjoy parties and events while respecting the rights and needs of fellow community members.

Due to the potential severity of the impact on the safety and security of our community, breaking any conditions agreed to within an FRF, or hosting a gathering/party without an FRF is a serious offence.

26. **Unauthorized Room Occupation**
Only a resident who has signed SFU’s Residence Contract may occupy a room or unit within a residence building. All visitors are required to abide under the Guest Policy and any form of subletting is not permitted. This is the case even when money or other benefits are not exchanged.

In addition, residents are not permitted to switch rooms with another resident without having the room switch approved in advance. For more information, see Room Switch Request Info Sheet. Unauthorized room switches may result in the Resident being required to move back to their authorized room and will result in a Community Standards investigation.

27. **Vehicles, Transportation, and Roadways**
Use of all parking lots and roadways must be done in a safe manner and in compliance with all posted and agreed to policies, such as, but not limited to, unauthorized parking locations, speed limits, and appropriate vehicle use. In addition, it is expected that all residents will follow applicable provincial legislation and refrain from parking in areas other than designated parking areas or obstructing fire lanes and pedestrian routes.

Due to associated community safety concerns, hover boards are not permitted on residence property.

28. **Weapons/Ammunition**
Possession of any weapons or parts thereof, whether legal or illegal, including, but not limited to, firearms, air guns, pellet guns, swords, hunting knives, slingshots, or archery equipment, and any items that could be reasonably construed (defined at the discretion of Residence and Housing staff) as a weapon are not permitted in Residence. If you are required to have an item that could be classified under the previous definition (e.g. fencing weapon), please contact Residence and Housing prior to your move in to learn more about what is permitted and prohibited in the Residence Community.

29. **Wildlife**
Interaction with wildlife (e.g. bears and raccoons) such as petting, feeding, or allowing access to buildings/interior spaces is dangerous and is not permitted.
Part 4 - Enforcement of Residence Community Standards

COMMUNITY STANDARDS PROCESS
INTERIM MEASURES
LEVELS OF STUDENT BEHAVIOUR
INTERIM MEASURES
SANCTIONS AND OUTCOMES
SUMMARY
APPEAL PROCESS
  Process for Appealing a Level 1 to Level 3
  Process for Appealing Eviction/Termination of Contract
**Community Standards Process**

The intent of the Community Standards process is to educate residents about the impact of their disruptive actions on themselves and the community, and to hold them accountable for those actions. Residents will be held accountable for their individual and collective behaviour, and specifically when behaviour is a violation of SFU Residence and University policies.

To be consistent with the educational and developmental philosophy of Residence and Housing, the Residence Community Standards Program has been developed upon six core principles:

1. Negative resident behaviour has a direct impact not only on the individual’s experience, but also on that of their community
2. Behavioural interventions and restitution must respond to the specific needs arising in a community
3. A clear and workable set of procedures must address negative behaviour in a reasonable, consistent, and expedient manner
4. Behavioural interventions must hold individuals directly and immediately accountable for their actions
5. Community Standards procedures must abide by the principles of procedural fairness, and include opportunities for appeal
6. Residence-specific standards and interventions must be consistent with and refer to existing University policies and procedures, including the SFU Student Code of Conduct

Please note that due to privacy regulations, information about Community Standards investigations will not be shared with students other than those who are the subject of the investigation. Where possible, communication will be provided to the witness about the open or closed status of the investigation.

**Interim Measures**

It may be necessary for Residence and Housing or the University to initiate interim measures prior to the resolution of complaints. Such measures will be strictly precautionary and not disciplinary in nature.

Any interim measure(s) by the institution is initiated by the Associate Vice-President, Students and International (or designate) and they are responsible for initiating, reviewing, amending, and removing any interim measures using reasonable discretion.

Any interim measure(s) by Residence and Housing will be initiated by the Director, Residence and Housing (or designate) and they are responsible for initiating, reviewing, amending, and removing any interim measures using reasonable discretion.

**Levels of Student Behaviour**

Depending on the resulting individual and/or community impact, a range of Levels (1 through 3) and sanctions (See Sanctions table below for more information) may apply. The Levels are defined using the following criteria:
All Incident Reports are reviewed by a member of the Residence and Housing team, who will then complete a Community Standards follow-up process. The assignment of a Level that results from a Community Standard follow-up process will remain in place for one calendar year.

Depending on the nature of the behaviour, an SFU student’s Residence Community Standard record may be forwarded to the SFU Conduct Office, Campus Public Safety Office, and/or the police.

Fraser International College (FIC) student’s Residence Community Standards record may be forwarded to FIC administration, Campus Public Safety Office, and/or the police.

The severity of each incident will determine which members of the Residence and Housing Team conduct the Community Standards follow-up. See below for a flow chart outlining the potential pathways of the Community Standards Process.

**Level 1**
- Behaviour that has the potential to undermine the safety and security of an individual and/or the residence community, behaviour that interfere with another individual’s peaceful use and enjoyment of residence.

**Level 2**
- Behaviour that could have a significant negative impact on another individual within residence; behaviour that endanger the safety and security of an individual or others in residence; actions that undermine the dignity of another individual or the residence community; or actions which result in damage to Residence or University property.

