Residence Handbook
2017 - 2018
Table of Contents

Important Residence Dates & Deadlines

Key Contacts

Welcome from the Director

SFU Residence and Housing: Vision and Mission Statement

Part 1 – Living in Residence
Provides information about living in Residences including Residence and Housing staff, moving in, amenities, facilities and maintenance, moving out, and emergency preparedness.

Part 2 - Administrative Policies
Describes administrative policies relating to admission, eligibility, appeals, room assignment, special accommodation, contract extensions and renewals, and appeal process for all administrative policies.

Part 3 - Residence Meal Plan/Dining Hall
Explains required and optional meal plan options.

Part 4 - Residence Standards and Regulations
Outlines community living expectations, rights & responsibilities, and community standards that must be followed while living in residence.

Part 5 - Enforcement of Standards and Regulations
Details enforcement procedures administered when a community standards is violated and explains the appeal process.
Important Residence Dates and Deadlines

Fall Term 2017 (September – December)

Fall Move In - August 30
Residence Orientation - August 30-31
First day of classes and Move In deadline – September 5
Residence fees due – October 1
Summer 2018 applications, open for ALL residents (current and prospective) - October 1
Spring confirmation payment ($700) for current residents – November 1
Fall 2018 applications, open for ALL residents (current and prospective) - December 1
23 Quiet Hours (Exam Period) – December 5-17
Move Out for students not in Residence for Spring term - Deadline noon December 18
Residence and Housing office closed for Winter Break – December 23–December 31

Spring Term 2018 (January – April)

Spring applications open for prospective (new) residents – August 1
Spring Move In – January 1
Residence Orientation - January 1-2
First day of classes and Move In deadline – January 3
Applications for Community Advisors for Summer and Fall – January
Residence fees due – February 1
23 Quiet Hours (Exam Period) – April 11-23
Move out for students not in Residence for Summer term - Deadline noon April 24
Room switch period for students moving to Summer Housing – April 27, 28, 29

Summer Term 2018 (May – August)

Summer applications, open for ALL residents (current and prospective) – October 1
Summer Move In – May 3
Residence Orientation - May 3-4
First day of classes and Move In deadline – May 7
Residence fees due – June 1
23 quiet hours begin (exam period) - August 4-16
Move Out for students not in Residence for Fall term - Deadline noon August 17
Room switch period for students moving to Fall Housing - August 21-24
Key Contacts

Residence and Housing Office
Location: A1001
Phone: 778-782-4456
Email: housing@sfu.ca
Website: https://www.sfu.ca/students/residences.html
General Inquiries: housing@sfu.ca, 778-782-4456
Residence Facilities and Maintenance: resfixit@sfu.ca, 778-782-7149

Residence Life Office
Location: Madge Hogarth
Phone: 778-782-4673
Email: reslife@sfu.ca
Website: https://www.sfu.ca/students/reslife.html

Website: https://www.sfu.ca/students/residences.html
Website: https://www.sfu.ca/students/reslife.html

Social Media:
Facebook: /SFUResidences
Twitter: @SFUResidence
Instagram: @sfureslife

Guest Accommodations / Simon Hotel: http://www.sfu.ca/stayhere, 778-782-4503

Sexual Violence and Misconduct Prevention Office
Phone: 778-782-SAFE
Email: SVoffice@sfu.ca
Website: www.sfu.ca/sexual-violence

Key Campus Service Partners
SFU Campus Switchboard...778-782-3111
SFU Parking Services...parking@sfu.ca; 778-782-5534
SFU Health & Counselling Services...778-782-4615 SFU
Dining Services...food001@sfu.ca; 778-782-7047

SFU Campus Security: 778-782-3100

Community Advisors on Call:
For residents that require immediate attention such as: lockouts or severe noise complaints
Monday – Friday 4:30 pm – 9:00 am;
Weekends & Holidays, 24 hrs

BURNABY
- Barbara Rae House: 604-671-5462
- Hamilton Hall: 778-985-6057
- McTaggart-Cowan Hall: 604-657-5142
- Pauline Jewett House: 604-762-7459
- Shadbolt House: 604-657-9411
- Shell House: 604-657-6138
- Townhouses: 604-657-5142

VANCOUVER
- Downtown Vancouver Residence at the Charles Chang Innovation Centre: 778-782-3442

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 Director

Hello Everyone!

I am very excited to be at SFU and to work at a great university! Like many of you, I have been a student and remember what it was like to live in residence. You have a very unique opportunity, in that you will live with people who come from all over the world and perhaps meet lifetime friends.

I can tell you that the team of people I work with in Residence and Housing are working very hard to help you meet your community living goals. I've spent over 20 years working in student affairs and I'd like to share a few things that I have learned to help make your experience here truly memorable:

1. 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.
2. Reach out if you need a hand. We are here to help you if things get tough.
3. Get to know who you are living with. Everyone has gifts to bring.
4. 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!

Dr. Tracey Mason-Innes  Director,  
Residence and Housing  Simon Fraser University
SFU Residence & Housing: Vision & 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

YOUR RESIDENCE COMMUNITY
  Residence Life Student and Professional Staff
  Residence and Housing Staff and Services
  Residence Hall Association (RHA)

COMMUNICATION

RESIDENCE BUILDINGS
  Specialty Floors
  Living Learning Communities
  Residence Community Spaces

MOVING IN
  Insurance
  Residence Orientation
  Arrival and Check In
  Room Inventory Condition Review
  Keys and Fobs

AMENITIES AND SERVICES
  Simon Hotel
  Internet, Cable, Phones
  Laundry
  Mail/Mail Room
  Garbage & Recycling
  Gym/Pool Access
  Parking and Car Shares
  Storage

MAINTENANCE & FACILITIES
  Room / Unit Inspections
  Asbestos
  Lead
  Bed Bugs

MOVING OUT
  Preparing to Move-Out
  Checking Out of Residence

SAFETY & EMERGENCY PREPAREDNESS
  Campus Security (Burnaby Only)
  Safe Walk Program (Burnaby Only)
  Vancouver Graduate Residence – 911
  Community Advisor-On-Call (All residences)
  Evacuation Procedure
  Emergency Preparedness
  Severe Weather/Snow Closures
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.

Student Staff:

Community Advisors (CA):
- Are your first point of contact. They facilitate a great residence experience by:
  - Providing peer helping, conflict mediation, crisis intervention, or a safe place to talk should you need it.
  - Organizing and running programs and events throughout the year in an effort to connect you with your residence community while also offering you the opportunity to reduce stress and learn something new.
  - Upholding the Community Standards within your community when they are “on call” during evenings and weekends. They are tasked with addressing incidents in the moment, as well as assisting the Residence Life team with the management of conduct and/or behavioural concerns that are brought to the attention of the Residence Life office.

Area Coordinators (AC):
- Are senior student-staff members who mentor, support, and coach CAs as well as developing residence wide programs and the management of lower-level Community Standard cases and support to Residence Life programming and training.

Residence Orientation Leaders (ROL):
- Are student volunteers who guide you through your first few days living in residence. To help you get settled into campus and provide orientation activities to welcome you to the residence community.

ResidenceLife Professional Staff

Residence Life Coordinator (RLC) and Residence Administrator (RA) for the Vancouver Residence:
Professional staff members with extensive training and experience who live on campus to support the overall Residence Life program and residence community. They are responsible for developing a positive and respectful living environment that promotes academic success, personal growth and an inclusive community among residents.

They supervise the CAs and ACs and also work on a variety of special projects designed to enhance the Residence Life experience, including following up on all behavioural concerns that are brought to the attention of Residence & Housing.

The RA for the Vancouver Residence is a live-in professional staff member with the additional responsibility to provide administrative and day-to-day support to student staff and residents for this building.
PROGRAM COORDINATORS:
Several other professional staff members are responsible for the development and delivery of key residence initiatives such as Living Learning Communities, Orientation, and the management of Madge Hogarth House community space. In all of these roles, Coordinators support and advise CAs, ACs, and RLCs.

RESIDENCE LIFE INFORMATION ASSISTANT:
The first point of contact when you visit Madge Hogarth House (Residence Life Office) and a great resource for your questions and needs, including:
- accessing services available to you within Madge Hogarth House such as private study space, group study space, community kitchen, games room, music room, and a printing station
- appointments with professional Residence Life staff
- referrals to campus services and supports

MANAGER, RESIDENCE LIFE:
Oversees the recruitment, hiring and training for all residence life student staff. The Manager also oversees the strategic development, and coordination of the Residence Orientation Program and the Residence Life Co-curriculum programming model. In the absence of the ADRL, the Manager serves as the designate for the residence judicial system.

