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SFU Residence & Housing: Vision & Mission Statement

To be a leader in student housing services and educational programming defined by our ability to engage students, create experiential learning and leadership opportunities, and deliver purposeful living and learning programs contributing to the academic and personal success of Simon Fraser University students.

SFU’s Residence & 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:

a) Creating purposeful and intentional communities that promote and assess learning (through programs and services attached to learning outcomes), and that emphasize academic support, success and leadership development.

b) Providing market priced living and learning environments that are clean, attractive, well maintained, comfortable, and welcoming (personally safe).

c) Ensuring financial stability, service viability, and effective management and administration of the operations.

d) Providing modern services (updated technology and date driven) that meet the needs of housing and residence students and users in a courteous, efficient and effective manner.

e) Fostering professional relationships with on and off campus partners to enhance the services to students.

f) Residence & Housing staff will have expertise in their own area of student housing and overall knowledge of other areas in the field of student housing and student affairs.

SFU Student Services Vision: Student Services at Simon Fraser University, characterized by boldness, collaboration and innovation, is an international leader in services and programs.
Residence & Housing Staff

SFU Residence & Housing supports students with a team of professional and student staff. Contact information can be found in Part 6 - Contacts.

The Residence Life team works in the residence community to create comprehensive programs designed to promote learning and personal growth to the residence population. Residence Life establishes, communicates and enforces the Community Standards meant to ensure that students are comfortable and are able to thrive personally and academically.

The Residence & Housing department also includes professional staff members who support other important administrative aspects of the residence community including recruiting students to the residence community, managing the application and room assignment process, maintaining residence buildings, and providing guidance, information and referral to resources and information.

You will find a list below of staff members that you will most often be in contact with while living in residence. You may want to apply to become a student staff member if you decide to continue living in residence after your first term. More information and current job postings can be found at: http://bit.ly/SFUResJobs

Residence Life Student Staff

Community Advisor (CA): Community Advisors are are student-staff members who live and work within your residence community. Their role is to be your first point of contact and to facilitate a great residence experience for you. CAs are available to provide peer helping, conflict mediation, crisis intervention, or a safe place to talk should you need it. They also organize and run 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. Additionally, CAs uphold the Community Standards within your community. They are tasked with addressing incidents in the moment as well as assisting Residence Life staff with the management of conduct and/or behavioural concerns that are brought to the attention of the Residence Life Office. Community Advisors are also “on call” for after hour support once the Residence & Housing Office and Residence Life Office is closed. A community Advisor will always be on call during the times listed below. To reach the Community Advisor on call for your area, refer to Part 6 - Contacts or to the signage in the front of your building.

- Monday - Friday from 4:30 pm to 9:00 am.
- Weekends, & holidays the CA on call is available 24 hrs.

Area Coordinator (AC): Area Coordinators (ACs) are senior student-staff members who work closely with the Residence Life staff to support the overall success of the Residence Life program. They assist with this goal by mentoring, supporting, and coaching Community Leaders. They also develop residence wide programs that are in line with the Residence Life co-curricular programming model and meet the needs of the residence community. Other para-professional duties include the management of lower-level Community Standard cases, on-going staff training and development, and administrative tasks.

Residence Life Professional Staff

Residence Life Information Assistant (RLIA): The Residence Life Information Assistant is your first point of contact when you visit Madge Hogarth House (Residence Life Office). The RLIA can address your immediate
questions and needs. They are also able to book appointments with professional Residence Life staff and can also offer referrals for further assistance. They can also assist you in 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. The RLIA is also the staff member whom you check in with at the Madge Hogarth House front desk if you have a meeting with another Residence Life staff member.

Residence Life Coordinator (RLC): Residence Life Coordinators are professional staff members who live on campus and work to support the overall Residence Life Program. The three RLCs are responsible for developing a positive and respectful living environment that promotes academic success, personal growth and an inclusive community among residents. The RLCs supervise the CAs and ACs and also work on a variety of special projects designed to enhance the Residence Life experience. With regards to the Student Conduct System, the RLCs are responsible for following up on all behavioural concerns that are brought to the attention of Residence & Housing.

Residence Administrator (RA): The Residence Administrator (RA) is a professional staff member who lives in the Vancouver Graduate Residence Hall and works to support Residence & Housing and the Residence Life program. This RA is responsible for offering administrative and day-to-day support to students as well as working with the community to develop a positive and respectful living environment that is conducive to academic success and personal growth. The RA supervises the CAs and AC who work in VGR and also works with the SFU Vancouver Community to support the success of resident students. With regards to the Student Conduct System, the RA is responsible for following up on all behavioural concerns that are brought to the attention of Residence & Housing.

Other Coordinators: Residence Life employs several other professional staff members that work to support the Residence Life Program. They are responsible for the development and delivery of key residence initiatives such as Service Learning, 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.

Manager, Residence Life: The Manager of Residence Life is a professional staff member who 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.

Associate Director, Residence Life (ADRL): The Associate Director, Residence Life is 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.

Other Administrative Staff

Front Desk (FD): The Front Desk staff, located in SFU’s Residence & Housing Office, helps students with day-to-day administrative tasks and general inquiries. They answer your questions and email, take term rent and tuition payments, check new students into their rooms and act as a daytime concierge desk for the Simon Hotel. After your CA, the Front Desk is your next stop for any general issue or inquiry you might have regarding your residence room. The Front Desk is located in the Housing Administration Office, underneath the Residence Dining Hall. You can contact the Front Desk in person or by emailing housing@sfu.ca.
Assignments Coordinator: The Assignments Coordinator processes applications, housing offers and room switches. The coordinator also assigns rooms and roommates, manages the Academic Term waitlists and oversees the majority of the housing intake and renewal process. If you have specific questions about your room assignment, you can contact the Assignments Coordinator by emailing resrooms@sfu.ca.

Facilities Coordinator: The Facilities Coordinator works with SFU Burnaby Campus Facilities and other staff to coordinate and follow up on maintenance requests, inspect rooms, track inventory and respond to emergencies. If you need to follow up on a maintenance request you can contact the Facilities Coordinator by emailing resfixit@sfu.ca. For more information about reporting maintenance issues, please refer to Part 1 – Living in Residence – Maintenance.

Communication

Email: SFU’s Residence & Housing Office frequently provides important information to residents by email via each resident’s SFU or Fraser International College (FIC) email address. Residents are responsible for checking their email account on a regular basis and for reviewing any notifications or information provided by SFU’s Residence & Housing Office, including administrative reminders, notices regarding maintenance issues, and other urgent communication.

E-Newsletters: SFU Residence & Housing sends out a weekly e-newsletter, This Week in Residence Life (TWIRL), to all residents on Tuesday afternoons. TWIRL includes important administrative updates and reminders, and advertises activities and events happening in residence and across campus. Requests to include content can be sent to rescms@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. The main social media platforms for SFU Residence & Housing are:

Facebook: www.facebook.com/SFUResidences/ & Twitter: @SFUResidence

Requests for social media posting can be sent to rescms@sfu.ca.

Advertising, Solicitation & Canvassing

If an individual, group, or department wishes to post or distribute material in residence (excluding general commercial advertising or other forms solicitation) they may do so, provided that each of the following aspects is met:

1) Offers a discount or benefit to residents;
2) Is sponsored by a campus organization or department;
3) The resident, individual, SFU group, or department advertising the event or distributing materials has obtained the prior approval of SFU’s Residence Life Office;
4) Has an “approved posting” stamp from SFU’s Residence Life Office.

Advertising materials may be displayed only in areas and forms approved by the Residence Life Office.

Corked surfaces (message boards) on the outside of individual room doors are for the resident’s use only. A resident may post personal materials (e.g. name, photos or decorations) to their board without the prior approval of
SFU’s Residence & Housing Office, provided that the materials do not infringe on any of the [Residence Community Standards](#) (e.g. Attack on the Dignity and Security of an individual, etc.).

Note: 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.

**Residence Hall Association (RHA)**

The Residence Hall Association (RHA) is a student-run organization made up of residents who have been elected by their peers. The Board of Directors is elected annually by the residence community and is comprised of 10 student volunteers, 4 Executive Directors and 6 Board Chairs. The RHA was created to protect the rights of residents, liaise between residents and the administration, organize social programming, and to build up a stronger residence community and identity.

- Each term, $10 of your residence fees goes to the RHA. This fee is used mainly to run community building events throughout the year.
- Residents are welcome to attend the RHA’s weekly meetings, held in the Shell House basement on Sundays at 3 pm.
- More information can be found at [http://www.sfu-rha.ca/](http://www.sfu-rha.ca/) and [https://www.facebook.com/sfu.rha](https://www.facebook.com/sfu.rha) or by emailing [rha-exec@sfu.ca](mailto:rha-exec@sfu.ca). You can follow RHA on Twitter @SFURHA.

At this time, the RHA operates within the SFU Burnaby Campus residences. Resident concerns at the Vancouver Graduate Residence (VGR) should be addressed through the VGR’s Community Advisors (CA) and Area Coordinator (AC).

**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 an application period. Eligible residents will receive email reminders prior to the selection date. Room selection dates and instructions are posted at: [http://bit.ly/ResRoomSelection](http://bit.ly/ResRoomSelection)

**PLEASE NOTE:**

- Room selection is optional, it is not required. If you do not select a room, the Room Assignments Coordinator will assign a room to you.
- Any student who is not able to choose their own room or who abstains from room selection will be assigned to an appropriate room by our office. Roommates will be matched according to profile question answers submitted through the application.
- 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, you will only be able to select from rooms on that specialty floor.
- Due to the limited rooms available, room selection may or may not be offered during the summer and spring terms. Also for this reason, graduate students are not eligible to participate in room selection.
- If you cannot select the room you want it may be already taken, or you may not be eligible for it. Please...
contact the Residence & Housing Office Front Desk if you encounter any problems during your selection process.