**Level 3**
- Behaviour that seriously compromise the safety of and/or have a significant impact on an individual or the residence community. May include complex behavioural concerns, or a progression of behaviours from any of the above levels.
Sanctions and Outcomes

Residents may be required to complete or follow one or more of the sanction(s) listed below as part of the Community Standards Investigation process. This process is intended to be educational and should also allow for the opportunity to repair harm or wrong doing that may have been caused to an individual and/or the community.

The table below provides a list of sanctions that may be applied to student conduct cases in residence. This list is not exhaustive; other options for making amends, repairing harm, and completing educational follow-up may be used at the discretion of SFU staff.

**The FIC Student Code of Conduct applies to all FIC students, including those living in residence. It will be applied in cases where the behaviour is a violation of that Code.**

<table>
<thead>
<tr>
<th>Conduct Level</th>
<th>Conduct Level Description</th>
<th>Follow-Up Facilitated By</th>
<th>Possible Outcome(s)</th>
<th>Avenue of Appeal</th>
<th>Deadline to Appeal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>The student’s conduct is inappropriate and/or has negatively impacted the student and/or the community</td>
<td>Community Advisor, Area Coordinator, and/or Residence Life Coordinator</td>
<td>Meeting with Staff Outcome Letter Applied Sanctions</td>
<td>Manager Residence Life</td>
<td>3 University Business days after the receipt of Outcome Letter More information about appeal process found on page 36</td>
</tr>
<tr>
<td>Level 2</td>
<td>Student’s behaviour has had a significant impact within residence and/or endangers the safety and security of an individual, themselves or the community</td>
<td>Area Coordinator, and/or Residence Life Coordinator</td>
<td>Meeting with Staff Outcome Letter Applied Sanctions</td>
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<tr>
<td>Level 3</td>
<td>Behaviour that seriously compromises the safety of and/or has a significant impact on an individual or the residence community. May include complex behavioural concerns, or a progression of behaviours from any of the above levels.</td>
<td>Residence Life, and/or Manager Residence Life (or Designate)</td>
<td>Meeting with Staff Outcome Letter Applied Sanctions Termination of Residence Contract</td>
<td>Residence and Housing Community Standards Appeal Board Chair: Director, Residence and Housing (or designate)</td>
<td>3 University business days after the receipt of Outcome Letter More information about appeal process found on page 36</td>
</tr>
<tr>
<td>Sanction and Outcomes</td>
<td>Description</td>
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<td><strong>Alcohol Probation</strong></td>
<td>A prescribed period of time wherein a student is required to refrain from possessing or consuming alcohol on residence property or returning to residence while under the influence of alcohol.</td>
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<tr>
<td><strong>Behaviour Contract</strong></td>
<td>A written agreement between Residence and Housing and the student that outlines specific conditions under which the student will be permitted to continue to remain living in residence for the remainder of the current term or contract. A Behaviour Contract may be required as a result of an incident or series of violations of the Community Standards. The Behaviour Contract will usually include restrictions, and/or conditions that the student must meet and any consequences for the student if they fail to fulfill them.</td>
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<tr>
<td><strong>Community Service</strong></td>
<td>An assigned community-focused activity or project that involves service and learning by the student within residence, as a consequence of certain violations of the Community Standards. The form of community service must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.</td>
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<tr>
<td><strong>Educational Sanction</strong></td>
<td>An assigned activity, meeting, project or submission with the learning objective of engaging the student in reflection and dialogue surrounding the behaviour(s) at hand. The details of the educational sanction must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to; reflection essays, educational pamphlets, apology letters, and meeting(s) with campus partners.</td>
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<tr>
<td><strong>Parent/Guardian Involvement</strong></td>
<td>In situations where Residence and Housing is concerned for the health and well-being of a student, parental/guardian involvement may occur. Wherever possible, the student will be involved in this process.</td>
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<tr>
<td><strong>Relocation/Assigned Room Transfer</strong></td>
<td>A mandatory and permanent move from a room in one residence building to a room in another, assigned by a Residence and Housing staff as a result of violations of the Community Standards. Once a student has been relocated/ transferred they may be prohibited from entering the building where they previously lived.</td>
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<tr>
<td><strong>Restitution for Damages</strong></td>
<td>A requirement of the student to pay a fine for damage repair, clean-up or replacement charges, for violations of the Community Standards or Residence Contract that affect residence and/or University property.</td>
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<tr>
<td><strong>Removal of Privileges</strong></td>
<td>The student may not be permitted to visit residence for the standing or following academic year. The student may also not be eligible to return to live in residence for the following year.</td>
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<tr>
<td><strong>Referral of Case to Alternate Offices</strong></td>
<td>The student’s conduct records may be referred to: Campus Public Safety, Burnaby Police, RCMP, and/or other law enforcement agencies in cases of illegal activity The University’s Human Rights Office Sexual Violence Support and Prevention Office Academic Integrity and Good Conduct Office Alternative University discipline procedures Investigation under any other applicable policy of the University or Fraser International College</td>
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<tr>
<td><strong>Termination of Residence Contract</strong></td>
<td>The student’s Residence Contract is terminated and the student is required to leave residence. This also includes a one-year residence ban from residence property.</td>
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</table>
**Summary**

**INITIATION OF FOLLOW UP:**
Violations of the Community Standards are typically reported within 24 hours of the incident. Residence and Housing then notifies the parties involved of the alleged Community Standard violations within four (4) business days of the reported date through their SFU Email with Community Standard meetings scheduled within 10 business days of the incident.