Administrative and Facilities Staff

FRONT DESK AND ASSIGNMENTS
The Front Desk Staff:
Located in SFU’s Residence & Housing Office, the Front Desk staff helps students with day-to-day administrative tasks and general inquiries such as
- Answering your questions and email, taking Residence payments, checking new students in to their rooms and act as a daytime concierge desk for the Simon Hotel.
- Serving as a stop for any general issue or inquiry you might have regarding your residence room.

Contact them in person in the Housing Office, (underneath the Residence Dining Hall), or by email: housing@sfu.ca.

ASSOCIATE DIRECTOR, RESIDENCE LIFE (ADRL):
Responsible for the development, management, and assessment of the Residence Life program, the ADRL supervises the professional Residence Life staff team; oversees the residence curriculum; and manages the administration of a fair and educational residence judicial system. The ADRL works with the Residence Life staff team to develop and maintain a Residence Life program that supports healthy, safe, and academically-focused residence communities. The ADRL or designate will be involved in all decisions regarding eviction from residence.

The Residence Life Staff offices are located in the Madge Hogarth Community building by the Visitor’s Parkade.

Assignments Coordinator:
Processes applications and housing assignments including room switches, roommates, waitlists and oversees the majority of the housing intake process.

If you have specific questions about your room assignment or offer, you can contact the Assignments Coordinator by emailing housing@sfu.ca.

Mail Room Clerk:
 Receives Burnaby residents’ mail and notifies you by email for pick up in Shell House.

When picking up mail, don’t forget your ID.
Facilities and Maintenance Staff:

The Facilities and Maintenance staff:
Work 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.

If you need to follow up on a maintenance request you can contact the Facilities Coordinator by emailing resfixit@sfu.ca.

Other Staff:

- Manager, Residence Administration
- Associate Director, Housing Services
- Associate Director, Residence Ancillary Services
- Director, Residence and Housing

Residence Hall Association (RHA)

The Residence Hall Association (RHA) is a student-run organization made up of residents elected by their peers. 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.

Burnaby Residence:
- The residence fees charged each term include an RHA fee (see Fees page for more details). These funds are used mainly to run community building events throughout the year.
- All residents are welcome to attend the RHA’s weekly meetings

More information can be found at http://www.sfu-rha.ca/ and https://www.facebook.com/sfu.rha or by emailing rha-exec@sfu.ca.

You can follow the RHA on Twitter: @SFURHA.

Vancouver Residence:
At this time, the Downtown Vancouver Residence is in the process of determining interest in forming an RHA. Resident concerns at the Vancouver Residence should be addressed through the Community Advisors (CA) and the Residence Administrator.

Communication

IMPORTANT NOTE: SFU’s Residence & Housing Office frequently provides important information to residents by email through the resident’s 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.

E-Newsletters: TWIRL (This Week in Residence Life) – Sent on Tuesdays
- Timely updates and reminders.
- Advertises activities and events happening in residence and across campus.

Send your requests to include content to rescmsn@sfu.ca.
Social Media: In addition to the TWIRL newsletter, information about what's going on in residence and the campus community gets posted on social media
- Facebook: www.facebook.com/SFUResidences/
- Twitter: @SFUResidence

Send your requests for social media posting to rescmns@sfu.ca.

Residence Buildings

https://www.sfu.ca/students/residences/residences.html

<table>
<thead>
<tr>
<th>UNDERGRADUATE RESIDENCES:</th>
<th>GRADUATE RESIDENCES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Towers: Shadbolt, Barbara Rae, and Pauline Jewitt House</td>
<td>Hamilton Hall (Burnaby Campus)</td>
</tr>
<tr>
<td>- Traditional style, private single rooms</td>
<td>- Studio style, single occupancy suites</td>
</tr>
<tr>
<td>- Shared washrooms and laundry</td>
<td>- Private washroom, and kitchen</td>
</tr>
<tr>
<td>- Meal plan (no kitchen)</td>
<td>- Shared laundry rooms</td>
</tr>
<tr>
<td>- Internet access is included</td>
<td>- Internet access is included</td>
</tr>
<tr>
<td>Shell House and McTaggart Cowan Hall:</td>
<td>Downtown Vancouver Residence at the Charles Chang Innovation Centre:</td>
</tr>
<tr>
<td>- Traditional style, private single rooms</td>
<td>- Studio style and apartment style units with kitchen + washroom</td>
</tr>
<tr>
<td>- Shared kitchens, washrooms and laundry</td>
<td>- Shared laundry room</td>
</tr>
<tr>
<td>- Internet access is included</td>
<td>- Internet access is included</td>
</tr>
<tr>
<td>Townhouses:</td>
<td>- Parking not available</td>
</tr>
<tr>
<td>- Traditional style, private single rooms</td>
<td></td>
</tr>
<tr>
<td>- Shared kitchens, washrooms and laundry</td>
<td></td>
</tr>
<tr>
<td>- Internet access is included</td>
<td></td>
</tr>
</tbody>
</table>

Specialty floors
Specialty floors are only available in undergraduate housing and the specific locations vary from year to year. These are assigned on a first-come-first-served basis, and based on availability. You can make this request on your application.

Your offer will specify the Residence type (ie. co-ed, single gender, study intensive).

Single Gender Floor
Students assigned to a single gender floor, “all female” or “all male”, based on the gender they self-identified in their housing application. This means that all students living on the floor or area will belong to the same self-identified gender. Guests of any gender are allowed but all residents must follow the Residence & Housing guest policy.

NOTE: The majority of residence areas are gender neutral/co-ed. Townhouses are generally co-ed with same gender assigned to each pair sharing a bathroom.
Study Intensive Floor
All of Residence strives to create an optimal environment to promote academic success. Living on a Study Intensive floor offers additional academically focused programming and extended quiet hours. All students assigned to this community will receive a Study Intensive Floor Community Agreement once they have accepted their housing offer.

Please email housing@sfu.ca if you require further information about specialty floors.

Living Learning Communities
A Living Learning Community is a floor or area in residence where students with a common faculty or shared interest live and learn together. In addition to the regular academic, social and recreational programming offered to all SFU Residents, specially designed themed programming is available to LLC students to enhance their academic experience, community engagement, and personal development in Residence and at SFU.

- Beedie School of Business Undergraduate Community
- Engaged Global Citizenship Community
- Indigenous Student Cultural House
- Leadership through Service Learning Community

Students are accepted to these communities through an application process. A wait list may be created based on demand and availability. For details for each LLC, eligibility, and applications see: http://www.sfu.ca/students/residences/apply/LLC.html

Residence Community Spaces

Burnaby Residences:
Shell House Basement:
Shell Basement is one of our largest community lounges with games (including a pool table, mini basketball net, and hockey table), a small library with books for students to enjoy, and cozy furniture for hanging out and studying. Shell Basement is used for events and activities run by Community Advisors (CAs) for the community, and can also be booked by residents for special events through the Residence Life Office (reslife@sfu.ca).

Madge Hogarth Community Space:
Madge Hogarth Community Space offers a comfortably furnished TV lounge, a kitchen, a video games room, a music rehearsal space with access to musical instruments, large group study spaces, and a small computer lounge, as well as individual working spaces. This space cultivates well-being by providing students with a safe space to relax, de-stress, study and socialize. Events are often held in Madge Hogarth House that are available to all residents to attend.

This community space is its own separate building and is located behind the Visitor’s Parkade, and is also home to the Residence Life staff offices.
**Townhouse Lounge:**
Our Townhouse Lounge (located along the breezeway across from Pauline Jewitt House Tower) is currently undergoing renovations and is expected to re-open in Fall 2017. This will be a common lounge space for Townhouse Residents with TV, WiFi, and cozy furniture for hanging out and studying.

**Vancouver Residence:**
The Amenity Room (kitchen and lounge) on the 2nd floor of the Charles Chang Innovation Centre (located below the Vancouver Residence) is a space shared with the SFU Beedie School of Business. It is available to residents in the evenings (6:30pm onwards) and on weekends.