- If you have already moved into your room, but wish to switch, refer to Part 2 – Administrative Matters - Room Switches.

Specialty Floors

Burnaby Residences:

Specialty floors are fixed areas of residence where undergraduate students can request to be placed with floor/roommates of similar age, gender or academic backgrounds. The specialty floor types offered in residence are Study Intensive, Single Gender and Mature. Spaces on these floors can be requested via the student’s housing application and are allotted on a first-come-first-served basis. The location of these floors varies by term based on demand. Specific room selection will depend on where the specialty floors are located. Please email resrooms@sfu.ca if you require further information about specialty floors.

There are no specialty floors for graduate students as all graduate students are assigned to Hamilton Hall, our exclusively graduate student studio-style apartment building.

Vancouver Graduate Residence:

There are currently no specialty floors available at the Vancouver Graduate Residence.

Moving In

For move-in and move-out dates, please visit Part 7 - Important Dates and Deadlines. In Burnaby, residences are located on the West side of campus, 8888 University Drive, Burnaby BC. View a map of the Burnaby Campus here: http://bit.ly/SFUBurnabyMap. In Vancouver, the Vancouver Graduate Residence is located at 308 West Hastings Street, Vancouver BC. View a Google Map of the Vancouver Graduate Residence here: https://goo.gl/uPg0XK.

Checking In

Burnaby Residences:

In order to receive your keys and directions to your building, you must check-in at the Residence & Housing Office Front Desk. You will find a map of the residence area on our website: http://bit.ly/SFUResMap.

New residents must check-in on Move-In Day between 9:30am – 4:00pm. Returning residents may check-in starting on Move-In Day until the end of the first week of classes, between 9:30am – 4:00pm. Move-in dates vary by term. For specific dates, see Part 7 - Important Dates and Deadlines.

IMPORTANT: If you do not check-in by the end of the first week of classes (Friday) your room will be cancelled and you will lose your $700 non-refundable confirmation deposit.

Late Check-In

If you experience an unexpected delay such as a flight delay or delays with border immigration or you have an emergency which impacts your ability to arrive during check-in hours, you must contact us as soon as possible at 778-782-4201 or housing@sfu.ca between 9:30am – 4:00pm to inform us of your situation.
If you cannot do this and arrive after the office is closed, please follow the instructions on the Guest Accommodations telephone (located beside the Residence & Housing Office front entrance) and we will try to assist you with an emergency check-in. Alternatively, you can check-in the following day between 9:30am - 4:00pm.

Vancouver Graduate Residence:

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

**Loading and Unloading**

Burnaby Residences:

On move-in day the fire lane between the residence buildings is accessible to students moving in.

To move-in to Shell House, Hamilton Hall or one of the Towers, students may use the fire lane to unload their belongings. Students moving in to Townhouses or McTaggart-Cowan Hall can access their building directly from the street.


Without a parking pass, parking in front of the residence buildings is limited to 30 minutes. Students can purchase a parking pass for the Academic Term from the Front Desk, or if parking is only required for move-in day, students can obtain a complimentary parking code for the West Mall Visitor’s Parkade located at the end of the Residence Parking Lot.

Vancouver Graduate Residence:

Visitor parking is not available at the Vancouver Graduate Residence. There is paid parking available in the general area close to SFU Vancouver. For information on parking at the SFU Vancouver campus see: [http://www.sfu.ca/operations/security/parking.html](http://www.sfu.ca/operations/security/parking.html). You can search using a private parking provider’s website, like Impark: [https://lots.impark.com/imp](https://lots.impark.com/imp).

**Room Inventory Condition Review**

After you have moved in, you will typically be asked to complete a Room Inventory Condition Review within 7 days. The review allows SFU’s Residence & Housing Office 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 were pre-existing when you arrived.


Please note that SFU’s Residence & Housing Office receives several hundred of these reviews at the beginning of each Academic Term and they may take a long time to process. If there is an urgent repair required in your residence room, please submit a Maintenance Request in addition to noting it on the Room Inventory Condition Review so that our maintenance team can address the issue more quickly.
Please also refer to Part 2 – Administrative Policies - Damages & Charges for more information on how to avoid being charged for existing damages in your residence room.

**Residence Orientation**

Undergraduate Students:

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

Residence Orientation is organized by the Coordinator, Residence Orientation & Community Development and lead by trained student volunteers called Residence Orientation Leaders (ROLs). The ROLs are available to guide your through Residence Orientation and to answer your residence-related questions.

Residence Orientation is mandatory for all first-time undergraduate residents, residents who have not lived at SFU Residence before. These new residents are automatically registered and charged the Residence Orientation Fee. The Residence Orientation Fee varies by term. Information about Residence Orientation [is updated prior to move-in on the SFU Residence & Housing website: http://bit.ly/SFUResOrientation](http://bit.ly/SFUResOrientation)

**Amenities**


**Internet and Cable**


Note: There is a replacement fee if the modem, cable box and/or remote go missing from your room. Be careful not to take them if you move or switch rooms. SFU Residence & Housing does not provide TVs in residence rooms. To use the cable connection you must provide your own TV.

**Phone**

Burnaby Residences:

All residents have local telephone access. To access local calling, all you need to do is connect a phone (not provided) into the wall outlet. You also need a phone to use the building’s buzzer system.

- How to call another landline on campus: Dial their 4 or 5 digit extension number.
- How to call off-campus: To call someone off campus, you need to dial ‘9’ before dialing their ten digit telephone number [i.e. 9 -604-123-4567].
- How people can call you: Have your callers dial: 604-630-6000. Wait for the voice prompt and then dial your 4 or 5-digit extension number. Your extension number can be found on the faceplate of your telephone jack.
Vancouver Graduate Residence: Telephone service is not included in your residence fees. You can contact Shaw Communications to set up home phone service in your residence room.

Parking

Burnaby Residences:

Residents can rent a parking space in one of the residence parking lots by bringing a completed Parking Request Form [http://bit.ly/sfuresforms] to the Residence & Housing Office with proof of vehicle insurance. Proof of insurance must be in your name, in the name of a parent who shares your surname, or in the name an individual who shares your home address as you reported it on your housing application.

- Parking is $180 per term
- Parking expires on the move-out day for the term
- Parking renewals occur before the end of the term
- Residents are assigned a stall number
- Parking stalls are for vehicles only
- You are required to follow the procedures and policies set by SFU 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 (NEVER park in someone else’s stall)
- Call SFU Parking services to report and request courtesy parking in the Visitor Parkade

Parking of motor vehicles including, without limitation, cars, trucks, motorcycles, mopeds and scooters, on SFU’s Burnaby mountain campus is strictly regulated. Any parking requirements imposed by SFU’s Residence & Housing Office are in addition to, and not in substitution for, the general parking regulations enforced by SFU’s Campus Security and Parking Services. Additional details are available on SFU’s Residence & Housing Office website: http://bit.ly/sfuresparking

Vancouver Graduate Residence:

There is no parking at the Vancouver Graduate Residence. Private parking garages nearby have daily, weekly and monthly paid parking available. You can search for parking availability using a private parking provider’s website, like Impark: https://lots.impark.com/imp. For information on parking at the SFU Vancouver campus see: http://www.sfu.ca/operations/security/parking.html.

Car Shares

Various private car share companies have vehicles available at both the Burnaby and Vancouver campuses. Modocar provides a van which can be accessed from the residence parking lot at the Burnaby campus, 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/, https://evo.ca/, http://www.zipcar.ca/.
Laundry

Burnaby Residences:

Laundry rooms are located in every residence building except for the Penticton and Chilcoltin townhouse blocks. If you live in Penticton or Chilcoltin you have access to the laundry rooms located in the other townhouse blocks. The washing and drying machines located in the laundry rooms are managed by a contracted company, Coin-a-Matic. If a machine is broken or not working properly residents can contact Coin-a-Matic directly using the contact details posted on the machine.

As the laundry rooms in residence are shared laundry facilities, you should follow standard laundry room etiquette.

Purchasing a laundry card:

- You must purchase a laundry card to use the washer and dryer.
- Cards cost $5.00 each (non-refundable) to purchase.
- Cards can only be purchased using cash.
- Cards can be purchased at the Coin-a-Matic machines located in the Residence & Housing Office and Madge Hogarth Community Space.

Adding money to your laundry card:

- Before use, laundry cards must be filled with at least $5.00 (cash) or $10.00 (debit or credit card)
- Card reload stations are located in the Residence & Housing Office and at Madge Hogarth Community Space. Some laundry rooms may also contain debit/credit reload stations as well.

Directions are also posted by the Coin-a-Matic machines in the Residence & Housing Office and Madge Hogarth Community Space.

Vancouver Graduate Residence:

The laundry room in the Vancouver Graduate Residence is located on the first floor. The washing and drying machines located in the laundry rooms are managed by a contracted company, Coin-a-Matic. If a machine is broken or not working properly residents can contact Coin-a-Matic directly using the contact details posted on the machine. As the laundry rooms in residence are shared laundry facilities, you should follow standard laundry room etiquette.