Residents may witness or bring forward issues of suspected Community Standards violations by reporting to a Residence and Housing Staff member. The information provided will be treated in accordance with the Residence Contract and Handbook and will be investigated fully.

**Residence Community Standards Meeting:**
In order to learn specific details about Community Standards infractions, and to provide residents with the opportunity to respond to allegations, a Community Standards Meeting is required. Residents who have been invited to Community Standards Meeting are welcome to bring a support person with them to the meeting. Residence and Housing schedules Community Standards Meeting around academic requirements and will attempt two (2) times to arrange a meeting with participants involved in an incident. It is important to note that failure to attend a required Community Standards Meeting may result in additional sanctions, and/or a decision being made without input from the resident.

**Confidentiality:**
Please note that due to privacy regulations, information about Community Standards investigations will not be shared with students other than those who are the subject of the investigation. Where possible, communication will be provided to the witness about the open or closed status of the investigation.

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**Incident Occurs**

**Incident Documented by SFU Staff**

**Follow up Initiated by Residence and Housing**

The Violation will be categorized in our system as one of the following:
- Level 1
- Level 2
- Level 3

The following Sanctions may be applied
- Residence Sanctions & Outcomes (see table outlined above)
- Referral of case to Student Conduct Office
**Appeal Process**

In the event that a resident is not satisfied with the outcome of the Community Standards process in which they are involved, they may appeal the outcome of the Level and/or Sanction assigned to them. All decisions in the Community Standards Process must be appealed within three (3) business days of receiving the decision letter (based on the date of the decision letter).

Dissatisfaction with a decision, failure to attend a meeting, not reading or checking your email, and/or failure to abide by the decision outlined in the decision letter are not grounds for appeals.

**Process for Appealing Level 1 to 3:**

**Avenue of Appeal:** Manager, Residence Life (or designate)

**Process:**

1. A resident may appeal the level and/or assigned sanctions on the following grounds:
   a. Lack of procedural fairness or bias/unfair treatment or discrimination
   b. The sanction does not suit the infraction/behaviour; and/or
   c. New information has come to light rendering the original decision unreasonable due to new evidence

2. Once an appeal has been submitted, one of the following outcomes will result:
   a. No change and the original decision is upheld
   b. The original decision is overturned
   c. The decision/sanction is modified, which may result in increasing/decreasing the sanctions already levied

3. A resident has three (3) University business days from the receipt of their decision letter to submit a request for an appeal. To initiate this process the resident is required to e-mail the Manager, Residence Life with the following information:
   a. Ensure the title of the email is: Residence Community Standards Appeal (Incident Report #)
   b. In the body of the email indicate
      - your full name, building/cluster unit, and room number
      - your reason for entering an appeal (based on the requirements above)

4. Once your email has been received, you will be contacted within three (3) University business days with a decision as to whether an appeal meeting will be scheduled.

5. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Residence Life, or designate.
   a. Your case will be considered in conjunction with other reports and information presented by SFU staff
   b. You will be informed of the outcome of the appeal meeting within three (3) University business days
   c. The decision of the Manager, Residence Life, or designate is final and not subject to further appeal

**Process for Appealing Termination of Contract (Eviction from Residence Community) by SFU:**

**Avenue of Appeal**

- Residence and Housing Community Standards Appeal Board, which consists of:
  o Director of Residence Services (or designate)
  o Two student representatives
  o Two University Administrators (or designates)

**Deadline for Appeal**

- Three (3) University business days from the receipt of a Termination of Residence Contract notice
Process

1. A Resident may appeal the termination of their Residence Contract on the following grounds only:
   a. There is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process
   b. Relevant information has emerged that was not available at the time of the original decision
   c. The severity of the sanction imposed reasonably exceeds the nature of the misconduct

2. To initiate this process, please complete the appeal form available on the Residence and Housing Forms page on the website. The document must be clearly marked “Eviction Appeal” and delivered to the Residence and Housing Office.

3. The Director of Residence and Housing (or designate) will call an Appeal Board hearing within five (5) University business days of the receipt of the appeal.

4. You will be informed of the decision of the Appeal Board within 24 hours.

5. A Resident is required to vacate the residence community by the deadline indicated in his or her eviction notice. This requirement will not be altered except in cases where the Appeal Committee overturns the eviction, or modifies the deadline due to exceptional circumstances.
APPENDIX 1 Residence and Housing Contract

Residence Contract

This document is important — please read. This document is a legally binding license agreement between you and SFU. This document, together with your application/offer details page in SFU’s Residence and Housing online housing portal, defines the terms and conditions applicable to your stay within SFU residence. This document also obligates you to comply with various standards and regulations for the duration of your stay within SFU residence. By clicking “I accept” on the online “Residence Contract” page of SFU’s Residence and Housing online housing portal, you are:

(a) accepting an offer from SFU for accommodation in a student residence managed and operated by SFU’s Residence and Housing Office;

(b) incurring certain financial obligations to SFU; and

(c) confirming that you agree to comply with the terms and conditions as set out in this License Agreement and the Residence Handbook, a copy of which has been made available to you in electronic form.