**Moving In**
Please see Important Dates and Deadlines in the front of the handbook for move in dates and deadlines.

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)

**IMPORTANT NOTE:** If you do not check-in by the end of the first day of SFU classes and have not made prior arrangements with the Residence and Housing Office, we must assume you are no longer arriving and your room will be cancelled and given to a student on the waitlist. The $700 confirmation payment is non-refundable and will show as a cancellation fee.

**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.

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 extension of your family’s home insurance policy, or you can obtain your own insurance package through a private broker or financial institution.

**Residence Orientation**
Residence Orientation for new residents is held each term starting on move-in day and includes activities and events that are designed to help you make a smooth transition to living at SFU Residence.

All new undergraduate residents are automatically registered for Residence Orientation and your Residence fees will reflect the Residence Orientation charge. Other undergraduate residents may opt in. (See Fees). Orientation activities begin at move-in for the first 6 weeks: no refund of orientation fees are provided if you miss move-in day.
New **graduate** residents may opt in and register for Graduate Residence Orientation.


## Arrival and Check in

**Burnaby Residences:**
Check in at the Residence and Housing Office Front Desk on your Move In day with photo ID to get your keys and other important information. [https://www.sfu.ca/students/residences/new.html](https://www.sfu.ca/students/residences/new.html)

New residents should check-in on Move In Day between 9:00am – 4:00pm to attend Residence Orientation starting at 5:00 pm that day. Returning residents may check-in starting on Move In Day until the first day of SFU classes, between 9:30am – 4:00pm.

**Vancouver Residence:**
All check-in times must be arranged by appointment with the Residence Administrator (RA). Please contact housing@sfu.ca for more information.

**IMPORTANT NOTE:** When you sign your key pick up receipt at check in, this is also your signed agreement of the Residence Contract and this Handbook.

### Early / Late Check-In

#### Early Check In
An early move is often not possible given the need to turn rooms around for each incoming term.

Some students may have SFU academic, athletic, or other commitments that require you to be on campus before the start of classes.

Send your **early move in request** with the supporting reason. We will do our best to get you in to your assigned room, but you may have to arrive to a temporary room until your assigned room is ready.

Additional fees will be added to your account for early move in (see [Contract Term Application Form](https://www.sfu.ca/students/residences/new.html) for more information).

#### Late Check In
We have on call staff if you are arriving after office hours. Please let us know (email housing@sfu.ca) with your arrival time so that we know to expect you.

**IMPORTANT NOTE:** If you are planning to arrive after the first day of SFU classes (see [Important Dates](https://www.sfu.ca/students/residences/new.html) for more information), you need to email housing@sfu.ca to let us know and arrange payment of your residence fees to hold your room. All residents that have not arrived or made arrangements by the first day of SFU classes will have their room assignment cancelled and the room given to the next student on the wait list.
**Room Inventory Condition Review**

*Information and instructions are online: [http://bit.ly/SFUnRICR](http://bit.ly/SFUnRICR).*

After move-in, you will be asked to complete a Room Inventory Condition Review within seven days. This form is completed and submitted through your Housing 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, the conditions we have on file will be taken as correct and accepted.

If you need an urgent repair at move-in, please submit a Maintenance Request as well as noting it on the Room Inventory Condition Review so that our maintenance team can respond quickly. We receive such a large volume of Inventory Condition forms at the start of the term that it can take weeks to process all the forms.

**Keys and Fobs**

At check in, you will receive one hard key for your residence room and one electronic key (FOB) for access to your building and shared spaces. Vancouver Residence studio units only need an electronic key. You will sign a Key Receipt to indicate that you have received your keys. At check-out you will be given a Key Return Receipt to confirm their return.

**Lost Keys/FOBs & Lockouts: Burnaby Residence:**

**During Office Hours:**

If you misplace your keys or are locked out of your room, visit the Residence & Housing Office Front Desk to sign out temporary keys for up to three days. If you do not find your keys or have lost your keys we will arrange for a lock change to ensure the safety and security of Residence. There will be a charge for lock changes (see [Moving Out page](http://bit.ly/SFUResRICR) [Step 4 – Return Your Keys] for more information).

**After Office Hours:**

If you misplace your keys or are locked out of your room when the Office is closed, you can contact the [Community Advisor (CA) on-call](http://bit.ly/SFUResRICR) for your building. The CA on-call can let you into your building and residence room if you have photo ID. You can then visit the Residence & Housing Office Front Desk during office hours to sign out a temporary key set.

**Lost Keys/FOBs & Lockouts: Vancouver Residence:**

**During Office Hours:**

If you misplace your keys or are locked out of your room, you can call the Residence & Housing Office Front Desk, who can arrange for facilities staff to meet you within 30 minutes at your unit. You will need to show photo ID.

**After Office Hours:**

If you are locked out of your room, you can contact the Community Advisor (CA) on call. The CA on call can let you into the building, apartment and room as long as you have photo ID.
If you have lost your keys, you must contact the Residence Administrator (RA) to arrange for a temporary set of keys, available for up to three days. If you know you lost your keys or do not return your temporary set, we will arrange for a lock-change to ensure the safety and security of residence.

**Excessive Lockouts:**
If you experience more than 3 lockouts in a given Academic term, you may be charged a fee for excessive lockouts. See Section 20 - Lockouts for more information.

### Amenities and Services

**Simon Hotel**
For parents and guests over 19, SFU’s Residence & Housing Office also operates a Guest Accommodations department with a Four-star Hotel on the top floor of Shadbolt House tower at the Burnaby Residence. There are 14 rooms in total in the hotel. Rooms in the Simon Hotel can be reserved through [http://www.sfu.ca/stayhere](http://www.sfu.ca/stayhere).

**Internet**
High-speed wired and wireless Internet is included in your residence fees and is serviced by a third-party. 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.


**Cable, and Phones**
Cable and phones are available in lounges and common rooms but not provided in individual rooms. You are welcome to have cable or a phone line set up for your bedroom at your own cost. Instructions on how to connect your Internet and order a cable package: [http://bit.ly/sfuresinternet](http://bit.ly/sfuresinternet)

**Laundry**
The laundry rooms in residence are shared laundry facilities. We recommend that you follow standard [laundry room etiquette](http://bit.ly/SFUResAmenities).

**Burnaby Residences:**
Laundry rooms are located in every residence building and most townhouse blocks. If you live in the two townhouse blocks without a laundry room (Penticton and Chilcotin), you have access to the laundry rooms located in the other townhouse blocks.
The washing and drying machines require a laundry card that you load with money:
- Your first laundry card is provided at check in and any replacement cards can be purchased ($5.00 each, cash-only, and non-refundable) at machines in the Residence & Housing Office and in the Madge Hogarth Community Space.
- Laundry cards must be filled with at least $5.00 (cash) or $10.00 (debit or credit card)
- Card reload stations with instructions on how to load are located in the Residence & Housing Office and at Madge Hogarth Community Space, and in some laundry rooms.

**Vancouver Residence:**
The laundry room with washing and drying machines are located on the first floor and require a laundry card that is provided at move in.

To load the card:
- Log on to [www.coinamatic.com](http://www.coinamatic.com)
- Click the “PinMate” links under the “Resident Links” menu
- Enter your payment information. Once you have purchased laundry credit you will receive a pin number.
- Visit the PinMate machine located in the laundry room on the first floor and insert your laundry card
- Enter the pin number

**Mail/Mail Room**
See Key Contacts for your mailing address.

**Burnaby Residences:**
Mail will arrive at the Residence Mail Room – in Shell House (across from the Dining Hall). You will be notified by email via your SFU email address.

Mail can be picked up during regular mailroom hours:
Monday – Friday: 9:00am – 12:00pm & 1:00pm – 5:00pm (Closed for lunch 12:00pm – 1:00pm)  
The mailroom is not open on weekends, holidays or during University closures.

The mailroom only receives incoming mail. For outgoing mail, please visit a Canada Post outlet location or red drop mail box. There is a drop box located outside of the main dining hall entrance near the West Mall Visitor’s Parkade and a Canada Post outlet is available across campus at Nesters Market at Cornerstone.

**Vancouver Residence:**
Mail at the Vancouver Residence will be delivered via Canada Post directly to your mailbox. You will receive a key to your mailbox when you move-in.

**Two Bedroom and Two Bedroom + Flex Units:**
Each resident will have your own mailbox key to a mailbox that is shared with your roommate. You can establish a mail pick-up schedule and/or agreement with your roommate.
Please note that it is against the law to tamper with mail that is not your property. If you experience any issues with missing items, please speak with your Community Advisor.
**Garbage & Recycling**
Garbage and recycling bins are available across the residence community, including electronic recycling, cardboard recycling and donation bins for clothing and small household items and books. You are responsible for taking your garbage and recycling from your room or unit to the appropriate bins.