Residents at the Vancouver Graduate Residence will receive a Coin-a-Matic laundry card when they move-in. Laundry cards can be loaded and reloaded using the PinMate online system.

To load your card using PinMate:

- Log on to 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
**Garbage & Recycling**

Burnaby Residences:

Garbage and recycling bins are located across the residence community, including electronic recycling, cardboard recycling and donation bins for clothing and small household items and books. A map of garbage and recycling locations can be found at: [http://bit.ly/SFUResMap](http://bit.ly/SFUResMap). Recycling and organics composting containers are available in the kitchens of Shell House, McTaggart-Cowan Hall and Hamilton Hall. Townhouses will be receiving composting bins in the near future.

Garbage & Recycling Pick-Up:

Residents are responsible for disposing of their own garbage. This means bringing the garbage and recycling in your room to the bins outside of your building on a regular basis. Residents with private bathrooms and kitchens are also responsible for disposing of garbage and recycling from their bathroom and kitchen. Shared bathrooms and kitchens are cleaned by janitorial staff.

Vancouver Graduate Residence: Residents are responsible for disposing of their garbage and recycling in the appropriate bins.

**Mail/Mail Room**

Burnaby Residences:

Your mailing address in residence will be:

Your Name  
Your Building, Your Room or Apartment #  8888  
University Dr., Burnaby, BC, V5A 1S6

Mail sent to this mailing address will be held at the Residence Mail Room. You will be notified by email via your SFU or FIC email address. Mail can be picked up during regular mailroom hours.

The Residence Mail Room is located in Shell House (across from the Dining Hall).

- Monday – Friday: 9:00am – 12:00pm & 1:00pm – 5:00pm [Closed for lunch 12:00pm – 1:00pm]  
- Saturday/Sunday: The mailroom is not open on weekends, holidays or during University closures.

Note: The mailroom only receives incoming mail. If you need to send outgoing mail, please visit a Canada post outlet location or red drop 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 within Nestor’s Market at Cornerstone. If you need to purchase postage, you will need to visit a Canada Post Outlet.

Downtown Vancouver Residence:

Your mailing address in residence will be:

Your Name  
Your Building, Your Room or Apartment #  
308 W. Hastings St., Vancouver, BC, V6B 0P7
Mail at the Vancouver Graduate Residence will be delivered via Canada Post 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 their own mailbox key to a mailbox that is shared with his/her roommate. It is each resident’s responsibility to 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 mail theft, please speak with your Community Advisor.

**Gym/Pool Access**

SFU Recreation manages the gym and pool facilities on the Burnaby Campus. The gym and pool are both located in the Lorne Davies Sports Complex on the West side of campus, between the bus loop and SFU Residence & Housing.

Undergraduate students who have been assessed the Recreation & Athletics fee and are registered for 3 or more credits at any campus are eligible for an SFU Burnaby Recreation Membership. All graduate students who have been assessed the Recreation & Athletics fee are eligible for an SFU Burnaby Recreation Membership.

Undergrads that have not been assessed the Recreation & Athletics fee may purchase an SFU Burnaby Recreation Membership at the recreation office located in Room 110 on the main level of the Lorne Davies Complex near the swimming pool.

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

**Residence Community Spaces**

**Burnaby Residences:**

**Shell House Basement:** Shell Basement is a newly renovated community space that is used for events run by Community Advisors (CAs). It can also be booked by residents for special events through ResLife, contact reslife@sfu.ca. When not in use for an event, the basement acts as a lounge and has games including a pool table and a hockey table.

**Madge Hogarth Community Space:** Madge Hogarth House Community space is available to all residents. It is located behind the Visitor’s Parkade to the right of the tennis courts. Facilities in Madge Hogarth House include: a large kitchen, a common room with a large screen tv, a gaming room, a music room, and a quiet study room. The Residence Life staff offices are also located in Madge Hogarth House. For hours of operation, please check the info board outside. Times are subject to change, depending on the time of year.

**Vancouver Graduate Residence:**

The Amenity Room on the 2nd floor of the SFU Business Inovation Centre (located below the Vancouver Graduate Residence) is available to residents in the evenings and on weekends.

**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. 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).
Storage
SFU’s Residence & Housing Office does not provide personal storage space for students. If you require a storage space you may want to arrange a storage locker with a private provider off-campus, such as One-Step Storage or Cube2Go.

Bicycle & Equipment Storage:
There is a bicycle and equipment storage room located at the base of Barbara Rae House, although space is limited. During the Fall and Spring Terms, you may apply to access the bicycle and equipment storage room by submitting an Access Request Form [http://bit.ly/SFUResForms] to SFU’s Residence & Housing Office. The fee is $10 per term. Bike and equipment storage is not available during the Summer Term.

Guests
Residents living in the Townhouses, the Towers, Shell House or McTaggart-Cowan Hall may accommodate an overnight guest in their room for a maximum of 3 nights per stay or visit, for a maximum of 3 stays or visits per academic term (unless otherwise permitted in writing by SFU’s Residence & Housing Office).

Residents living in Hamilton Hall or the Vancouver Graduate Residence may accommodate 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).

SFU’s Residence & Housing Office may require that a guest vacate the residence community at any time if the guest fails to comply with SFU Residence Community Standards (as applicable) or causes a disturbance to the floor or townhouse (as determined by the SFU Residence & Housing Office).

Notes:
- 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 sharing a townhouse must have the permission of his or her roommates prior to having an overnight guest.
- A resident sharing a 2-bedroom apartment in the Vancouver Graduate Residence must have the permission of his or her roommate prior to having an overnight guest.

Keys/FOBs
Burnaby Residences:
Upon checking into residence, you will be issued one hard key for your residence room and one electronic key (FOB) for access to your building and shared spaces. You will be asked to sign a Key Receipt to indicate that you have received your keys and agree to the Residence Contract. Upon check-out you will be given a Key Receipt indicating that you have returned your keys appropriately.
FOB Issues: If the FOB sensor is flashing blue when you try to open your front door, please leave the FOB against the sensor until the flashing ceases and the light turns green. If the light repeatedly turns red, please visit the Residence & Housing Office Front Desk for assistance.

Lost Keys/FOBs & Lockouts

During Office Hours:

If you misplace your keys or are locked out of your room, visit the Residence & Housing Office Front Desk for a temporary replacement. Temporary key sets may be signed out for a maximum of three days. You must advise the Residence & Housing Office when you find your keys and return the temporary set. If you do not find your keys, a lock-change will occur.

After Office Hours:

If you misplace your keys or are locked out of your room when the Residence & Housing Office is closed, you can contact the Community Advisor (CA) on-call for your building, Part 6 - Contacts. The CA on-call can let you into your building and residence room if you provide them with photo ID. They will not give you access to any room where you are not the assigned resident. You can then visit the Residence & Housing Office Front Desk during office hours to sign out a temporary key set.

Vancouver Graduate Residence:

Upon checking into residence, you will be issued an electronic key FOB to access the building and your apartment, and a hard key for your room. Studio spaces at the Vancouver Graduate Residence do not require any hard keys. Additional keys sets will not be issued except as temporary sets to replace lost keys.

Lost Keys/FOBs & Lockouts:

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. They will not give you access to any area where you are not the assigned resident.

If you have lost your keys, you must contact the Residence Advisor (RA) who can issue a temporary set of keys. Temporary key sets may be signed out for a maximum of three days. You must advise the RA when you find your keys and return the temporary set. If you do not find your keys, a lock-change will occur.

Lost Key Charges:

If you do not find your keys within three days a standard lock change fee of $155 will apply with an additional $25 charge to replace your electronic FOB. You will be emailed a warning before the lock replacement occurs, and a second warning 24 hours later. If you do not respond, the lock change will be ordered for your room on the next business day.

If you experience more than 3 lockouts in a given Academic term, you may be charged a fee for excessive lockouts.

Please also refer to Part 2 – Administrative Policies - Damages & Charges for more information on key charges.
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. Residents will be given 24 hours’ notice of such inspections. Notwithstanding this clause, however, authorized university personnel may enter your accommodation without prior notice as outlines in the Residence Contract 20: Room or Unit Entry. In addition, Residence & Housing staff may enter a room that a resident has checked out of as soon as possible after check-out in order to perform a check-out inspection. When a resident has moved out of a shared room or shared unit, Residence & Housing staff may enter the shared room or unit at any time to perform the check-out inspection.

Maintenance

Burnaby Campus & Vancouver Graduate Residence: 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.

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

Please note: SFU’s Residence & Housing Office works as a liaison with campus facilities and third party contracted services in order to complete repairs and maintenance. We do not have tradespeople on staff. Not all requests can be dealt with immediately and length of time may be dependent on the availability of the appropriate skilled tradesperson.

Asbestos

Simon Fraser University has conducted an extensive asbestos survey whereby a hazard analysis was performed to determine the presence and risk, if any, of asbestos on campus, including Shell House. Asbestos in Shell 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 asbestos containing material which has been disturbed, please immediately submit a Maintenance Request.

**Bed Bugs**

Historically, SFU Residence & Housing has had a low rate of bed bug incidents, which means that the chances of you getting bed bugs in your room are quite minimal. However, you should remain vigilant and if you see any possible signs of bed bug infestation, please report it immediately through our online Bed Bug 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, eggs or fecal matter on your bed and floor
- Living bed bugs. An adult bed bug is visible to the naked eye and is approximately the size of an apple seed.

SFU Residence & 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.