Definitions

In this License Agreement, the following words and expressions have the following meanings:

(a) “Academic Term” means a period of time coinciding with an SFU academic term, from the first day of classes to the last day of exams;

(b) “License Agreement” means this Residence Contract, as may be updated or amended by SFU from time to time in accordance with Section 1 of this License Agreement, together with your application/offer details page in SFU’s Residence and Housing online housing portal;

(c) “Contract Term” means the term or period of time during which this License Agreement is in effect, as indicated in your Housing Offer and your application/offer details page in SFU’s Residence and Housing online housing portal;

(d) “FIC” means Fraser International College;

(e) “Housing Offer” means the offer of housing delivered to you by SFU via email;

(f) “Move-In Date” means the date and time indicated as the move-in date in your application/offer details page in SFU’s Residence and Housing online housing portal, or such earlier date as agreed upon in writing by you and an authorized representative of SFU’s Residence and Housing Office;

(g) “Move-Out Date” means the date and time indicated as the move-out date in your application/offer details page in SFU’s Residence and Housing online housing portal, or such later date as agreed upon in writing by you and an authorized representative of SFU’s Residence and Housing Office;

(h) “Residence Buildings” means SFU’s Charles Chang Innovation Centre, Hamilton Hall, the Townhouses, the Shadbolt Tower, the Barbara Rae Tower, the Pauline Jewett Tower, Shell House, McTaggart-Cowan Hall or any other building in which SFU may offer students on or off campus housing from time to time, and “Residence Building” means any one of these Residence buildings;

(i) “Residence Fees” means the residence fees payable by you to SFU’s Residence and Housing Office in connection with your room or unit as set out in your Housing Offer, or otherwise payable by you to SFU pursuant to this License Agreement including, but not limited to, costs associated with any meal plans, extensions of the Contract Term, charges to your student account and any other amounts owed by you to SFU as a result of a breach by you of this License Agreement or the Residence Handbook;
(j) “Residence Handbook” means the Residence Handbook, a copy of which has been made available to you in electronic form, as may be updated or amended by SFU from time to time in accordance with Section 1 of this License Agreement; and

(k) “SFU” means Simon Fraser University.

1. Amendments to License Agreement

SFU may, at any time and from time to time, unilaterally revise the terms of this License Agreement and/or the Residence Handbook by sending you an email notification of the applicable revision(s). Once you have received your SFU computing ID, all communication will be sent to the SFU email provided by SFU, or by written notice delivered to the room or unit assigned to you within a Residence Building. Prior to receiving your SFU computing ID, communication will be sent to the email you provided through the Housing Portal during the application period. Any changes to this License Agreement or the Residence Handbook will be effective and binding on and from the date set out in SFU’s notification. If no date is set out in the notification, any changes will be effective one week from the date the notification was sent. Note that SFU reserves the right to implement changes immediately when, in the opinion of the Director, Residence and Housing or his or her designate, the health or safety of any person may be adversely affected by a delay.

2. Assignment Policy

When assigning specific rooms or units, SFU will not discriminate on the basis of race, colour, religion, place of origin, ancestry or sexual orientation. SFU will attempt to accommodate special requests (e.g. single gender floor) but cannot guarantee any particular type of accommodation. This License Agreement is not void or voidable on the basis that you do not receive a particular type of accommodation.

SFU reserves the right at any time and from time to time, with or without notice, to assign or change roommates or to change building, room or unit assignments to consolidate vacancies, or for any other purpose. In such cases, you will be required to pay the applicable Residence Fees for the new accommodation (including the costs associated with any mandatory meal plan, if applicable). SFU is not responsible for any moving costs.

3. Compliance with Laws, etc.

You agree to comply with the terms and conditions of this License Agreement and the Residence Handbook, and to abide by all federal, provincial and local government laws, regulations and bylaws and all SFU rules, regulations, policies and procedures as issued, amended, supplemented or replaced from time to time. To the extent that there is any discrepancy between matters dealt with both in this License Agreement and any other document published by SFU’s Residence and Housing Office, the provisions of this License Agreement will govern. SFU’s policies and procedures can be viewed online at: https://www.sfu.ca/policies.html

4. Construction and Maintenance

There will be ongoing maintenance, renovation and construction projects occurring in and around Residence Buildings. Residence is expanding and there will be major construction of new buildings. Construction and maintenance work generally occur during regular business hours, but may at times begin earlier or extend into evenings or weekends, and ongoing projects will continue through exam periods. SFU will take measures to ensure that prudent construction practices are followed, but there may be noise, dust and temporary interruption of some services. You may be required to temporarily or permanently relocate to facilitate construction or renovations to or around your Residence Building. There will be no compensation or reduction in Residence Fees due to any disruption or relocation associated with ongoing construction projects or maintenance requirements.