SFU Sustainability promotes a zero waste initiative to promote recycling across the University. To learn more about recycling here, or locations and descriptions of what items go in what bins: [https://www.sfu.ca/sustainability/zerowaste/residence.html](https://www.sfu.ca/sustainability/zerowaste/residence.html)

**Gym/Pool Access**
SFU Recreation manages the gym and pool facilities on the Burnaby Campus. The gym and pool are part of the Lorne Davies Sports Complex on the West side of campus, between the bus loop and SFU Residence and Housing.

All students who have been assessed the Recreation & Athletics fee and are enrolled in credits at any campus can activate their SFU Burnaby Recreation Membership and use the recreation facilities.

See the SFU Recreation website for full details: [https://www.sfu.ca/students/recreation](https://www.sfu.ca/students/recreation)

**Parking**

**Burnaby Residences:**
You can rent a parking space in one of the residence parking lots. Complete the Parking Request Form ([http://bit.ly/sfuresforms](http://bit.ly/sfuresforms)) with 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.

Important facts about residence parking:
- Parking expires on the move-out day for the term
- Parking renewals are sent out and due before the end of the term
- Residents are assigned a specific stall number
- Parking stalls are for vehicles only
- You are required to follow the procedures and policies set by [SFU Parking Services](https://www.sfu.ca/parking/services)

**NOTE:** If someone parks in your parking stall:
- Write down the license plate of the vehicle in your parking stall
- Move your car to the Visitors Parkade (you should never park in someone else’s stall)
- Call [SFU Parking services](https://www.sfu.ca/parking/services) to report and request courtesy parking in the Visitor Parkade

Parking of any type of motor vehicle, including mopeds and scooters, on SFU’s Burnaby mountain campus is regulated and enforced by SFU’s Campus Security and Parking Services.

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

Information on parking at the SFU Vancouver campus:

**Car Shares**
Various private car share companies have vehicles available at both the Burnaby and Vancouver campuses. Modocar provides a van available at the Burnaby campus residence parking lot, and Zipcar and Evo vehicles are available from parking lots and garages located in and around both the Burnaby and Vancouver campuses. Students who wish to partake in any of these car share programs should arrange for membership from the service provider: [http://modo.coop/](http://modo.coop/), [https://evo.ca/](https://evo.ca/), [http://www.zipcar.ca/](http://www.zipcar.ca/).

**Storage**
SFU’s Residence & Housing Office does not have storage space beyond what is outlined below. If you need this, you may want to arrange storage with a private provider off-campus, such as One-Step Storage or Cube2Go.

**Burnaby Residences:**
Limited bicycle storage is located at the base of Barbara Rae House and only available for the Fall and Spring terms. To request bicycle storage, students must complete and submit an Access Request Form ([http://bit.ly/SFUResForms](http://bit.ly/SFUResForms)).

**Vancouver Residence:**
As well as a small bike room, there is a limited number of storage lockers available to residents while they are living in Residence. Review the conditions and submit a Storage Locker Agreement ([http://bit.ly/SFUResForms](http://bit.ly/SFUResForms)).

**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 housing portal so that we can respond to this issue:

1. Go to [http://starrez.its.sfu.ca](http://starrez.its.sfu.ca)
2. Log in using your HOUSING ID and pin
3. Click on “Maintenance”
4. Choose the area to report on
5. Click “New Maintenance Request.”
6. Fill in the information in the pop up window.
7. Click “Save & Continue.”
You should receive a notification email that your request has been submitted.
**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.

SFU’s Residence and Housing Office works with Campus Facilities and contracted services to complete repairs and maintenance. We do not have tradespeople (ie. electricians, plumbers, carpenters, etc.) on Residence staff. This means that not all requests can be dealt with immediately and the time may be dependent on the availability of the appropriate tradesperson. It also means that we cannot give specific notice when these staff will be available to enter your unit and address the concern.

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

**Room and Unit Inspections**
Residence & 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. There are outlined in your Residence Contract: Section 21 Room or Unit Entry.

If you live in a shared unit such as the townhouses or 2-bedroom downtown units, Residence and Housing staff may 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 Madge Hogarth House. Asbestos in Shell House and Madge Hogarth House 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 of Shell House where there are:
- Texture coatings on ceilings and as overspray above ceilings
- Floor tiles
- Asbestos board backing radiators
- Drywall taping compound

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**
SFU Residence and Housing takes all potential cases of bed bugs very seriously. We are committed to eliminating all cases of bed bugs so that students are safe and comfortable while living in our community.

Historically, SFU Residence and Housing has had a low rate of bed bug incidents, which means that the chances of you getting bed bugs in your room are minimal. However, you should remain vigilant and if you see any possible signs of bed bugs, please report it immediately through our online Reporting Form: [http://bit.ly/sfuresbedbugform](http://bit.ly/sfuresbedbugform).

Bed bugs are small insects that are typically brown in color and are about the size and shape of an apple seed. Bed bugs can only crawl and do not fly. They are also nocturnal and will try to get away if exposed to light. These tiny insects do not pose as a health threat to humans and have not been shown to spread disease. However, they will bite and can become quite a problem if they aren’t dealt with properly.

Here are a few things you should look for if you think you have bed bugs
- Bite marks that are in rows and clusters. Usually, they are in exposed areas of the body.
- Blood spots on your bed sheets & linen
- Dead bugs, molting, tiny eggs on your bed and/or floor
- Living bed bugs. An adult bed bug is visible to the naked eye and is approximately the size of an apple seed.

Any report of a potential case of bed bugs will be dealt with thoroughly:
- Residence & Housing staff will contact the student & arrange a time for a K9 inspection of the unit.
- Should the K9 positively identify the presence of bed bugs and treatment is determined necessary, our staff will arrange for a time for the treatment to occur as soon as possible.
- To best ensure that the bed bugs are thoroughly dealt with and not spread to other areas, we will not move residents during the process.

Please note that students are not assessed any financial charges for either a K-9 inspection or the cost of treatment. As such, you should never hesitate to report a suspected case if you see signs of bed bugs in your unit. If at any time you have questions and/or concerns about reporting a possible case of bed bugs and/or about our bed bug treatment methodology, please stop by the Residence & Housing Office to speak with one of our staff.

**Moving Out**

**Preparing to Move Out**
Designated Move-out days are listed in [Important Dates and Deadlines](#).

If you are not remaining in residence for the following term, you must move out by 12:00 pm (noon) on move out day 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 the Residence & Housing Office, we will have to remove your belongings and the removal, storage, and cleaning costs will be charged back to you.
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 day and you may be assessed cleaning/damage fees if you do not clean or if there is damage to the room or furniture.
- Lock the doors and windows.
- Return your keys by 12:00pm (noon) on your move-out date.

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

Avoiding Damage Charges:

Please refer to the Room Condition Inventory you completed after move-in. 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 (http://bit.ly/DamageCleaningCharges) for a more detailed list of possible charges.

After you’ve 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.**

You may also view our information online: http://bit.ly/ResMoveOut

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.

**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 & Housing Office and get a receipt. Your receipt is your confirmation that your keys were returned.

If you are moving-out after hours, drop your key envelope into the “key drop-off” slot outside the north side entrance to the Housing Administration Office (you may email housing@sfu.ca to request confirmation that your keys were received).

**Vancouver Residence:**

Keys must be returned directly to the Residence Administrator (RA) or the key-drop off box located outside the RA office.
Safety and Emergency Preparedness
It is important to SFU’s Residence & Housing Office that you feel safe and comfortable while living on campus. A number of resources are available on campus to help ensure that you can get help if needed:

**Campus Security (Burnaby Only)**
If there is an emergency, that is a threat to your health or safety, call Campus Security at 778.782.4500.

**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 Security at 778.782.3100.

**Vancouver Graduate Residence – 911**
If there is an emergency that is a threat to your health or safety, call 911 immediately.

**CA-On-Call (All residences)**
After the Residence & Housing office closes, a Community Advisor (CA) will be ‘on call’ during the following times:
- Monday - Friday from 4:30 pm to 9:00 am.
- Weekends, the CA on call is available 24 hrs.