Any report of a potential case of bed bugs will go through the following process:

a) Residence & Housing staff will contact the student & arrange a time for a K9 inspection of his/her unit.  
b) Should the K9 positively identify the presence of bed bugs and heat remediation is determined necessary, our staff will arrange for a time for the treatment to occur as soon as possible.

Please note that students are not assessed any financial charges for either a K-9 inspection or the cost of heat remediation. 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.

**Safety & 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 you need it:
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. For example: lockouts, severe noise complaints, or disruptions. CA on call numbers can be found in Part 6 - Contacts.

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

You must evacuate if you hear the alarm even if you do not believe there is a fire. Failure to evacuate could result in a Community Standards violation.

Emergency Preparedness
SFU Safety & Risk Services 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 their website for information on how to personally be prepared in an emergency on campus: https://www.sfu.ca/srs/emergency/response.html

SFU Residence & Housing will make all effort possible to support our residents during an emergency including communicating updates and resources through email, our website, and social media channels. We recommend that students sign-up for SFU’s Alert System as well at https://www.sfu.ca/srs/emergency/sfu-alerts.html

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 to a complete shutdown of university offices, including the Residence & Housing Office, depending on the severity of the
weather.

In order to prepare yourself for possible disruptions, we recommend you remain alert for announcements of campus closures. Closures are communicated in a number of ways, including via SFU Alerts. Please visit SFU Alerts [https://www.sfu.ca/sfualerts.html] to sign-up.

Please note:
- Closures are also announced on the SFU website and 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.

### Moving Out

#### Preparing to Move-Out

**Burnaby Residences:**

Designated Move-out days are listed in [Part 7 - Important Dates and Deadlines](#). If you are not returning to residence for the following term, you must move-out by 12 pm on move-out day. If you do not move-out, and you have not made arrangements with the Residence & Housing Office, your belongings will be removed from the room and you will have to pay the cost of administration and storage. Please refer to your Residence Contract for information regarding terminating your housing contract early, renewing your housing contract, penalties for over-holding (not moving out as required) and early move-in and move-out policy and procedures. You may also contact housing@sfu.ca if you have any questions about moving-out.

If you are not renewing your housing for the next term, or you are changing rooms between terms, we recommend you do the following:
- Know your move-out date and make your travel and storage arrangements accordingly
- Start packing a week or two in advance
- Change your mailing address with your friends, family, SFU, and creditors

**Vancouver Graduate Residence:** Move-out must be arranged with the Residence Advisor (RA) before the end of your housing contract.

#### 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 you do not clean or if there is damage to the room or furniture.
- Lock the doors
- Return your keys by 12:00pm (noon) on your move-out date.

**NOTE:** You must leave all Shaw equipment in your room when you leave. This includes the modem, remote...
control, and all cords. Missing items will result in a replacement charge of $300.

Vancouver Graduate Residence: Residents at VGR are also responsible for cleaning their room and any shared common area prior to move-out. You should arrange a check-out time with the Residence Advisor (RA).

**How to Return Your Keys**

**Burnaby Residences:**

1. Please place your keys in an envelope with your name, building/room number, and your student I.D.
2. Personally hand the envelope to a staff member in the Residence & Housing Office (and ask for a receipt).
3. If you are moving-out after hours before your move-out day, drop the key envelope into the “key drop-off” slot outside the north side entrance to the Housing Administration Office and email housing@sfu.ca to request confirmation that your keys were received.
4. Keep the receipt as proof of return. If you are charged for non-return of keys, and cannot produce a receipt verifying return, you will be responsible for paying the $155.00 lock change.

**NOTE:** We strongly discourage students from delegating their roommates or friends to return keys on their behalf. If your key is not received, you will be legally responsible for the lock change fee regardless of whether you delegated the return of the keys or not.

Vancouver Graduate Residence: Keys must be returned directly to the Residence Advisor (RA) or the key-drop off box located outside the RA office.
Part 2 - Administrative Matters

Admission and Eligibility Policy

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) Guarantees are based on students meeting all applicable dates and deadlines as outlined in following sections in this policy.

f) Assignments to residence buildings are done in accordance with accepted student development theories and best practices.

g) Residence & Housing will have a fair and open appeals process for students who have been admitted to Residence and assigned a residence priority, but feel they have special circumstances that have not been taken into account.

2. **Undergraduate Student Housing**

The Residence Eligibility and Admission Policy determines eligibility to an undergraduate residence building where the student or applicant meets one or more of the following criteria:

a) A Grade 12 graduate from a British Columbia Secondary School who has been admitted to the University.
b) A Grade 12, or equivalent, graduate from a Canadian Province or Territory Secondary School who has been admitted to the University.
c) A transfer student from a college or university who has been admitted to the University.
d) An international student who has been admitted to the University.
e) A University sponsored exchange student.
f) Mature students entering an undergraduate or graduate program at the University.
g) A continuing University student who has not previously lived in residence at Simon Fraser University.
h) A returning resident with continuous enrollment at the University.
i) A student who has been admitted to FIC, PAS or into the SFU EBP program.
j) Co-op student who is placed within the University campus or greater Burnaby area.

3. **Other Post-Secondary Students**

The Residence & Housing Department reserves the right to offer housing to students attending other Lower Mainland post-secondary institutions. Offers of housing will be made on a term by term basis and one offer does not guarantee future offers. When it is determined by the Department of Residence & Housing, offers may be made to non-SFU or FIC students who:

a) Are registered in a full-time program at their institution, in good standing, and can provide documentation with their application and;
b) Meet all applicable deadlines presented by the Department of Residence & Housing and;
c) Meet all applicable deadlines presented by their educational institution.

4. **Graduate Student Housing**

The Residence Eligibility and Admission Policy determines eligibility for a graduate student living in Hamilton Hall or in the Vancouver Residence where the following are true:
The student must be admitted to a graduate program at Simon Fraser University or Fraser International College.

a) A graduate student in residence must be registered in each term of tenancy, and make academic progress on a full-time status.

b) A studio suite or bedroom will be occupied by a single graduate student.

c) Priority placement in the VGR will be granted to Graduate Students enrolled in the Beedie School of Business’s graduate programs.

d) 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.

e) 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.

5. Summer Housing Exceptions

The Residence Eligibility and Admission Policy determines eligibility for living the Residence Community during the summer where the following are true:

a) The student must be admitted to an undergraduate or graduate program at Simon Fraser University.

b) The student must have completed one term of studies at Simon Fraser University.

c) The student does not have to be registered in classes or co-op during the summer term, but must be returning to class or co-op for the fall term* and have been registered in full time classes or co-op for the Spring term prior.

d) Offers of residence will be made to students registered in class or co-op first. Offers will be made to students not taking classes or co-op for the summer term, second.

*All students intending to stay for the fall term must apply for the fall term separately.

6. Maximum Terms

The maximum length of 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] along with all supporting documentation to the Assignments Coordinator a minimum of 45 days before their scheduled move-out or at the time of their renewal application.

7. Building Eligibility

SFU Residence & Housing has made efforts to ensure that the residence community is comfortable to all students, by establishing building eligibility based on age and year of study. 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 & Housing Office website: http://bit.ly/SFUResEligibility. Occasionally, based on demand, building eligibility will fluctuate.
Age eligibility and unit hours are only two of several determining factors regarding building assignment. Please refer to the Admission & Eligibility sections above. You are welcome to contact the Assignments Coordinator if you wish to clarify what buildings are best for you.

**Appeals**

Any student wishing to appeal any policy, charge or sanctioned outlined in this handbook or in their Residence Contract must provide a written appeal with relevant supporting documentation to SFU’s housing office. Please contact housing@sfu.ca for more information on how to submit an appeal.

If you wish to appeal any damage or lock-related charge, you may submit an Appeal of Cleaning/Damage Charges Form [http://bit.ly/sfuresforms](http://bit.ly/sfuresforms) to resfixit@sfu.ca along with any relevant supporting documentation.

For instructions on how to submit appeals regarding community standard violations, please refer to Part 5 – Enforcement of Standards and Regulations – Appeals Process.

**Room Switches**

All undergraduate residents may at any time after check-in, request a room switch by submitting a Room Switch Form [http://bit.ly/sfuresroomswitch2016](http://bit.ly/sfuresroomswitch2016), together with a $25 application fee, to SFU’s Residence & Housing Office. If accepted, residents will incur a $50 cleaning fee. The resident’s student account will be billed or credited due to a move to more or less expensive accommodation, as the case may be. Residents must be able to move on a specified date as determined by SFU’s Residence & Housing Office.

While SFU’s Residence & Housing Office will attempt to accommodate a reasonable request, a room switches are dependent on eligibility and availability. If an appropriate room is not available at the time a resident’s request is approved, the resident’s name will be placed on a prioritized wait list until an appropriate room becomes available. Unauthorized room switches are not permitted.

**NOTE:** Room switch requests will be reviewed beginning after the third week of the academic term. Priority will be given as follows:

1. First priority is given to those requests made due to a documented and proven medical condition (supporting documentation is required).
2. After accommodating requests based on a documented medical condition, priority will be given to those requests made due to stress, hardship, distress or suffering due to the community environment.
3. Requests made due to noise or meal plan options, or requests made by a resident who has provided SFU with notice of termination of their Residence Contract, will not be granted.