5. Contract Term

If you are accepting an offer from SFU, this License Agreement will be valid for a period of time (referred to in this License Agreement as the “Contract Term”) coinciding with one or more of SFU’s Academic Terms (e.g. fall, spring, or summer) as indicated in your Housing Offer and on your application/offer details page in SFU’s Residence and Housing
If your contract term extends or renews from one Academic Term to the next, your contract term includes any term break immediately prior to the upcoming Academic Term for which you have a contract.

If there is any conflict or inconsistency between the details contained in your Housing Offer and the details contained in your application/offer details page in SFU’s Residence and Housing online housing portal, the latter will govern.

6. **Damages and Costs**

You are responsible for all loss of property and damages (including all associated service or administrative costs) that you or your guest(s) cause to any Residence Building or other SFU property, whether intentional or unintentional. SFU will charge all related costs to your student account and will provide you with written notice of such charge. You agree to submit payment for these costs to SFU on or before the payment deadline.

If SFU is unable to determine who is responsible for damage, destruction and/or loss to a common area space, the cost of such damage, destruction and/or loss, and all related costs associated with cleaning and repair, may be divided and assessed equally between or among the students living within a particular unit (e.g. the Townhouses) or on a particular floor (e.g. the Towers) if SFU’s Residence and Housing Office staff reasonably believe that multiple students within such unit or floor were involved.

7. **Denial of Other University Services**

In addition to any other remedies available to it pursuant to this License Agreement or at law, SFU may suspend your student privileges and deny you student services if any Residence Fees, fees, assessments, damages, costs or other amounts owed by you to SFU pursuant to this License Agreement remain unpaid, either during the Contract Term or after its expiry or sooner termination.

8. **Disclosure of Personal Information**

You hereby acknowledge and agree that SFU may, in accordance with applicable privacy legislation, release your personal information:

(a) to your parents and/or guardians and/or designated emergency contact, in the event you become seriously ill or are involved in an emergency; and

(b) to third party authorities and other SFU departments or services, if you are involved in criminal activity (including drug related activity) or threats to your own safety or the safety of others.

In addition, by accepting the terms and conditions of this License Agreement, you hereby grant to SFU for the Contract Term, the right to contact and share personal information with your parents and/or guardians for the purpose of ensuring your safety and well-being, in the event you are involved in criminal activity (including drug related activity) or threats to your own safety or the safety of others.

9. **Early Move-In / Late Move-Out**

An early move-in or late move-out may be permitted if you are able to provide written evidence satisfactory to SFU’s Residence and Housing Office that such early move-in or late move-out is necessary for a university related purpose, and based on availability. You may apply to extend your Contract Term to provide for an early-move in or late move-out by submitting a “Contract Term Extension Application Form” to SFU’s Residence and Housing Office. A non-refundable daily room fee, as determined by SFU from time to time, will apply for any early move-in or late move-out.

10. **Governing Law**

This License Agreement will be construed and interpreted in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein.
11. Insurance

SFU carries insurance for its own benefit and does not provide you with general insurance, liability insurance or property insurance for your personal belongings. You are strongly advised to ensure that all of your personal effects used or stored anywhere within a Residence Building are covered by a private insurance policy covering both loss of personal property and liability for personal injury and property damage. Insurance may be available as an extension of your family’s home insurance policy, or you can obtain your own insurance policy. You are advised to consult with your insurance agent to ensure you have appropriate coverage and that you understand the terms of your policy. The Residence Handbook contains additional information on insurance.

12. Liability

SFU is not responsible for property belonging to you or any of your guests which is lost, stolen or damaged in any way, regardless of cause or location. SFU is not responsible for any injury, death, damage or loss whatsoever caused to you or your guests while in or about any Residence Buildings or any SFU campus or while engaged in activities organized or sponsored by SFU. Without limiting the generality of the foregoing, SFU shall not be responsible for injury, damage or loss to you or your guests due to:

(a) use of SFU’s facilities and equipment including, but not limited to, exercise equipment, sports equipment, barbeques, tennis courts and the swimming pool;

(b) participation in socials, dances, plays or other organized or sponsored activities; and

(c) participation in organized or sponsored off-campus activities including ski trips and tours.

You will not do, or permit to be done, any act or thing that may render void or voidable any SFU insurance policy. You agree to indemnify and save harmless SFU from and against any expense, loss or damage suffered by SFU as a result of or in connection with your breach or non-performance of any term or condition of this License Agreement.

13. Meal Plan

If you are residing in any of the Shadbolt Tower, the Barbara Rae Tower or the Pauline Jewett Tower, you will be required to purchase a meal plan. Residents in other areas may choose to purchase a meal plan. The associated fees are due in accordance with the residence fee deadlines or at the time of purchase if the optional plan is requested after the fee dates have passed. The Residence Handbook contains additional information on meal plans, including termination of meal plans and refund policies.

14. Moving In

You may check-in to your assigned room or unit by going to SFU’s Residence and Housing Office after 9:00 a.m. on your Move-In Date, unless you will be moving into SFU’s Vancouver Graduate Building in which case you must contact SFU’s Residence and Housing Office to arrange your move-in details. If you plan to arrive more than five days after your Move-In date, you must make arrangements in writing for a late check-in with SFU’s Residence and Housing Office. If you do not move into your accommodation within five days of your Move In Date, this License Agreement will automatically terminate and your accommodation will be reassigned without further notice. All termination fees will be applied. SFU will not accept personal property delivered to SFU prior to your arrival.