The CA on call can be contacted (during the hours stated above) in events that require immediate attention, such as lockouts, severe noise complaints, or disruptions. CA on call numbers can be found in Contacts.

**Staying Connected**
It is important that you check your SFU email throughout your time in SFU Residence and Housing.
This is the official and business email used by SFU. SFU Residence and Housing will use this email for all residents (SFU and FIC students).

The SFU Residence and Housing staff will make every effort possible to support our residents during an emergency including communicating with residence on an ongoing basis using email as the primary communications tool, as well as, our website and social media channels.
- SFU Residence and Housing communications channels – [Facebook](https://www.facebook.com/sfupalatial), [website](https://www.sfu.ca/residences), [Twitter](https://twitter.com/sfupalatial)
- SFU’s digital communications channels including the [SFU website](https://www.sfu.ca), Facebook ([Simon Fraser University](https://www.facebook.com/simmonfraseruniversity)) and Twitter Feeds (@SFU)
- Sign up for [SFU Alerts](https://www.sfu.ca/sfualerts.html) which will alert you via text and email

**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.
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 vests)
- Do not re-enter until authorized by Fire Department or Campus Security

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

Emergency Preparedness
The SFU Safety & 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:
1. Make sure that you are receiving email from SFU Residence and Housing office. **Note that email is the primary way that the Residence and Housing staff will contact you.**
2. Join SFU alerts (http://www.sfu.ca/sfualerts.html)
3. Make an emergency communications plan with your family
4. Follow SFU Residence and Housing’s social media channels – Facebook, Twitter
5. Follow SFU University’s social media channels: Facebook (Simon Fraser University) and Twitter (@SFU)
6. Refer to our move in list of things to bring

Severe Weather/Snow Closures
During the winter months, 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.

Please note:
- 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.
- Snow-closures could affect any of the campuses. If you leave campus on the day of a snow closure please ensure you are wearing appropriate winter clothing and have transport to return to campus should public transit stop operating.
- 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, you need to contact your professor for that course letting them know of your situation
Part 2 – Administrative Matters

COLLECTION OF INFORMATION
CONFIDENTIALITY AND CONSENT TO DISCLOSE
APPEALS & EXCEPTIONS to POLICY

ADMISSION AND ELIGIBILITY POLICY
1. Admission Principles
2. Undergraduate Student Housing
3. Graduate Student Housing
4. Other Post-Secondary Students
5. Maximum Terms

ASSIGNMENT PRIORITY AND PROCESS

SPECIAL ACCOMMODATION CONSIDERATIONS
ROOM SELECTION
ROOM SWITCHES
EXTENSIONS

RENEWALS: BURNABY RESIDENCES
Fall Term to Spring Term
Spring Term to Summer Term
Summer Term to Fall Term
Breaks between Academic Terms
Burnaby Graduate Residence: Hamilton Hall

RENEWALS/CANCELLATIONS: VANCOUVER GRADUATE RESIDENCE

ADVERTISING, SOLICITATION, AND CANVASSING

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 & Housing and its affiliated divisions.

The information will be used to help Residence & 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 & Housing, Res Admin Building A1001, 8888 University Drive, Burnaby, B.C.

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 to provide access to your information to anyone else (such as fees and how to make payments etc.), we recommend that you forward any emails or notices that you receive. 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](#).

**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.

**Administrative policies, such as:**
- eligibility and priority for residence assignments
- termination of contract after move in;
- cancellation charges;
- exceptions to required documentation for Graduate student payment plans
- residence fee payment deadlines

Send your appeal to [housing@sfu.ca](mailto:housing@sfu.ca)

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

**Appeal of Cleaning/Damage Charges:**

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 [mailto:housing@sfu.ca](mailto:housing@sfu.ca) for more information.

For Community Standards concerns, see [Community Standards Appeal and Process](#).
Admission, Eligibility, and Assignments

1. Admission Principles
Admission to Simon Fraser University’s Residence is based on the following principles:

   a) Residence assignments should support and enhance the recruitment and retention goals and the academic mission of the University.
   b) Residence exists primarily to serve the needs of the Simon Fraser University student community.
   c) International and domestic students in their first year of attendance at Simon Fraser University or Fraser International College (FIC) - who have registered in a minimum of nine credit hours, have the greatest need for on-campus housing.
   d) The circumstances of some students with disabilities may require that their housing needs be given special consideration. Any special considerations for housing must come with a recommendation from the Centre for Students with Disabilities.
   e) Assignments to residence buildings are done in accordance with accepted student development theories and best practices.

2. Undergraduate Student Housing Eligibility
To be eligible for an offer, you must be a SFU or FIC student who has been admitted or is eligible to enroll for the term to which they are applying for Residence.

To move in or continue in residence to the following term, you must:
- Maintain full-time enrollment (minimum of 9 credits) for Fall and Spring terms
- Have no overdue fees to SFU or FIC including tuition and Residence fees.

Summer Housing Enrollment Exception
In addition to students currently enrolled full-time for the Summer term, students who are enrolled for the Spring term and returning to class or Co-op for the following Fall term* are also eligible for Summer Housing.
*All current residents who would like to also have fall term housing must apply for the fall term separately.

3. Graduate Student Housing Eligibility
You must be admitted to a graduate program at Simon Fraser University and be enrolled in each term in Residence with full-time status.
NOTE: All graduate student housing is single occupancy.

4. Other Post-Secondary Students
The Residence and Housing Department may offer housing to students attending other Lower Mainland post-secondary institutions or a Co-op students from another accredited post-secondary institution placed within the University campus or greater Burnaby area.
- Offers of housing will be made on a term by term basis, based on availability and applicable deadlines.
- Students must be registered in a full-time program at their institution, in good standing, and can provide documentation with their application. For more information, contact housing@sfu.ca.
5. **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 [http://bit.ly/sfuresforms](http://bit.ly/sfuresforms) 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.

**Assignment Priorities and Process**
*We know that living in residence can have a strong positive influence on academic success particularly during the first year transition and first year students enrolled full time have the greatest need.*

Offers are made to eligible students based on the date of completed application with the following process:

**Undergraduate Students:**
New students to Residence: SFU Residence and Housing will give priority for the majority of our rooms to first year students to SFU and to new residents to ensure that everyone who wants the opportunity can experience what living in residence has to offer.

Returning Residents: Are an important part of our community and we do not offer a first year guarantee in order to reserve a portion of our rooms for our returning residents. The majority of these rooms will be in our townhouses and while we will try to meet the residence type indicated in the application, students will be offered an available space for which you are eligible based on date of completed application.

**Building Assignments**
As well as considering new and returning students, assignments are based on building age eligibility. Students must reach age eligibility prior to the first day of class of the term they move into residence. A Building Eligibility Chart can be found at SFU’s Residence and Housing Office website: [http://bit.ly/SFUResEligibility](http://bit.ly/SFUResEligibility). Occasionally, based on demand, building eligibility will fluctuate.

**Graduate Students:**
**Burnaby Residence (Hamilton Hall):**
- Rooms are assigned based on the date of completed application.
- Offers are made for housing with a contract end date of mid-August.
- Residents may opt out for any upcoming term (see Confirmation payment dates in Important Residence Dates and Deadlines).
- Move in and move out dates will be based on the academic term end dates and not the calendar month. For more information, see Important Residence Dates & Deadlines.

**Vancouver Residence (At the Charles Chang Innovation Centre):**
- Offers are made based on the date of completed application, with a priority of a portion of rooms to new Graduate students in the Beedie School of Business.
- Contracts are offered with an end date no earlier than mid-August.
- Move in and move out dates will be based on the academic term dates and not the calendar month. For more information, see Important Residence Dates & Deadlines.

**OTHER:**
Faculty or continuing university staff members are not permitted to be students in graduate residence. A faculty member is defined as any employee of Simon Fraser University holding the rank of post-doctoral fellow or above.

Visiting professors/instructors and those affiliated with Simon Fraser University may be permitted to stay with SFU Conference and Guest Accommodations. This is dependent on space availability and decisions will be made on a case by case basis.

**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 Students with Disabilities (CSD) (https://www.sfu.ca/students/disabilityaccess.html).

SFU’s Office of Residence and Housing will only consider requests of this nature based on recommendation from the CSD. 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 CSD, they will be considered in violation of the Community Standards.

**Room Selection**
Undergraduate students who confirm their housing (i.e. accept their housing offer and pay the confirmation payment) at least one-week prior to the room selection dates are eligible to select their own room through the Housing Portal.

