



UFV Housing and Campus Living Handbook 2024-25

The University of the Fraser Valley is situated on the traditional territory of the Halq'emeylem speaking Stó:lō people, or the People of The River. The Stó:lō have an intrinsic relationship to S'olh Temexw (Our Sacred Land). We want to express our gratitude and respect for the honour of being able to live, study and work on their traditional lands.

The Housing and Campus Living Handbook is a part of your legally binding housing contract. These documents provide you with information about living in UFV's housing community. This handbook includes processes, policies, and helpful information that will help you settle in and feel at home. It also outlines your rights and responsibilities as a member of this community.

If you have any questions or concerns, please reach out to us. The Community Assistants and Community Housing Ambassadors are a great resource and can direct you to the right contact or UFV resource available to you.



Welcome to UFV Student Housing and Campus Living

We are so glad you are here! Lá:lem te Baker is a diverse community made up of people from all over the world. This gives you a unique opportunity to engage with a variety of people, to learn about other cultures, and to make life-long friendships.

There are many benefits to living in student housing: you are very close to your classes; you will learn and experience new things from your neighbours and friends, you will develop valuable life skills, and you will be exposed to many exciting opportunities while furthering your educational goals.

The diverse and dedicated staff team who work in Housing Operations and Campus Living are keenly interested in helping you meet your community living goals. They are invested in helping you settle into your new home, answering your questions, and supporting you to achieve your personal and academic goals.

It is important to understand that living in our campus community comes with rights, responsibilities, and privileges. The expectations we have of everyone living here, and what you can expect from living here are all laid out in this handbook. If you have questions about any of these expectations, please ask a Community Assistant or a Community Housing Ambassador working at the front desk.

Getting involved in your community will help make the most of your campus living experience. We have a few ideas on ideas about how to connect with the UFV community and make your experience a memorable one:

- Engage with your Community Assistant when they reach during our monthly Community Conversations
- Join a club or association, take advantage of the Campus Recreation Program, volunteer, or look for work on campus.
- Reach out if you need a hand. We are here to help you if things get tough.
- Get to know who you are living with. Everyone has gifts to bring.
- Take care of yourself, take care of each other, and take care of this community.

Best wishes for a successful and happy stay at UFV.

Your UFV Housing Operations and Campus Living Teams



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Hours of Operation and Contact Information

Housing Operations: Front Desk: Community Housing Ambassadors

Academic Year	Monday to Friday from 8:00 am to 10:00 pm Saturday and Sundays from 4:00 pm to 10:00 pm <i>*closed Statutory Holidays</i> <i>*hours subject to change</i>
Summer	Monday to Friday 9:00am to 6:00 pm Saturday and Sundays 12:00 pm to 4:00 pm <i>*hours subject to change</i> <i>* Statutory Holidays – closed</i>
Phone	Direct: 604-557-4063 or Toll Free: 1-888-504-7441 ext. 4063

**Need assistance after hours?
Please call the Community Assistant On-call at 604-302-2362**

Campus Living Office

Office (H131):	Monday to Friday 8:30 am to 4:30 pm Closed Saturday, Sunday and Statutory holidays
Phone:	604-851-6332

Community Assistants On-Call Schedule

Academic Year:	Monday to Friday 7:00 pm to 8:00 am Saturday and Sunday 24 hours
Summer:	Monday to Friday 8:00 pm to 8:00 am <i>*subject to change</i> Weekends and Statutory holidays – 24 hours
PHONE:	604-302-2362



Part 1: General Terms and Conditions

1.01 Definitions and Interpretation

In this Handbook:

- the resident will be referred to as “you”, “your”, “community student,” “resident”, “residents”, “student”, or “students”;
- “accommodation” and “your room” refers to the unit within H Building that has been identified by UFV Housing Operations for you to reside in, and may be changed from time to time in accordance with the terms of this Housing Contract and, in particular, it refers to your entire living space including your bedroom and the shared mini kitchen and bathroom in your unit;
- an “assessment” means a bill for an amount, determined by the University, that you owe to the University on account of one or more of the following: any damage to, repair of or loss of University property (including your keys) or extraordinary services, cleaning, administrative or other costs you or your guests cause to H Building whether through accident, neglect, or intent;
- “Lá:lém te Baker” is defined as all residential units, common areas (shared kitchen, laundry rooms, study rooms), parking garage, bicycle storage, barbeque patio areas and the grounds immediately surrounding H Building;
- “fees” means the housing fees plus all other amounts payable by you pursuant to this Housing Contract, including, without limitation, the room offer acceptance fee, all assessments, costs, interest, and amounts owing as a result of any breach of this Housing Contract;
- “guest” refers to anyone whom a housing student accompanies, invites, or admits into Lá:lém te Baker;
- “move-in date” unless otherwise agreed in writing by you and an authorized representative of UFV Housing Operations, means the date sent to you by email from Housing Operations;
- “move-out date” unless agreed in writing by an authorized representative of UFV Housing Operations, means 24 hours after the last day of final exams listed by the UFV Registrar. Final project, assignment, or exams listed by instructors on course outlines will not be considered for the purpose of determining the move-out date.
- “housing fees” means the housing fees applicable to your accommodation, as published by Housing Operations from time to time at <https://ufv.ca/housing/incoming-students/fee-information/> but does not include the cost of a meal plan (if any).



- “University” and “UFV” mean The University of the Fraser Valley. Housing Operations and Campus Living are departments of the University and have the power and authority to act on behalf of the University in respect of this Housing Contract.

1.02 Binding Contract

Prior to moving into your accommodation, you must review, e-sign and submit your signed Housing Contract on the Housing Portal. By signing the Housing Contract, you are entering into a Contract with the University and agree that you will comply with the terms and conditions set out in the Housing Contract, all municipal, provincial, and federal laws, UFV policies and the Community Standards, and the terms, conditions, policies, and processes in this Handbook. If any discrepancies should arise between the Housing Contract and any verbal communication or written publication released by Campus Living and Housing Operations, the Housing Contract will govern.

1.03 Contract term

The Housing Contract commences on your move-in date and ends on the move-out date. You must vacate and surrender your accommodation to the University on the move-out date.

The move-out date is 24 hours after the last day of final exams listed on the UFV Registrar’s final exam schedule. Permission to overstay must be obtained by filling out a Contract Extension Form as provided for in section [1.05 Contract extension](#) below. The provisions of the Housing Contract apply to any contract extension or any subsequent period of time that you reside in student housing (for example, if you reside in student housing during the winter holiday break).

1.04 Housing closure — Winter Holiday Break

All food, service centre, custodial, and maintenance services at the University and housing operations are suspended during the winter holiday break. If your Housing Contract is for Fall only, you must **move-out** of your accommodation no later than 24 hours after the last final exam on the UFV Registrar’s final exam schedule. If your Housing Contract is for the Academic Year, you must vacate your accommodation no later than 24 hours after the last final exam on the UFV Registrar’s final exam schedule. Between this date and the date that Housing Operations officially reopens in January, students with Academic Year contracts are not permitted to access or reside in their accommodation, **unless they have been granted permission by completing a Holiday Break Application and have paid the holiday break fee**. Students with Academic Year contracts that are returning for the Winter semester can leave their possessions in their accommodation during the winter holiday break.

Students with Academic Year contracts only may apply to live in student housing over the winter holiday break by submitting a Holiday Break Form **at least two (2) weeks** prior to the start of the UFV Registrar’s final exam period. **You will be assessed an administrative fee for submitting forms after this date.**

If you fail to vacate your accommodation during the winter holiday break, then you are in breach of your Housing Contract, and the University may pursue its remedies pursuant to [Section 1.30 \(Termination of the Housing Contract by the University\)](#). In addition, in accordance with [Section 1.25 \(Room Entry\)](#),



during this period of closure authorized personnel of the University may enter your accommodation, **without prior notice:**

1. for reasons of health, safety or general community welfare;
2. to make repairs and deliveries to the room and room equipment;
3. to inspect the premises, or:
4. to investigate possible breaches of the Housing Contract.