Following check-in, you will have up to 7 days to complete an electronic Room Inventory Condition Review through SFU’s Residence and Housing online housing portal. This process is used to document the condition of your room or unit and any missing inventory items. It is essential that you complete this Room Inventory Condition Review in order to avoid being charged for damages that existed, or items that were already missing, at the time of your check-in. If you fail to complete this form on or before the deadline, the conditions currently on file will be taken as accepted conditions of the unit.
15. Moving Out

You are required to vacate your assigned room or unit, and return all residence keys to SFU’s Department of Residence and Housing Office, by 12:00 p.m. on the last day of the Contract Term. If you fail to do so without making arrangements in writing for a late check-out with SFU’s Residence and Housing Office, you may be charged additional fees based on applicable policies and procedures as implemented by SFU from time to time. You may also be charged for any fees incurred by SFU in connection with providing alternate hotel accommodation to any new student scheduled to move in to your assigned room or unit, if applicable.

Your room or unit must be clean and tidy at the time of check-out. You must not leave any personal belongings in your room or unit, within any common areas or anywhere else within or around a Residence Building after your check-out. SFU’s Residence and Housing Office will consider any personal items to be abandoned and they will be removed and discarded and any costs associated with such removal will be charged to your student account.

After check-out, SFU’s Residence and Housing Office staff will inspect your room or unit, together with any common areas, as applicable. The costs associated with any: (i) required cleaning services, (ii) missing items not documented on the Room Inventory Condition Review, and (iii) damage not documented on the Room Inventory Condition Review, will be charged to your student account or deducted from any refund of your Residence Fees, if applicable. Reasonable wear and tear is expected.

SFU may deem your room or unit abandoned when:

(a) a substantial amount of your personal property is removed and your Residence Fees are unpaid after the date that they are due; or

(b) a substantial amount of your personal property is removed after your check out date has passed; or,

(c) your Residence Fees remain unpaid after the date they are due and SFU has not received a response from you for a period of 10 days after sending you a notification by the same notification process outlined in Section 1 of this License Agreement.

If SFU deems your room or unit to be abandoned, SFU may re-enter your room or unit and, in addition to any additional rights that SFU may have, may re-license your room or unit. In doing so, SFU may re-enter the room or unit without notice or liability to you for any damage. You acknowledge and agree that in the case of abandonment, SFU will remove and dispose of your personal property without compensation to you and will not be obligated to store such belongings or to sell them or otherwise recover their value.

16. Overholding

If you remain in occupation of your assigned room or unit after your Move-Out Date or your eviction date, no new right of occupation is thereby created and SFU may, without notice, re-enter and take possession of your assigned room or unit, remove you and all other persons and property and use such force and assistance as SFU deems necessary to retake possession of your assigned room or unit. In this situation, any Residence Fees processed through SFU’s online payment process or otherwise shall not be effective to create any new or continued right of occupation unless such right of occupation and receipt of payment are expressly acknowledged by the Director, Residence and Housing or his or her designate. If the Director, Residence and Housing or his or her designate has provided such written acknowledgement, then any right of occupation that is thereby created shall be for the period contained in such written acknowledgement, at the Residence Fees previously payable for your assigned room or unit, and subject to the terms and conditions of this License Agreement, as applicable, for the occupancy period.

In no case shall any acceptance of Residence Fees for your assigned room or unit after the expiry of the Contract Term of this License Agreement result in any right of occupancy greater than a right to occupy your assigned room or unit from month to month (meaning, for greater certainty, that either you or SFU may terminate your occupancy at any time on one month’s prior written notice to the other), at the Residence Fees previously payable for your room or unit, and not from Academic Term to Academic Term or from year to year, and shall be subject to the terms and conditions of this License Agreement insofar as the same are applicable to a right to occupy from month to month.
17. Rates and Payments

You agree to pay to SFU, on or before the payment deadline(s), the Residence Fees, including any required meal plan or any optional fees which you have requested. The residence confirmation payment is applied towards your residence fees and cannot be applied or deferred to a later application, and is non-refundable, except in the limited circumstances set out herein. The current rates and schedule of payment is available online: https://www.sfu.ca/students/residences/fees.html

All Residence Fees are calculated per term and if for any reason it becomes necessary to calculate any Residence Fees for a lesser period, an appropriate weekly pro-rata adjustment will be made.

You can pay your Residence Fees online through the Housing Portal via online banking, via credit card payment, electronically by wire transfer payment (Flywire by peer transfer), or at SFU’s Residence and Housing Office via international money order, personal cheque, or debit card.

The following terms apply to all fees and payments made to SFU’s Residence and Housing Office:

(a) post-dated cheques will not be accepted;

(b) a service fee will be charged to your student account for all cheques returned by your bank for any reason;

(c) late payments will only be accepted through approved deferment and must be requested prior to the deadline. Deferment forms are available at www.sfu.ca/students/residences

18. Relationship

You hereby acknowledge and agree that nothing in this License Agreement creates any relationship other than that of licensor and licensee and this License Agreement does not create a lease or other interest in land. As expressly stated in the Residential Tenancy Act of British Columbia, the Residential Tenancy Act of British Columbia does not apply to this License Agreement or to your occupation of your assigned room or unit.