**Utilities**

**All Residences on Burnaby Campus**

Each room or unit will be serviced with heat, electricity and water and wired for telephone, cable television and internet service. SFU provides free local telephone, basic cable and high speed Internet service to each residence room. The local telephone service is provided in-house by SFU, whereas the basic cable and high speed Internet

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service are provided by Shaw Communications. Residents may, at their sole cost and expense, upgrade their basic cable and high speed Internet service directly through Shaw Communications. Residents who experience difficulties with the telephone service provided by SFU are advised to immediately contact SFU’s Residence & Housing Office staff. Residents who experience difficulties with the cable or Internet service are advised to visit http://bit.ly/sfuresinternetcable for more information. See also: Part 1 – Living in Residence – Amenities.

Vancouver Graduate Residence

Each unit will be serviced with heat, electricity and water, basic cable television and wireless internet service. The basic cable and high speed Internet service are provided by Shaw Communications. Residents may, at their own cost and expense, add a local phone line, upgrade their basic cable and high speed Internet service directly through Shaw Communications. Residents who experience difficulties with the cable or Internet service are advised to visit http://bit.ly/sfuresinternetcable for more information. See also: Part 1 – Living in Residence – Amenities.

Special Accommodation Considerations

Students who wish to have a special request considered on the basis of a disability, medical condition, or health concern are required 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 & 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 SFU’s Office of Residence & Housing based on recommendation from the CSD, they will be considered in violation of the Community Standards and are subject to appropriate action.

Damages & 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.

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 standard used to assess whether your room is left in the same condition it was received. Please see the Damage/Cleaning Charges section of our website [http://bit.ly/DamageCleaningCharges] for a comprehensive list of possible charges.

The charge for lost key sets/lock changes is $155.00 per instance if the lock change occurs during regular business hours. The replacement charge for an electronic key is $25.00. The minimum charge for a weekend or after hours lock change is $368.00. In the event that only an electronic key is lost, this should be reported to SFU’s Residence & Housing office immediately so that the lost key may be deactivated and replaced. For more information about keys please refer to Part 1 – Living in Residence – Keys/FOBs.

If you wish to appeal any damage or lock-related charge, you may submit an Appeal of Cleaning/Damage Charges Form [http://bit.ly/sfuresforms] to resfixit@sfu.ca along with any relevant supporting documentation.
Insurance

The Residence Contract mandates that residents must take steps to ensure that all personal belongings in residence rooms, units, apartments, storage rooms, and all other residence property including all residence buildings are covered by private insurance. As a resident, you are urged to obtain a residential insurance policy that covers:

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

Insurance may be available as an extension of the resident’s family home insurance policy, or the resident can obtain their own insurance package through a private broker or financial institution, such as:

- Scotiabank [http://www1.scotiabank.com/]
- Royal Bank of Canada [http://www.rbc.com/]
- TD Insurance [https://www.td.com/]
- Canadian Direct Insurance [http://www.canadiandirect.com/]

Please note that these are examples of private insurance providers and SFU Residence & Housing does not have any direct affiliation or relationship with any of the above.

Extensions

Students who require a late move-out day or early move-in day may request one by submitting a Contract Term Extension Application Form from our website [http://bit.ly/sfuresforms] or Housing Portal. If the student is moving in early or moving out late, the cost for a late move out is typically $40.00/night. Any application for a late move-out/ early move in is subject to availability and approval from the room Assignments Coordinator. Typically, you must have supporting documentation indicating that you are required to be on campus prior to the start of classes in order to be eligible for an early move-in.

Students who are extending simply to cover a break between two confirm contracts must also submit a Contract Term Extension Application [http://bit.ly/sfuresforms], but there will be no additional charge. See your Residence Contract for information on extending your contract term to cover interim breaks.

Renewals: Burnaby Residences

Fall Term to Spring Term

Students (undergraduate & graduate) who are living in residence during the Fall Term (Sept-Dec) and wish to stay in residence for the Spring Term (Jan-April) do not need to apply. Their housing contract covers both terms, however; students must pay a $700 confirmation deposit before the deadline [See Part 7 - Important Dates and Deadlines]. This deposit is applied to Spring Term residence fees.

Note: If the confirmation deposit is not paid by the deadline, the Residence & Housing office will cancel the housing contract. Students will be contacted by email if their housing contract is cancelled and advised of their move-out date.
Spring Term to Summer Term
Undergraduate students who are living in residence during the Spring Term (Jan-April) can apply to stay in residence for the Summer Term (May-August) by:

1. Filling out the Summer Renewal Questionnaire sent by email mid-February, and;
2. Paying the $700 confirmation deposit before the deadline (See Part 7 - Important Dates and Deadlines). This deposit is applied to Summer Term residence fees.

Graduate students’ housing contract covers the Summer Term (May-August) and therefore graduate students do not have to fill out the Summer Renewal Questionnaire. To confirm that they will stay for the Summer Term, Graduate students must pay the $700 confirmation deposit before the deadline (See Part 7 - Important Dates and Deadlines). This deposit is applied to Summer Term residence fees.

Note: If the confirmation deposit is not paid by the deadline, the Residence & Housing office will cancel the housing contract. Students will be contacted by email if their housing contract is cancelled and advised of their move-out date.

Summer Term to Fall Term
For each new academic year, students (undergraduate and graduate) are required to submit and pay for a new housing application through their Housing Portal if they wish to continue living in residence.

Breaks between Academic Terms
Students who have successfully confirmed that they are remaining in residence for the upcoming term may remain on campus during any academic breaks. Students remaining in residence during an academic break (excluding the December Winter Break) must fill out a Contract Term Extension Application (http://bit.ly/sfuresforms). Note: Students may be required to change rooms on a designated room switch day due to building closures or changes in their eligibility.

Cancellations: Burnaby Residences

Fall Term to Spring Term
Students (graduate and undergraduate) who chose to leave residence at the end of the Fall Term (December) are given the option to cancel their contract without penalty. A Spring Cancellation Questionnaire is sent by email to current residents and must be filled out and submitted before the deadline. Students must also hand in a Termination Form to the Residence & Housing Office(http://bit.ly/sfuresforms).

Spring Term to Summer Term
Undergraduate students’ housing contracts expire at the end of the Spring Term, in April. There is no need to cancel if the student is not staying for the Summer Term (May-Aug).

Graduate students who wish to cancel their housing contract at the end of the Spring Term must fill out the Summer Cancellation Questionnaire, sent by email in mid-February and hand in a Termination Form to the Residence & Housing Office (http://bit.ly/sfuresforms).
Summer Term to Fall Term

Housing contracts for residents living in residence during the Summer Term (May-August), expire at the end of August. There is no need for students to cancel if they are not staying for the Fall Term (September).

Renewals/Cancellations: Vancouver Graduate Residence

Housing contracts with the Vancouver Graduate Residence are year-long contracts, from May to April or September to August. Students must re-apply for housing at the end of their contract if they wish to remain in residence. Note: Students must accept another full-year contract if they wish to remain in residence.

Generally, cancellation penalties will apply if the student cancels their contract early. Students can refer to their Residence Contract for information on cancellation penalties and exceptions.

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.
The Dining Hall on the SFU Burnaby Campus is operated by SFU Dining Services. The Dining Hall is conveniently located on the residence property, above the Residence & Housing Office, and between Shell House and the Tower buildings. The Dining Hall is open 24 hours a day, 7 days a week during the Fall and Spring Terms (September – April) and from 7:00am to 9:00pm during the Summer Term (May-August). The Dining Hall offers an “All-You-Care-To-Eat” buffet service with meal selections carefully planned and prepared by the Dining Hall Chefs.

Students who do not purchase a Meal Plan can purchase Swipe & Save Dollars or pay for individual meals at the door. Dining Dollars can be added to any Meal Plan and can be used at: Mackenzie Cafe, Subway (in Mackenzie Cafe), Tim Hortons, Starbucks, Triple O’s, Diamond Alumni Centre, Discovery 1 (FIC) and the Dining Hall (door rate). Meal plans and meal plan upgrades can be purchased by Residents online or in person at the Dining Hall.

Currently, there are no Meal Plan options available at the Vancouver Graduate Residence. All apartments in the VGR include kitchens and local grocery stores, restaurants and cafes are located in the neighbourhood.

Mandatory Meal Plan (Towers)

Students living in residence buildings without kitchens are required to purchase a Meal Plan. Students living in the following buildings will automatically be enrolled in the 7-Day Meal Plan option:

- Doris and Jack Shadbolt House
- Barbara Rae House
- Pauline Jewett House

Optional Meal Plan

Students residing 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. Options and rates can be found on the SFU Dining Services website: www.dineoncampus.ca/sfu

Payment & Terms

SFU’s Residence & Housing Office will charge Meal Plan costs to a student’s account with payment due at the same
Meal Plan information is added to the student’s identification card. This card must be presented each time upon entrance at Dining Hall, Discovery Café [FIC Students] and at the Diamond Alumni Centre lunch (Fall and Spring Only).

- Purchases of alcohol using Meal Plan credit is not permitted.
- Meal Plans are non-transferable and are intended for the exclusive use of the student who purchased the Meal Plan. Use of the student identification card by any other individual is strictly prohibited and is considered theft within the Residence Community Standards system.
- SFU Dining Hall is a dine-in facility. Removal of food and/or unauthorized items from the Dining Hall is prohibited and considered theft of dining hall property.
- 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.

### Dietary Requirements

Students 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 Assignments Coordinator at resrooms@sfu.ca.

### Withdrawing from a Meal Plan/Refunds

If a student requests to cancel before the move-in date stipulated in their Residence Contract, there will be a $50 cancellation fee assessed towards the Meal Plan.