Room selection dates vary by building and are typically announced at the start of the confirmation payment period for first round of offers.

Eligible residents will receive email reminders prior to the selection date. Room selection dates and instructions are posted at: http://bit.ly/ResRoomSelection

**PLEASE NOTE:**
- Room selection is optional: it is not required. If you do not select a room, you will still be assigned a room.
- Townhouse residents must have at least one requested roommate in order to be eligible to select their own rooms.
- If you have accepted an offer to live on a specialty floor or Living Learning Community, you will only be able to select from rooms from that area if applicable.
- Due to the limited rooms available, room selection may or may not be offered during the Summer or Spring terms.
Room Switches
If you are switching rooms with another resident, you will both need to fill out the Room Switch Application form prior to switching rooms. To ensure the safety and security of all our residents it is important that we have an accurate record for who is in which room.

Room change requests without switching with a resident are generally reviewed after the third week of the term to allow residents the time to adjust to their new community; however there may be medical or other exceptional circumstances. These will be based on availability and priority.

See the Room Switch Application for more information on the process and possible fees.

Extensions
For Contract Term Extension Applications and information regarding the policy, process and fees for a late move-out day or early move-in day: (http://bit.ly/sfuresforms).

Approval for early move-in or late move-out is subject to availability and may not be possible given the need to turn rooms around for each incoming term. If approved, fees will be applied for each additional day and are noted on the form.

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

Breaks between Academic Terms
Students who have successfully confirmed that they are remaining in their residence room for the upcoming term may remain on campus during any academic breaks and do not need to hand in their keys over this break.

Renewals/Cancellations: Burnaby Residences

Fall Term to Spring Term
IMPORTANT NOTE: You will need to indicate your commitment to continue in Residence for the Spring term by making a $700 confirmation payment by the deadline during the Fall term. (See Important Dates and Deadlines). This confirmation payment will be applied to Residence fees for Spring.

The confirmation payment notice and deadline will be sent to all residents with a September through April (Fall and Spring) contract. If the confirmation deposit is not paid by the deadline, the Residence & Housing office must assume that you do not intend to stay for the Spring term and will cancel the housing contract and you will be expected to move out at the end of the Fall term.

Residents will be contacted by email if their housing contract is cancelled and advised of their move-out date for December. If you receive move out notices and do not think you are moving out, please come in to the Housing office immediately.
Spring Term to Summer Term
All current residents who would like housing for the Summer term will need to submit an application and application fee for the Summer term. 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.

Note: You may be required to change rooms on a designated room switch day due to building closures or changes in your building preference, eligibility, or availability.

Summer Term to Fall Term
An application is required for Fall housing for both current and incoming residents.

IMPORTANT NOTE: Current demand exceeds available housing and you should submit your application as early as possible if you think you might want Fall housing. See Important Dates and Deadlines for more information.

Residents may be required to change rooms on a designated room switch day due to building closures or changes in your eligibility.

Burnaby Graduate Residence: Hamilton Hall
Housing contracts are until mid-August, but you can opt out for the upcoming term. Therefore, while current graduate residents do not need to apply for Spring or for Summer term housing, you do need to make your confirmation payment by the deadline for each of Spring and Summer terms to indicate your commitment to remain in Residence. See Important Dates and Deadlines for more information.

IMPORTANT NOTE: If the confirmation payment is not made by the deadline, the Residence and Housing office will cancel the housing contract for the upcoming term. Residents will be contacted by email and cancellation notices will be sent to all residents who have not made their confirmation payment.

Graduate students who wish to cancel their housing contract for either the Spring or Summer Term should submit a Termination Form to the Residence & Housing Office. Your move out date will match the academic term end date. See Important Dates and Deadlines for more information.

Renewals/Cancellations: Vancouver Graduate Residence
Housing contracts are year-long contracts, from September to mid-August. Please see your Residence Contract for more information on cancellation penalties and exceptions.
Advertising, Solicitation, and Canvassing

Any resident, individual, SFU group, or department who wishes to advertise an event or distribute materials in Residence can have their material approved with an ‘approved posting stamp” from the Residence Life Office.

Materials will need to:
1. Offer a discount or benefit to residents;
2. Be sponsored by a campus organization or department; and
3. Be displayed only in designated areas and approved formats

Materials that will not be approved include:
- General commercial advertising or other forms solicitation will not be approved.
- Advertising in connection with parties, events, and/or gatherings where the consumption of alcohol is a significant component (e.g. pub crawls) is not permitted in the residence community. (See Section xxx for policies regarding alcohol in Residence)

Individual room message boards (corked surfaces on the outside) are for that individual to post personal materials (e.g. name, photos or decorations), that meet the Residence Community Standards.
Part 3 - Residence Meal Plan/Dining Hall

- Required Meal Plan (Towers)
- Optional Meal Plan
- Payment & Terms
- Dietary Requirements
- Withdrawing From a Meal Plan/Refunds
- Contact

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, 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).

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

Checkout menus, locations, FAQ's and sign up for deals and promotions at: dineoncampus.ca/sfu

Vancouver Residence: All apartments include kitchens and local grocery stores. Restaurants and cafes are also conveniently located in the neighbourhood.

Required Meal Plan (Towers)
Residents living in residence buildings without kitchens (Doris and Jack Shadbolt House, Barbara Rae House, and Pauline Jewett House – also known as The Towers) have a required Meal Plan.

You will be automatically registered for a 7 day basic plan, but you may upgrade to add Dining Dollars for other campus food service locations, or select a 5 day option if you are not on campus for most weekends.

NOTE: The Dining Hall does close during the breaks between the Academic terms and residents in the Towers with no kitchen access are provided access to a kitchen in Shell House.

Optional Meal Plan
Residents in Shell House, McTaggart-Cowan Hall, the Townhouses and Hamilton Hall may choose to purchase a Meal Plan or pay the door rate for individual meals at Dining Hall.

All Meal Plan Options can be found here

Payment & Terms

As an ‘all-you-care-to-eat’ facility, SFU Dining Hall is dine-in only. If you are not able to return for lunch, you can arrange with the Dining Hall to pick up a bagged lunch on your way in the morning.
SFU’s Residence and Housing Office will charge Meal Plan costs to your student account with payment due at the same time as residence fees.

- Your SFU student ID card is required to access your meal plan at all times.
- Meal plans are purchased at the start of the term and valid through to the last day of exams.
- Meal Plans are non-transferable and can only be used by that student identified with their Student ID card. (Use of the student identification card by any other individual is strictly prohibited and is considered theft within the Residence Community Standards.
- Meal plan credits cannot be used for alcohol purchases (alcohol is only available at the Diamond Alumni Centre).
- SFU Dining Hall is a dine-in facility. Removal of food and /or unauthorized items from the Dining Hall is considered theft of dining hall property.
- Unused Dining Dollars will be rolled over to the next term if a new meal plan is activated. Otherwise, Dining Dollars will become Swipe and Save dollars (meals purchased with Swipe and Save are taxed).
- Meal plans added after the 3rd week of the term are prorated.

**NOTE:** The Meal Plan is in effect from Residence & Housing move in day until 1pm the day after exams are completed. The Dining Hall is closed between term breaks.

<table>
<thead>
<tr>
<th>For meal plan options, rates and to sign-up, see:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fall 2017 &amp; Spring 2018 Meal Plan Sign Up Form</td>
</tr>
<tr>
<td>• Summer 2018 Meal Plan Sign Up Form (not yet available)</td>
</tr>
</tbody>
</table>

**Dietary Requirements**

Residents with food sensitivities or specific dietary requirements are encouraged to review the Dining Hall menus and request additional information as needed. The menus are located on the SFU Dining Services website, Facebook page, and at the front entrance of the Dining Hall.

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.
Withdrawing from a Meal Plan/Refunds

Refunds are available up until:
- November 15 for Fall Term
- March 15 for Spring Term
- July 15 for Summer term

After these dates, there is no refund or pro-ration of the meal plan.
Eligible refunds will be prorated based on the number of days the meal plan was used and amounts will be credited to the student account. Please submit your request to housing@sfu.ca.