19. Repairs, Maintenance and Alterations

All repairs, maintenance, and alterations to Residence Buildings must be carried out by authorized SFU personnel. You are not permitted to repair or alter your room, unit or Residence Building in any way including, but not limited to, putting holes in the walls. You must promptly report any repair or maintenance issues to SFU’s Residence and Housing Office online through the Housing Portal. Without limiting the foregoing, you are prohibited from painting or wallpapering your assigned room or unit or any other walls within your Residence Building.

Shell House and the Townhouses contain encapsulated asbestos, which does not pose a hazard if undisturbed. Asbestos can generally be found in Shell House in texture coating on ceilings, drywall joint compound, floor tiles, mechanical insulation, pipe elbows and fittings still present in basement and storage rooms and in caulking/mastic on windows, and in the window surrounds of the Townhouses. If walls or areas are other building materials are damaged or exposed, or you have any concerns with respect to the condition of a space within Shell House or Townhouse window surrounds, you are asked to immediately contact SFU’s Residence and Housing Office.

Lead is also known to be present in some building materials on campus, particularly in paints and surface coating materials. To prevent the disturbance of lead containing building materials, do not put any holes in the walls and promptly report any drywall damage to Residence Facilities.

20. Room or Unit Entry

SFU will provide you with a minimum of 24-hour’s notice to enter your room or unit for reasons other than those identified below. Note that authorized SFU personnel will enter your assigned room or unit for inspection purposes at least once each Academic Term, and SFU will provide you with a minimum of 24-hour’s notice prior to such inspection.
Submission of a Room Maintenance request is your acknowledgement and permission for authorized SFU personnel to enter your unit to assess and address your request.

Authorized SFU personnel may enter your assigned room or unit, at any time, without prior notice for any of the following reasons:

(a) to ensure the health and safety of any individual;
(b) to provide access to emergency responders (including, but not limited to, police, ambulance and fire) to ensure the health and safety of any individual;
(c) to investigate or take action to address an ongoing source of disruption or nuisance;
(d) to make emergency repairs to your assigned room, unit or Residence Building, or to investigate the need to make urgent repairs to any portion of your Residence Building;
(e) to make repairs to your assigned room or unit that have been requested by you or a previous occupant;
(f) where it is believed that you are in breach of any term or condition of this License Agreement of the Residence Handbook;
(g) you have granted SFU personnel permission to enter; or
(h) SFU believes you have abandoned or vacated your room or unit.

Authorized SFU personnel may also enter the common area space within any unit, at any time, without prior notice for any of the purposes set out in subsections (a) through (h) above, as applicable, or to deliver a written notice or communication to the bedroom door of an occupant of the shared unit or to make requested repairs to the bedroom of an occupant of the shared unit.

21. Security

You are responsible for taking reasonable precautions to ensure that your assigned room or unit and the Residence Building in which it is located are protected from a breach of security. This includes, but is not limited to, locking your room and/or unit door(s) and window(s), not propping building entrance doors open, not permitting unknown persons to follow you into a Residence Building and immediately reporting strangers or security concerns to SFU’s Campus Security at (778) 782-4500. You may be asked by SFU’s Residence and Housing Office staff or SFU’s Campus Security to produce photo identification at any time.

22. Termination of the Residence Contract prior to Contract Start Date (Move-In Date)

Termination prior to Move-In Date is required in writing to SFU Residence and Housing. You must submit the applicable termination form in person to the front desk in the Residence Administration Office A-1001 or by email to resrooms@sfu.ca. Residence termination forms are available at www.sfu.ca/students/residences.

In the event that you terminate this License Agreement prior to August 1 for the fall term, December 1 for the spring term or April 1 for the summer term:

(a) the $50.00 residence application fee is non-refundable;
(b) the $700 confirmation payment is non-refundable, unless you can provide SFU’s Residence and Housing Office with satisfactory written evidence as outlined that:
   i. You have been required by SFU or FIC, as applicable, to withdraw (you will not receive a refund if you withdraw for personal reasons); or
   ii. You must withdraw from SFU or FIC, as applicable, due to medical reasons (a supporting letter from your medical professional is required); or
   iii. You have been assigned to an SFU-sponsored program that requires you to reside outside of the
immediate Burnaby or Vancouver area (as determined by SFU); or

iv. You are a foreign national and were unable to obtain a study permit, visa or any other document required from the Government of Canada, authorizing you to study in Canada

In the event that you terminate this License Agreement after August 1 for the fall term, after December 1 for the spring term or after April 1 for the summer term and prior to your Contract start / Move-In date:

(a) the $50 residence application fee is non-refundable;
(b) the $700 confirmation payment is non-refundable,
(c) Residence fees will be refunded less a $400 cancellation fee, unless you can provide SFU’s Residence and Housing Office with satisfactory written evidence as outlined that:

   i. you have been required by SFU or FIC, as applicable, to withdraw (you will not receive a refund if you withdraw for personal reasons);
   ii. In which case your residence fees and confirmation payment will be refunded

Or

   iii. you must withdraw from SFU or FIC, as applicable, due to medical reasons (a supporting letter from your medical professional is required); or
   iv. you have been assigned to an SFU-sponsored program that requires you to reside outside of the immediate Burnaby or Vancouver area (as determined by SFU); or
   v. You are a foreign national and were unable to obtain a study permit, visa or any other document required from the Government of Canada, authorizing you to study in Canada
   vi. In which case, your residence fees and confirmation payment will be refunded less a $400 cancellation fee.