If a resident on a required Meal Plan terminates their Residence Contract between their move-in date and the last day of a term and has met the requirements for an adjustment of fees outlined in the Residence Contract, a $125 cancellation fee will be assessed on the meal plan adjustment.

No refunds will be given for cancellations after October 1 (Fall Term), February 1 (Spring Term) or June 1 (Summer Term).

### Contact

Questions or concerns regarding the meal plan and dining services are to be directed to: Dining Hall Manager, Phone: 778-782-7047, Email: food001@sfu.ca
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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 Community Standards system 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 the Community Standards will be addressed as outlined in Part 5: Enforcement of Community Standards.

The expectations outlined within this document are not limited to the physical aspects of residence. As such, Residence & Housing staff may complete follow up for incidents occurring on residence property (such as the Residence Dining Hall or Parking lot), at off-campus Residence & Housing events, and actions outside of residence which then negatively impacts the residence community.

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 – Enforcement of Residence Community Standards.

Rights and Responsibilities

Maintaining an environment that balances the needs of the collective community with that of the individual helps ensure that residence is a safe, respectful, and enjoyable living experience for all members of the community. As this balance is best achieved when everyone is aware of their rights and accompanying responsibilities, it is expected that all residents familiarize themselves with the following community expectations.

As a member of SFU’s residence community, you have certain rights and responsibilities including, but not limited to:

a) the right to be safe and have your needs respected within the residence community, - and the responsibility to behave in a manner that respects the needs of others and does not negatively impact the physical or emotional wellbeing of others;

b) the right to fair and consistent service from SFU’s Residence & Housing staff - and the responsibility to treat all staff members with respect, addressing any questions or inconsistencies through appropriate systems, supports and policies.

c) the right to clear rules and expectations - and the responsibility to ask questions if you do not understand a Community Standard Violation or community living expectation;

d) the right to a clean and well-kept living space- and the responsibility to contribute to the cleanliness of common areas and shared spaces, as applicable;

e) the right to live in an environment conducive to sleep and study, balanced with the ability to socialize and enjoy your living experience - and the responsibility to be consistently considerate of others, following quiet hours and other Residence Community Expectations;

f) the right to manage your own health and wellness – and the responsibility to cooperate with Residence & Housing staff to ensure that any physical or mental health issues do not negatively impact other members of the residence community;

g) the right to have your personal property and all communal property respected – and the responsibility to respect the property of others and that of the University.
Community Standard Violations

The 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 Violations 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.

Please note that CCTV cameras are located in some public areas on residence property (e.g. in some building hobbies, parking lots, etc.). This is for the safety and security of residents. Footage from the cameras may be used for investigative purposes related, but not limited, to our Residence Community Standard Process, SFU’s Code of Academic Integrity and Good Conduct, and/or criminal matters. Footage will be permanently deleted within 21 days, unless it is required for an active investigation. If you have any questions, please contact: SFU Residence & Housing, Res Admin Building A1001, 8888 University Drive, Burnaby, B.C.

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. In addition, residents are fully accountable for their actions, as well as 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. Provincial liquor regulations apply to all student rooms/units and university facilities as a whole. Students and their guests are responsible for knowing, understanding, and following all SFU policies and provincial laws/regulations.

a) Open Alcohol

In order to respect the diverse needs of the residence community and offer an inclusive community, alcohol consumption is not permitted within public areas of residence (e.g. stairwells, bathrooms, hallways, SHELL basement, Madge Community Centre, Tower lounges, outdoors, and the Dining Hall).

For all residents, those who are 19 years of age or older, are permitted to consume alcohol within the following areas:

i. Towers – resident rooms only
ii. Trads (Shell House & McTaggart Cowan Hall) – resident room, common spaces
iii. Townhouses, Hamilton Hall, Vancouver Graduate Residence – within your apartment/unit

* Alcohol is not permitted outside of the aforementioned locations.

b) Common Sources

Common sources of alcohol are not permitted on residence property. This includes, but is not limited to, kegs or mini kegs, bubbas, beer bongs, pitchers, punch bowls, Jell-O shooters, and funnels.
c) Excessive Drinking
Due to the associated health and safety risks, combined with the negative impact on the community, excessive drinking and events/behaviour, which may lead to excessive drinking, are not permitted. This includes, but is not limited to drinking games, floor crawls, or any other activity where excessive consumption of alcohol is the focus. Additionally, the possession or distribution of paraphernalia which promotes, or can be construed as promoting, the consumption of alcohol is not permitted. This includes, “funnels”, “beer bongs”, and other such items.

d) 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

Cooking appliances are not allowed to be used 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.

Residents are not permitted to 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 be reasonably 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) Indicates discrimination or an intention to discriminate against a person or a 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. Barbequing and Outdoor Grilling

For safety and storage reasons, any type of outdoor cooking equipment, including barbeques, are not permitted on residence property.
5. **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.

6. **Internet and Cable TV**

To ensure continuing service, tampering with cable or internet devices, such as splitting or splicing, diverting the signal, or attempting any other unauthorized access is not permitted. If you are experiencing lapsed service or other issues with the provided internet/cable equipment, please refer to Part 1 – Living in Residence – Amenities – Internet & Cable.

7. **Cleanliness Standards**

For residents living in residence buildings with communal kitchens and lounge facilities, minimum standards of cleanliness, as determined by SFU must be observed. Each resident will be responsible for doing his or her part in keeping communal kitchen and lounge areas clean and tidy.

   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.

   In connection with the Townhouses, if one or more bedrooms within a townhouse is 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 household items within the bins provided. It is expected that the disposal of these items is done in accordance with SFU’s recycling program. Leaving garbage or unwanted items in hallways, outside of residence buildings or in any location other than within the proper waste disposal location, is not permitted. Residents are expected to keep recycling and garbage compactors free of excessive mess caused by placing waste in areas other than those previously mentioned.

8. **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 – Enforcement of Residence Community Standards 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. Instances where providing false information allows a resident to engage in behaviour they otherwise couldn’t, may be in contradiction with local law and thus have legal ramifications.

9. **Damage to Property/Vandalism**

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.

10. **Dining Hall**

Residents are expected to follow all applicable requests made by Dining Hall staff and treat all staff with respect. The services provided by the Residence Dining Hall have specific guidelines and structure. It is expected that all individuals who use the dining hall will follow those guidelines, as outlined in Part 3 – Residence Meal Plan/Dining Hall.

11. **Dangerous Activity**

Activities that are considered dangerous or potentially harmful to any person, including the Resident engaging in the activities, are not permitted. This includes, but is not limited to: smashing objects, breaking glass, dangerous horseplay (e.g.: “dog piling”, wrestling, etc.), climbing buildings, jumping in elevators, as well as using windows as entry/exit points.

12. **Drugs**

Any action or activity which violates Canadian Law, be it Municipal, Provincial, or Federal Law, is not permitted. 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.

13. **Evacuation**

Residents are required to evacuate all residence buildings in the case of an active fire alarm or other emergency. When an emergency alarm sounds, residents must immediately leave the residence building and proceed to the nearest evacuation point. Please refer to Part 1- Living in Residence – Safety & Emergency Procedures for evacuation procedures.
14. **Flammable/Explosive Materials**

For safety and storage reasons, possession of any explosive 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 barbeques, fireworks/crackers, ammunition, dynamite, gasoline, butane, and propane tanks.

15. **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 mandatory. As such Residents are required to attend them unless, prior to the meeting, they have provided their Community Advisor with sufficient reason for their absence prior to the meeting.

16. **Guests**

Residents are responsible for their guest’s behaviour whether or not they participated in, agreed with or were aware of that guest’s behaviour. Anyone who is invited to, accompanied, accepted or admitted to residence property (which includes but is not limited to all residence buildings, parking lots, and surrounding grounds) is deemed to be a guest of that resident.

Anyone who is invited or admitted into the residence community, and/or accompanies a resident into the residence community, will be viewed as a guest of that resident. This means that a resident who provides an individual access to a residence building, room or unit, (e.g. by opening a locked door), may be held responsible for the actions of such individual. It is each resident’s responsibility to make sure that while within the residence community, all guests abide by all applicable SFU policies, rules and regulations as implemented by SFU.

Residents are not permitted to allow access for former residents who have been evicted by SFU and no longer hold visiting privileges, and/or any person whose visiting privileges have been revoked by SFU as guests within the residence community.

Please refer to **Part 1 – Living in Residence - Guests** for more information on our overnight guest policy. Violations of this guest policy will result in a community standards investigation.

17. **Illegal Entry**

A resident must 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
18. **Inappropriate Behaviour**

Any conduct which 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.

19. **Keys (Misuse of)**

For the purpose of these Residence Standards and Regulations, 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 page [insert page number].

Residents are responsible for safeguarding all keys to their residence building and room/unit. Residents must 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 your eviction. Please also refer to Part 1 – Living in Residence – Keys/FOBs.

20. **Lock Outs**

For the period of your stay in residence, you will be provided with three (3) free lock-outs. After the third lockout you will be assessed a $20 service charge per lock-out. This cost will be charged to your residence account. Residence Life staff may also request a meeting with you to discuss how further lockouts can be avoided. All lock-out charges will be recorded.

21. **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. While absolute silence is not possible or realistic, excessive noise is not permitted. In all residences, Residents are expected to be considerate twenty-four hours a day, seven 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.
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.