Contact
Questions or concerns regarding dining services can be sent to:
Dining Hall Manager, Phone: 778-782-7047, Email: food001@sfu.ca
Part 4 - Residence Community Standards

COMMUNITY LIVING EXPECTATIONS

COMMUNITY STANDARD VIOLATIONS

1. Alcohol Use in Residence
2. Appliances, and BBQ Grilling
3. Attack on the Dignity and Security of an Individual
4. Building Access, Locks, and Internal Fire Doors
5. Cleanliness Standards
6. Cooperation with Staff
7. Damage to Property/ Vandalism/ Tampering
8. Dangerous Activity
9. Dining Hall
10. Drugs
11. Evacuation
12. Floor/Area Meetings
13. Guests
14. Illegal Entry
15. Inappropriate Behaviour
16. Internet
17. Keys (Misuse of)
18. Lock Outs
19. Noise and Quiet Hours
20. Open Flames, Heat Sources, Flammables and Explosives
21. Pets
22. Sporting Activities
23. Unauthorized Parties and Gatherings
24. Prohibited Areas
25. Public Areas/Outdoor Storage
26. Pranks
27. Removal of SFU Property
28. Room Use for Commercial Purposes
29. Use of Safety/ Fire Equipment
30. Scents
31. Smoking
32. Theft
33. Throwing Objects
34. Unattended Cooking
35. Unauthorized Room Occupation
36. Vehicles, Transportation and Roadways
37. Violence, Physical Aggression, Sexual Assault
38. Weapons/Ammunition
39. 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 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 5: 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 property (such as the Residence Dining Hall or the Residence Parking lots), and at off-campus Residence & Housing events.

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 5: Community Standards Process.

Community Standards

A residence community has unique social and developmental needs. At times individual actions have direct effects not only on the individual but also on the entire community. The Community Standard listed below allow Residence Life 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 Life.

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

1. Alcohol Use in Residence

   Above all, the safety and wellbeing of all members of the residence community is our top priority. As such, residents who choose to consume alcohol are expected to do so responsibly. Residents are fully accountable for their actions, as well of those of their guests, whether or not those actions occurred while under the influence of alcohol or other narcotics.

   Consumption of alcoholic beverages (“Alcohol”) 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.

   a) Open Alcohol

   To respect the diverse needs of the residence community and offer an inclusive experience, alcohol consumption is not permitted within public areas of residence (e.g. stairwells, bathrooms, hallways, Shell Basement, Madge Hogarth Hall, Tower lounges, outdoors, and the Dining Hall).
Residents who are 19 years or older may consume alcohol only within the following areas:

i. Towers – resident rooms only
ii. Trads (Shell House & McTaggart Cowan Hall)
   a. resident rooms
   b. kitchens and lounges only in buildings where the majority of the residents are 19 years of age as of September of that year (this may fluctuate from year to year as this is based on applications and assignments)
iii. Townhouses, Hamilton Hall, CCIC Vancouver Residence – within your apartment/unit and the Townhouse and Hamilton Lounges

b) 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 and events, and behaviour which may lead to excessive drinking are not permitted in any residence location or 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 such as kegs or mini kegs, bubbas, beer bongs, pitchers, punch bowls, Jell-O shooters, and funnels.

c) 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.

2. Appliances, and BBQ / Grilling
Cooking appliances are not permitted in bedrooms, hallways, bathrooms, and 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.

3. Attack on the Dignity and Security of an Individual
In keeping with applicable laws and Simon Fraser University’s compliance with the Human Rights legislation, residents shall not engage in any activity (whether verbal, written, graphic, or physical) that may reasonably be interpreted by another person as threatening, racist, sexist, homophobic, or any other form of discrimination, harassment, or unwanted sexual attention. Such activity may include, but is not limited to:
a) posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating, hostile or uncomfortable environment;
b) putting offensive posters or pictures in areas available to public view, including windows or common areas;
c) using e-mail, voice mail, message boards, mail, computer networks, social networks, or other mediums to convey nuisance, obscene, or otherwise objectionable messages or materials;
d) writing graffiti anywhere within the residence community;

e) encouraging or engaging in offensive acts or behaviour;

f) actions which indicate discrimination or an intention to discriminate against a person, group, or class of persons;

g) following or attempting to make unwanted contact with another person; or

h) behaviour that could reasonably be interpreted as bullying or hazing.

4. Building Access, Locks, and Internal 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.

5. 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.

6. 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 5: 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 otherwise not permitted may be in contradiction with local law and thus have legal ramifications.

7. **Damage to Property/Vandalism/Tampering**
   
   It is expected that residents will treat all property within the residence community with respect. This includes that of other residents, associations, and the University (such as personal property, equipment, posters/advertising materials, and buildings/structures). In addition, tampering with elevator safety systems or engaging in activities that may damage or interfere with the operation of the elevators is not permitted. Damage to property may also be described as vandalism, which is defined as the willful or malicious destruction or defacement of public or private property.

8. **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, dangerous ‘rough housing’ (e.g.: “dog piling”, wrestling, etc.), climbing buildings, jumping in elevators, or using windows as entry/exit points.

9. **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 in Part 3 – Residence Meal Plan/Dining Hall.

10. **Drugs**
    
    The following actions/activities may indicate behaviour that acts in contradiction with those laws, and as such are not permitted on residence property:
    
    a) 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 drugs/substances (including marijuana);
    
    b) any direct or indirect involvement in any illegal drug or drug-related activity; and
    
    c) possession of paraphernalia associated with the possession, use, or trafficking of illegal drugs.

11. **Evacuation**
    
    As safety should come first, 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 & Emergency Procedures for evacuation procedures.
12. **Floor/Area Meetings**
Residence Community Advisors host floor/area meetings to provide important information to residents. Usually no more than one meeting per month is held unless exceptional circumstances arise. These meetings are required and residents should attend or arrange their absence with the Community Advisor prior to the meeting.

13. **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.

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. 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.

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

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

**Please note:**
- SFU’s Residence & 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.
- A resident shared living spaces such as the townhouses or the 2-bedroom apartments need to have the permission of his or her roommate prior to having an overnight guest.

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

14. **Illegal 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 unattended

15. **Inappropriate Behaviour**
Any behavior that is inappropriate or disruptive to the residence community or the University, as determined by the Associate Director, Residence Life, is prohibited and may result in eviction. Examples of behavior that may be considered inappropriate include, but are not limited to; mooning, urinating in public or on residence property, and nudity readily visible from outside of a resident’s room.

Encouraging, initiating, participating in and/or supporting any initiation or hazing activities that single out a particular individual, create mental or physical discomfort for fellow residents, expose others to undue embarrassment or ridicule, and/or may be physically or emotionally harmful to others, are also considered inappropriate behavior and are strictly prohibited.

16. **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 [Internet Terms of Use Policy](https://www.sfu.ca/residences/services/internet/services.html), and SFU’s [Fair Use of Information and Communications Technology policy](https://www.sfu.ca/residences/services/information.html) (GP24).

If you are experiencing lapsed service or other issues with the provided internet equipment, please refer to [internet services information online](https://www.sfu.ca/residences/services/internet/services.html).

17. **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. For additional details on overall residence key policies, please see [Part 1 – Living in Residence – Keys/FOBs](https://www.sfu.ca/residences/services/keys/fobs.html).

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 & Housing Office, or with written permission as outlined under “Illegal 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.

18. **Lock Outs**
Circumstances may arise where you lose or misplace your keys and need to be let into your unit. However it is expected that residents take reasonable measures to ensure this is not habitual. Should you be locked out of your unit, you will be provided with three (3) free lock-outs over the period of your stay in residence. After the third lockout you will be assessed a $20 service charge per lock-out. This cost will be charged to your residence account and documented appropriately. Staff may also request a meeting with you to discuss how further lockouts can be avoided.
19. **Noise and Quiet Hours**
SFU’s Residence Life Office 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, 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 Life 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 Life Office.

**Quiet Hours:**
Sunday – Thursday 11 pm to 8 am
Friday and Saturday 1 am to 9 am

In addition to being considerate at all times, quiet hours are those times during which residents are prohibited from making 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.

**Final Exam Quiet Hours:**
During final exam periods, quiet hours are in effect 23 hours daily with a relaxed hour between 5 pm and 6 pm. 23 Quiet Hours begin on the last day of SFU classes each term.

20. **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, including barbecues, fireworks/crackers, ammunition, dynamite, gasoline, butane, and propane tanks, campfires or cooking fires.

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

21. **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 Students with Disabilities, or during pre-approved events run by the Residence Life Office.

22. **Sporting Activities**
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.
23. **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.