Any supporting documentation required by Section 22 should be submitted to SFU’s Residence and Housing Office together with your applicable termination form. Please contact SFU’s Residence and Housing Office if you are a co-op student and have applied for a placement outside of the geographical area surrounding your Residence Building.

23. Termination of the Residence Contract by resident after Moving-In

You may terminate this License Agreement at any time prior to your Move-Out Date by submitting to SFU the applicable termination form in person to the front desk in the Residence Administration Office A-1001 or by email to resrooms@sfu.ca. Residence termination forms are available at www.sfu.ca/students/residences

Although you have the ability to terminate this License Agreement and vacate your assigned room or unit prior to your Move-Out Date, you will not receive any pro-rated refund of Residence Fees and you will remain obligated to pay all Residence Fees owed to SFU for the Contract Term. SFU retains the discretion to allow for partial or pro-rated refunds in limited circumstances, if you must terminate this License Agreement prior to your Move-Out Date and are able to provide written evidence satisfactory to SFU’s Residence and Housing Office that:

(a) you have been required by SFU or FIC, as applicable, to withdraw (you will not receive a partial or pro-rated refund if you withdraw for personal reasons);

(b) you must withdraw from SFU or FIC, as applicable, due to medical reasons (a supporting letter from your medical professional is required); or

(c) you have been assigned to an SFU-sponsored program that requires you to reside outside of the immediate Burnaby or Vancouver area (as determined by SFU).

Any supporting documentation required by Section 23 should be submitted to SFU’s Residence and Housing Office together with your applicable termination form. Upon early termination of this License Agreement, SFU may offer your room or unit to another student.
24. Termination of the Residence Contract by SFU

If at any time,

(a) you fail to pay to SFU when due any Residence Fees or other amounts owed to SFU pursuant to this License Agreement or otherwise;

(b) you do not, or no longer, meet SFU’s eligibility criteria for living in the applicable Residence Building;

(b) SFU becomes aware that you provided SFU with false or misleading information in order to secure a room or unit within a Residence Building;

(c) you fail to comply with any provision of this License Agreement, the Residence Handbook or any other applicable policy as implemented by SFU from time to time; or

(d) the Residence Building in which you reside is scheduled for major refurbishing or demolition;

then, in addition to any other available remedies, SFU may, terminate this License Agreement and any other housing-related agreement between you and SFU, re-enter and take possession of your assigned room or unit, remove you and all other persons and property and use such force and assistance as SFU deems necessary to take possession of your assigned room or unit. Notice of eviction and appeals processes are outlined in the Residence Handbook.

In the event that this License Agreement is terminated and you are evicted, you will remain indebted to SFU for the balance of your Residence Fees for the remainder of the Contract Term, and for any other charges or fees charged against your account by SFU’s Residence and Housing Office. Any student who is evicted from a SFU Residence Building may, at SFU’s sole discretion, be banned from SFU Residence Buildings indefinitely, or for a set period of time.

This License Agreement will automatically terminate if you fail to check-in to your assigned room or unit on or before the first day of SFU’s Academic Term in which your Move-In Date falls and have not contacted SFU’s Residence and Housing Office to arrange for a late check-in (see Section 14 for additional details).

25. Unauthorized Occupancy

All of the rooms and units within Residence Buildings are single occupancy only. You are not permitted to share your assigned room or unit with any other person except occasional guests in accordance with the provisions set out in The Residence Handbook. You are not permitted to sublet or assign your rights under this License Agreement, in whole or in part, to another person or corporate entity.

26. University’s Performance

SFU, insofar as it is within SFU’s reasonable control, will provide you with accommodation pursuant to the terms of this License Agreement. To the extent that SFU is unable to fulfill, or is delayed or restricted in fulfilling, its obligations under this License Agreement by any cause beyond its control, SFU shall be relieved from the fulfillment of its obligations during that period and you shall not be entitled to any reduction in Residence Fees or compensation as a result thereof. Without restricting the generality of the foregoing, SFU shall not be responsible for:

(a) failing to meet its obligations under this License Agreement due to a strike by its employees, a lock-out of employees by SFU or any other form of job action or labour unrest; acts of God including, but not limited to fires, floods, storms or earthquakes; intervention by civilian or military authorities; acts of war or terrorism; public health emergencies; or new or amended federal, provincial or local government laws, regulations, bylaws or policies; or

(b) the failure to provide any utility to a room, unit or Residence Building, or a reduction in the quality or quantity of a utility, whether such utility is provided by SFU or by a third-party service provider.