Quiet Hours:

- Sunday – Thursday 11 pm to 8 am
- Friday and Saturday 1 am to 9 am

Final Exam Quiet Hours:

During final exam periods, starting no later than the second day following the last day of classes and through to the last day of exams, quiet hours are from 6 pm to 5 pm daily [23 hours] with a relaxed hour between 5 pm and 6 pm. The date when 23 hour quiet hours begin is determined by the Residence Life Office.

22. Open Flames and Heat Sources

Open flames, such as burning candles or incense, are not permitted in rooms, units or elsewhere within residence buildings. Open element appliances including, but not limited to, hot plates, space heaters and halogen lamps, are also not permitted in rooms, units or elsewhere within residence buildings. Additionally, halogen lights are not permitted.

23. Outdoor Food Storage

Storage of food items outside of a resident’s room, unit or residence building is not permitted. This includes, but is not limited to, the storage of food in hallways or on balconies, patios, windowsills and breezeways.

24. 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 for residents with a documented, relevant disability, or during pre-approved events run by the Residence Life Office.

25. Sporting Activities

Engaging in physical activities including, but not limited to: hockey, football, golf, soccer, catch, Frisbee, water fights, cycling, skateboarding or in-line skating, inside rooms, units or elsewhere within residence buildings is not permitted.

26. Unauthorized Parties and Gatherings

Unauthorized parties are not 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:
1. Alcohol is being consumed as one of the activities of the gathering;
2. Music is a major part of the atmosphere and the volume is such that it 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 Residence Life Staff and/or Campus Security and Safety Services.

All gatherings that meet the above definition of a party MUST be approved at least 72 hours in advance through a Function Responsibility Form (FRF).

Due to the potential severity of the impact on the safety and security of our community, breaching conditions agreed to within an FRF, or hosting a gathering/party without an FRF may result in your eviction. The FRF exists to allow residents to enjoy parties and events while respecting the rights and needs of fellow community members.

27. Prohibited Areas

Residents are not permitted to access unauthorized areas unless accompanied by a representative from SFU's Residence & Housing Office. For the purpose of these Residence Community Standards, prohibited areas include, but are not limited to, areas not normally used by persons other than SFU staff such as rooftops, mechanical rooms, hot water tank rooms and any area marked “off-limit to unauthorized personnel” or “staff only.” Accessing these areas is strictly prohibited and, due to associated safety and security risks may result in your eviction.

28. Public Areas for all Residents

Any hallway, playground or passageway indoors or out, that is part of or connected to a resident building or part of the outside area associated with a residence building is for use of all residents residing in such Resident Building and must be kept free of resident belongings including, but not limited to, baby-strollers, bicycles or unwanted furniture.

29. 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 strictly prohibited.

30. 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. Removing SFU property from a residence building without the prior permission of SFU’s Residence Life Office may be considered theft.

31. 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.
32. **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. Residents are strictly prohibited from handling, using or interfering with any fire or safety equipment for any reason other than an emergency, and doing so may result in eviction.

Inadvertently interfering with fire or safety equipment (e.g. by hanging objects from sprinkler heads or striking safety equipment with an object) is also strictly prohibited and will result in follow-up within the Community Standards system.

33. **Scents**

Mothballs and camphors are prohibited in residence. Strong scents that might include (but are not limited to) mothballs, camphors, 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.

34. **Smoking**

Smoking of any kind, (including the use of electronic cigarettes), and the burning of incense is not permitted in any area within residence buildings. Smokers outside the building must smoke a minimum of 10 metres away from residence doors, windows, and air intakes so that those inside are not affected. This includes the breezeway and emergency stairwells.

35. **Theft**

Theft or possession of another person’s property without permission is strictly prohibited. A Community Standards Investigation at this level will also involve Campus Safety and Security Services and will likely be referred to the RCMP, SFU Office of Academic Integrity and Good Conduct, and/or the SFU Human Rights Office.

36. **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.

37. **Unattended Cooking**

Residents must 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. Cooking appliances may only be used in designated areas. Residence is equipped with sensitive smoke detectors in all cooking areas. Students who repeatedly set off fire detection devices through burnt cooking, or leave cooking unattended for any period of time may face community standards action.
38. 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 must abide by the guest policy (see Section #4.17, insert page number), and any form of subletting or lending is strictly prohibited. This is the case even when money or other benefits are not exchanged.

39. 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.

40. 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.

41. 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, is strictly prohibited. Any resident found to be in violation of this section will have all weapons confiscated and they may not be returned to the owner. Due to the potential severity of the impact on the safety and security of our community, any possession of weapons (as outlined above) may result in your eviction. A Community Standards Investigation at this level will also involve Campus Safety and Security Services and will likely be referred to the RCMP, SFU Office of Academic Integrity and Good Conduct, and/or the SFU Human Rights Office.

42. Wildlife

Interaction with wildlife (e.g. bears and raccoons) such as petting, feeding or housing the animal is strictly prohibited.
Part 5 - Enforcement of Residence Community Standards

Student Conduct Follow-Up

The Community Standards are based on the five levels below and outline the progression of student behavior. These levels include a range of behavior and can be applied to a student following violations of the Community Standards. These Levels allow space for the fact that the compounding severity of one particular set of behaviours can result in a higher degree of disruption (e.g. ongoing noise violations, while initially classified as “disruptive”, become increasingly serious and threatening as the behaviour continues). In addition, these Levels may not progress in order (e.g. incidents of a severe nature may be followed up immediately with a Level 5 Violation or Eviction from residence even if no prior Violation has been assigned). In some cases, the immediate referral of a student’s Community Standards records to the Office of Academic Integrity and Good Conduct, Campus Safety & Security Services, and/or the police may be appropriate.

<table>
<thead>
<tr>
<th>Conduct Level</th>
<th>Conduct Level Description</th>
</tr>
</thead>
</table>
| Level 1       | a) The student’s behaviour has an immediate and minor impact on self and community.  
                b) The behavior had been identified as inappropriate for the residence community.  
                c) The student’s conduct has come to the attention of Residence Life staff and/or their community. |
| Level 2       | a) The student continues to engage in conduct that is disruptive and is not a fit for the residence community.  
                b) The student’s conduct has negatively impacted the residence community and/or the students themselves.  
                c) The student continues to engage in conduct that is not a fit for the residence community. The assignment of an educational sanction is likely. |
| Level 3 | a) Student behavior threatens individual and community safety and wellbeing, or is destructive to property.  
   b) The student’s conduct has negatively impacted their residence community and/or the students themselves  
   c) The student continues to engage in conduct that is not a fit for the residence community. The assignment of an educational sanction is likely. |
| Level 4 | a) Student Conduct is so severe in nature that it requires immediate cessation.  
   b) The student’s conduct has had a major negative impact on the community and/or the students themselves.  
   c) The student continues to engage in conduct that is not a fit for the residence community. The assignment of an educational sanction is likely. |
| Level 5  [Eviction likely] | a) The student continues to engage in conduct that is not a fit for the residence community.  
   b) The student has exhausted all of their options within the Student Conduct System.  
   c) The student’s conduct has been identified as dangerous and/or illegal (e.g. harassment, possession/use of a weapon, drug trafficking, etc.) severely impacting the safety of the residence community. This in turn, has resulted in the Eviction from residence (Termination of Residence Contract). |

**Enforcement of Student Conduct**

The intent of the Community Standards program 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 at Simon Fraser University 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 of over 1500 residents on campus;
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 University Student Code of Conduct.

The table below indicates the range of sanctions that may be applied during the Community Standards conduct follow up process and the members of the Residence Life team who will likely be involved in providing follow-up for each Level within the Community Standards System. Your assigned Level will remain in place for the duration of
your stay in residence. Any Violation issued to you in a given year will be carried over to any subsequent years you live in residence.

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.

<table>
<thead>
<tr>
<th>Violation Status</th>
<th>Residence &amp; Housing staff completing Follow-up</th>
<th>Range of Possible Sanctions</th>
<th>Avenue of Appeal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Community Advisor, Area Coordinator, Residence Life Coordinator</td>
<td>Meeting with staff</td>
<td>Associate Director, Residence Life [or designate]</td>
</tr>
<tr>
<td>Level 2</td>
<td>Area Coordinator, Residence Life Coordinator</td>
<td>Meeting with staff, Sanction Letter, Applied Sanction(s)</td>
<td>Associate Director, Residence Life [or designate]</td>
</tr>
<tr>
<td>Level 3</td>
<td>Area Coordinator, Residence Life Coordinator</td>
<td>Meeting with staff, Sanction letter, Applied sanction(s)</td>
<td>Associate Director, Residence Life [or designate]</td>
</tr>
<tr>
<td>Level 4</td>
<td>Residence Life Coordinator</td>
<td>Meeting with staff, Sanction letter, Applied sanction(s)</td>
<td>Associate Director, Residence Life [or designate]</td>
</tr>
<tr>
<td>Level 5</td>
<td>Residence Life Coordinator, and/or Associate Director Residence Life and/or their designate</td>
<td>Meeting with staff, Sanction letter, Applied sanction(s)</td>
<td>Director, Residence &amp; Housing [or designate]</td>
</tr>
<tr>
<td>Eviction</td>
<td>Residence Life Coordinator, and Associate Director Residence Life [or designate]</td>
<td>Residence Contract is terminated. Student is not welcome back in residence for the next academic year</td>
<td>Director, Residence &amp; Housing [or designate]</td>
</tr>
</tbody>
</table>

**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 his/her reasonable discretion.
Sanctions

Residents may be required to complete or follow one or more of the sanction[s] listed below as part of the Residence Student Conduct follow-up 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 Residence Life 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. Being assigned a behaviour contract typically removes the option for that resident to live in residence for the following academic year.</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>
</tbody>
</table>
### Educational Sanction

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.