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

25. **Public Areas/Outdoor Storage**
Spaces intended for shared use, such as hallways or on balconies, 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. Storing any items outside of a resident’s room, unit, or residence building is not permitted.

26. **Pranks**
For the purpose of these Residence Community Standards, a prank is defined as a trick or mischievous act that is done to someone, usually as a joke. Initiating, encouraging, supporting or participating in any form of prank that is inappropriate, disruptive, offensive, or hostile towards others or that jeopardizes the safety and security of others is not permitted.

27. **Removal of SFU Property**
Residents are not permitted to remove SFU furniture or property from units, rooms, lounges or other common areas without the prior approval of SFU’s Residence Life Office.

28. **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 & Housing Office.
29. **Use of 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. by hanging objects from sprinkler heads or striking safety equipment with an object) is also not permitted.

30. **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.

31. **Smoking**
Smoking of any kind, (including the use of electronic cigarettes or vaporizers), and the burning of incense is not permitted in any area within 10 meters of residence buildings.

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

33. **Throwing Objects**
Throwing, dropping, knocking or ejecting objects (including snowballs) from or at residence buildings, windows, balconies or stairwells, whether intentionally or unintentionally, is strictly prohibited.

34. **Unattended Cooking**
Residence is equipped with sensitive smoke detectors in all cooking 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.

35. **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 strictly prohibited. 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. For more information, see Room Switch Request Info Sheet. Unauthorized room switches may result in the Resident being required to move back to his/her authorized room and will result in a Community Standards investigation.
36. **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.

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

37. **Violence, Physical Aggression, Sexual Assault**
SFU has a zero tolerance policy with respect to physical aggression, violence, and sexual assault.

For the purpose of these Residence Standards and Regulations, physical aggression refers to all physically aggressive or violent behaviour, and includes but is not limited to: fighting, hitting, punching, slapping, kicking, pushing, pulling, throwing objects at another, etc.

Sexual assault refers to any form of sexual contact without voluntary consent. Sexual assault can include non-consensual fondling, touching, or kissing and is not limited to non-consensual intercourse.

Anyone engaging in physically aggressive behaviour, violence or any form of sexual assault may be evicted from residence.

38. **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 Life Staff) as a weapon are not permitted. Any resident found to be in violation of this section will have all weapons confiscated and they may not be returned to the owner.

39. **Wildlife**
Interaction with wildlife (e.g. bears and raccoons) such as petting, feeding or housing the animal is dangerous and not permitted.
Part 5 - Enforcement of Residence Community Standards

COMMUNITY STANDARDS PROCESS

LEVELS OF STUDENT BEHAVIOUR

INTERIM MEASURES

SANCTIONS AND OUTCOMES

SUMMARY
   Initiation of Follow Up
   Residence Conduct Meetings
   Confidentiality

APPEAL PROCESS
   Process for Appealing a Level 1 to Level 5
   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 philosophy of Residence Life, 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.
**Levels of Student Behaviour**

Depending on the resulting individual and/or community impact, a range of Levels (1 through 5) and sanctions (See Sanctions table below for more information) may be applied. Levels increase in conjunction with the impact to the residence community and the severity of the behavior.

As necessary, a member of the Residence Life team will complete a Community Standards follow-up process. The assignment of a violation "Level" that results from a Community Standard follow-up process will remain in place for one calendar year.

Depending on the nature of the incident, a student’s Residence Community Standard record may be forwarded to the Office of Academic Integrity and Good Conduct, Campus Safety & Security Services, and/or the police.

The severity of each incident will determine which members of the Residence & Housing/Residence Life Team conduct the Community Standards follow-up.

**Interim Measures**

It may be necessary for the University to initiate interim measures prior to the resolution of complaints. Such measures will be strictly precautionary and not disciplinary in nature. The Associate Vice-President, Students (or designate) is responsible for initiating, reviewing, amending and removing any interim measures using reasonable discretion.

**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>Sanction</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Probation</td>
<td>A prescribed period of time wherein a resident is required to refrain from possessing or consuming alcohol on residence property or returning to residence while under the influence of alcohol.</td>
</tr>
<tr>
<td>Behaviour Contract</td>
<td>A formal document, signed by the resident, that outlines specific conditions under which the resident will be permitted to continue to remain living in residence for the remainder of the academic year. A behaviour contract may be required as a result of an incident or series of violations of the Community Standards will contain a list of resources and actions that are based on the resident's identified needs, and are designed to help the resident manage their physical and/or mental health.</td>
</tr>
<tr>
<td>Community Bond</td>
<td>A financial hold issued against the resident as a guarantee of future adherence to community standards. Residents who are issued Community Bonds will be required to pay up to a maximum of $250 should they commit any future community standards infractions. Any violation that affects the life safety of fellow residents will automatically be assessed by a community bond in addition to all other community standards processes.</td>
</tr>
<tr>
<td>Community Service</td>
<td>An assigned community-focused activity or project that involves service and learning by the resident 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>
</tr>
<tr>
<td>Educational Sanction</td>
<td>An assigned activity, meeting, project or submission with the learning objective of engaging the resident in reflection and dialogue surrounding the issue(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 with campus partners.</td>
</tr>
<tr>
<td>Parent/Guardian Involvement</td>
<td>In situations where Residence &amp; 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>
</tr>
<tr>
<td>Relocation/Assigned Room Transfer</td>
<td>A mandatory and permanent move from a room in one residence building to a room in another, assigned by Residence &amp; Housing staff as a result of violations of the Community Standards. Once a resident has been relocated/transferred they may be prohibited from entering the building where they previously lived.</td>
</tr>
</tbody>
</table>
Restitution for Damages | A requirement of the resident 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.

Removal of Privileges | 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.

Referral of Case to Alternate Offices | The resident’s conduct records may be referred to:
- Campus Safety & Security Services, Burnaby Police, RCMP, and/or other law enforcement agencies in cases of illegal activity.
- The University’s Human Rights Office
- Alternative University discipline procedures
- Investigation under any other applicable policy of the University

Summary

Initiation of Follow Up
Violations of the Community Standards are typically reported within 24 hours of the incident. Residence Life staff then notify the parties involved of the Community Standards infraction within 4 business days of the reported date. Necessary Community Standard meetings are scheduled within 7 business days of the Incident. Residents may witness or bring forward issues of suspected Community Standards violations. The information provided will be treated in accordance with the Residence Contract and Handbook and will be investigated fully.
**Residence Community Standards Meetings**

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 may be required. Residents who have been invited to Community Standards Meeting are welcome to bring a support person with them to the meeting. 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.

**Appeal Process**

In the event that a resident is not satisfied with outcome of the Community Standards process in which they are involved, they may appeal the outcome of the Level assigned to them. All decisions in the Community Standards Process must be appealed within five (5) business days of receiving the decision letter (based on the date of the letter).

**Process for Appealing Level 1 - 5**

**Avenue of Appeal:** Manager, Residence Life

**Process:**

1. A resident may appeal the category and/or assigned sanctions on the following grounds:

   a) Lack of procedural fairness or bias/unfair treatment or discrimination;
   b) Improper investigation;
   c) The sanction does not suit the infraction/behaviour; and/or
   d) 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 five (5) University business days from the receipt of their follow up 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
   b) In the body of the email:
   c) Indicate your full name, building/Cluster unit, and room number.
   d) Indicate your reason for entering an appeal (based on the requirements above).
4. Once your email has been received, you will be contacted within five (5) 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 five University business days.
   c) The decision of the Manager, Residence Life (or designate) is final and not subject to further appeal.

Process for Appealing Eviction/Termination of Contract by SFU

Avenue of Appeal: Director, Residence & Housing

Process:
1. 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 Director, Residence & Housing overturns the eviction, or modifies the deadline due to exceptional circumstances.

2. A Resident has three (3) University business days to submit a letter of appeal to the Director on the following grounds only:

3. That there is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process.

4. That there is new information available potentially rendering the original decision unreasonable in light of new information presented.

5. The severity of an eviction sanction reasonably exceeds the nature of the misconduct.

6. The Director of Residence & Housing (or designate) will make a decision within five (5) University business days of receiving and/or hearing the appeal. The Director, Residence & Housing may also choose to meet with the resident in person to hear the appeal.

7. Once the Director has made a decision, the resident will be informed of the decision in writing within one full business day (24 hours) of the meeting.

8. The decision of the Director, Residence & Housing is final and not subject to further appeal.