### Parent/Guardian Involvement

In situations where Residence & 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.

### Relocation/Assigned Room Transfer

A mandatory and permanent move from a room in one residence building to a room in another, assigned by Residence & 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.

### 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

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### Summary of Follow Up Process

#### 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 Standards infraction within 4 business days of the reported date. Necessary 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 Conduct 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. Community Standards Meetings will be facilitated by the individual staff member as outlined in the table above. 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 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 3 business days of receiving the decision letter (based on the date of the letter).

Process for Appealing a Level 1 to Level 5

Avenue of Appeal: Associate Director, 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 must e-mail the Associate Director, Residence Life (reslife@sfu.ca) with the following information:
   a) Ensure the title of the email is: Residence Community Standards Appeal
   b) In the body of the email:
      i. Indicate your full name, building/Cluster unit, and room number.
      ii. Indicate your reason for entering an appeal [based on the requirements above].
4. Once your email has been received, the Associate Director, Residence Life will contact you 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 Director, Residence & Housing.

   a) Your case will be considered in conjunction with other reports and information presented by Residence Life & Education staff or other University staff.
   b) You will be informed of the outcome of the appeal meeting within three (3) University business days.
   c) The decision of the Associate Director, Residence Life is final and not subject to further appeal.

**Process for Appealing Eviction/ Termination of Contract**

**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 from the receipt of an eviction notice to submit a completed appeal form to the Director of Residence & Housing (or designate) via housing@sfu.ca.

3. A Resident may appeal the eviction on the following grounds only:
   a) That there is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process.
   b) That there is new information available potentially rendering the original decision unreasonable in light of new information presented.
   c) The severity of an eviction sanction reasonably exceeds the nature of the misconduct.

4. The Director of Residence & Housing (or designate) will make a decision within 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.

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

6. The decision of the Director, Residence & Housing is final and not subject to further appeal.
Part 6 - Contacts

CA on Call numbers

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

Administrative Contacts

General Inquiries...housing@sfu.ca, 778-782-4456
Room Assignment Inquiries...resrooms@sfu.ca, 778-782-4456
Residence Facilities & Maintenance...resfixit@sfu.ca, 778-782-7149
Residence Life Inquiries...reslife@sfu.ca, 778-782-4673

Campus Service Partners

SFU Campus Security...778-782-3100
SFU Parking Services...parking@sfu.ca; 778-782-5534
SFU Campus Switchboard...778-782-3111
Health & Counselling Services...778-782-4615
SFU Dining Services...food001@sfu.ca; 778-782-7047
Part 7 – Important Dates & Deadlines 2016-2017

Fall 2016 Term (September- December)

Application Opens: December 1, 2015
Residence Orientation: August 31-September 4
Move-in: August 31-Sept 9
Burnaby Campus Orientation: Sept 1 & 2
First Day of Classes: September 6, 2016
Tuition Due (SFU): check SFU Calendar
Residence Fees Due: October 1, 2016
Spring Cancellation Questionnaire emailed: mid-October
Spring Deposit Due: November 1, 2016
Exam Period: December 7-18, 2016
Move-Out Day: December 19, 2016
Holiday Interim Period Break: December 20, 2016- January 2, 2017

Spring 2017 Term (January –April)

Application Opens: October 1, 2016
Residence Orientation: January 2 & 3, 2017
Move-in: January 2-6, 2017
First Day of Classes: January 4, 2017
Residence Fees Due: February 1, 2017
Summer Renewal Questionnaire emailed: mid-February
Summer Deposit Due: March 1, 2017
Exam Period: April 9-22, 2017
Easter Holiday (University closed): April 14 & 17, 2017
Move-Out Day: April 23, 2017
Interim Period Break: April 24 - May 2, 2017

**Summer 2017 Term (May – August)**

Application Opens: December 1, 2016 Residence

Orientation: May 5

Move-in: May 4 - May 12

First Day of Classes: May 8, 2017

Fees Due: June 1, 2017

Fall Deposit Due: July 1, 2017

Exam Period: August 8-17, 2017

Move-Out Day: August 18, 2017

**Part 8 – Terms & Definitions**

In this Residence Handbook the following terms and expressions will have the following meanings:

a) “Residence Contract” means the Agreement which, in conjunction with this Handbook, outlines the terms and conditions associated with living in the residence community, that each resident must accept prior to moving into a Residence Building;

b) “Resident” means any SFU student, Fraser International College student or other individual who is residing in a Residence Building;

c) “Residence Buildings” means SFU’s Vancouver Graduate Residence at the Business Innovation Centre (VGR), Hamilton Hall (HAM), the Townhouses (TH), the Shadbolt Tower (SBH), the Barbara Rae Tower (BRH), the Pauline Jewett Tower (PJH), Shell House (SHR), McTaggart-Cowan Hall (MCH) or any other building in which SFU may offer students on or off campus housing from time to time, and “Residence Building” means any one of these;

d) “Residence Community” means all residence buildings, together with all areas and aspects of the general SFU residence community including, but not limited to: on or off campus events, social media networks, communal areas, dining halls, parking lots, roadways and outdoor areas;
e) “SFU” means Simon Fraser University;

f) “The University” means SFU and any of its satellite institutions, including Fraser International College.

g) “SFU’s Residence & Housing Office” means the SFU department responsible for organizing, managing and operating SFU’s Residence Buildings.

h) “Housing Offer” means the formal email or letter sent to the student by SFU’s Residence & Housing Office to inform them of their acceptance into the Residence Community and the details of their accommodation.

i) “Residence Contract Term” means the term or period of time during which the Residence Contract is in effect, as indicated in your Housing Offer / on SFU’s Residence & Housing online housing portal, from the stated move-in day to the move-out day. It may also be referred to as “Term Session” on the Housing Portal.

j) “Academic Term” indicates the period of time which aligns with the University’s academic term, from the first day of classes to the last day of exams. https://www.sfu.ca/students/calendar/2016/spring/fees-and-regulations/enrolment/enrolment-definitions.html

k) “Housing Portal” refers to SFU Residence’s online hub where students can submit applications, maintenance requests, online forms and manage other information related to their housing. The Housing Portal can be accessed here. New students, who have not logged into the Housing Portal before, must register to create a Housing ID on their first use.

l) “First Time Resident” means any student, resident or applicant who has never lived in an SFU residence building as a Licence Holder prior to the current term.

m) “Current or Returning Resident” means any resident or applicant who is currently living within the Residence Community at SFU OR any student who has lived in the Residence Community within the past three years

n) “Non-SFU Student” means any student who has been admitted to a post-secondary institution other than SFU and is in good standing with their institution.

o) “Graduate Student” means any student registered in a full-time, accredited Masters or Doctoral program at SFU. A visiting scholar or researcher not enrolled at SFU is not considered a Graduate Student under this definition.

p) “ResLife” or “Residence Life” refers to the area of SFU’s Residence & Housing Office which plans and oversees the culture, development, and well-being of the Residence Community.
q) “Move-In Date” means the date indicated as the move-in date [in your Housing Offer / on SFU’s Residence & Housing online housing portal], or such earlier date as agreed upon in writing by SFU’s Residence & Housing Office;

r) “Move-Out Date” means: (i) the date indicated as the move-out date in your Housing Offer/ on SFU’s Residence & Housing online housing portal, or such later date as agreed upon in writing by SFU’s Residence & Housing Office, or (ii) the date indicated in writing by you or SFU’s Residence & Housing Office in the case of termination of this Agreement in accordance with the terms of this Agreement;

t) “ID number” refers to the various ID numbers given to residents by the University in order to identify themselves to various systems. You will need to keep track of all of these numbers in order to communicate with SFU’s Residence & Housing office. The four main IDs we use are:

- **SFU Student ID number**: This is the 9 digit numerical ID number that you receive when you are admitted to the University. We use this number to confirm your enrollment and refer to academic information related to your standing at the University. It is also used by the Front Desk to verify your identity. This number can be found at the top of your acceptance letter or on your student ID card. Fraser International College students and exchange students may not receive this number until the beginning of their first term. Until the SFU Student ID number is received, FIC students can identify themselves by using their FIC ID number.

- **FIC ID number**: This is the identification number given to Fraser International College Students upon their admission to FIC. It typically contains a mixture of letters from your first and last name combined with numbers referring to the term of your admission. This number is used to identify Fraser International College students and to refer to academic information related to their standing at Fraser International College.

- **Computing ID**: The computing ID is the alpha-numeric ID provided to you upon your enrollment to access on-campus computers and printing stations receive SFU emails and access the GoSFU portal for online payments. You must activate your computing ID in order to access these services. To activate your computing ID, log on to the following website: https://services.sfu.ca/cgi-bin/WebObjects/ITServices.woa/wa/AccountActivation

  Once logged in, you will be asked to agree to the terms of use by clicking “I Accept.” Then you must enter your SFU student number to identify yourself. You will then be asked to complete a series of questions to activate your account.

- **Housing ID**: This is the 6 digit number you received when you created your first housing application. You must use this number to access the Housing Portal to submit maintenance requests, submit new applications, accept your housing offer, etc. If you forget your housing ID, you can retrieve it by emailing housing@sfu.ca or visiting the Front Desk with