1.05 Contract extension

Community students may apply to extend the term of the Housing Contract beyond the move-out date by submitting a Contract Extension Request Form (including a reason for the extension request) at least **two (2) weeks prior to the start of the UFV Registrar's final exam period**. Contract Extension Request forms shall be submitted to Housing Operations. Such requests shall be subject to approval of Housing Operations at their sole discretion. Overstays not approved in accordance with this section will result in additional nightly and administration fees, e.g. a \$200 Improper Move-out fee for failure to notify or submit a contract extension form. All provisions of the Housing Contract shall apply to any extension period in accordance with this section. *You will be assessed an administrative fee for late forms. Extensions for Housing Contracts beyond the student's move-out date are assessed a nightly rate.*

Please be aware that if you are moving out between semesters, e.g. end of Fall semester (mid-December), end of Winter semester (mid-April), end of Summer semester (mid-June or mid-August), Housing Operations may be unable to accommodate contract extensions due to operational reasons when moving into an apartment with a lease beginning on the 1st of the month. Students should be aware that they may need to make alternate arrangements between these dates.

Students staying during the Holiday Break period (between Fall and Winter semesters) are subject to the provisions of section [1.04 Housing closure — Winter Holiday Break](#).

Students remaining in housing between the Winter semester and Summer semester are permitted to remain in housing provided they have completed all necessary provisions of the housing offer and contract for the Summer semester. Students may be moved to a different floor or unit during the summer as the building undergoes regular maintenance and upgrades, as well as operates external guest housing.

1.06 Eligibility

A person must be enrolled in at least six (6) credits per semester at UFV to be eligible to reside in student housing.

Community students registered with the UFV Centre for Accessibility Services require full-time status according to their documentation. All community students are responsible for notifying Housing Operations of any change in their student status, which may affect their eligibility for housing as outlined above. This notification must be in writing and must be submitted to the Housing Operations office within seven (7) days of such change in status and must vacate student housing within thirty (30) days of such change of status.



A community student who cannot maintain full-time status for medical, family, academic, or compassionate reasons must submit a written appeal with supporting documents to Campus Living to be considered for permission to remain in housing. Students' full-time status is verified with the Office of the Registrar regularly.

Returning students may apply for housing for the following term once applications open. Applications are taken on a first-come, first-served basis for all students. Returning students are required to complete the online application form and pay the \$50 non-refundable application fee for each application/semester. Returning community students will be accepted based on available space if they:

- are in good financial standing with UFV Housing Operations;
- demonstrated responsible care of their unit; and
- are in good behavioral standing with UFV Campus Living.

Returning students who are not in good behavioral standing will be notified and may be asked to provide past evidence of positive contribution to the community and plans for contributions as a returning community student.

Community students who do not meet one or more of the eligibility requirements, will receive a letter outlining the reasons. They can choose to meet with a Housing Operations and/or Campus Living professional staff member to further discuss their eligibility requirements.

Students not accepted due to space availability, will receive an email placing them on the waitlist.

1.07 Eligibility – Additional terms applicable to Aviation students

Aviation students attending classes offered by flight training companies partnered with UFV, are required to submit to Housing Operations (housing@ufv.ca) documentation of their registration and acceptance to the flight training program prior to moving in. Documentation is required for each semester.

1.08 Roommate assignments

You can search and select roommates through the Housing Portal during the application process. Dates for roommate selection will be communicated by email. After that date, room assignments will be computer generated. The computer program considers your gender, your program of study, and the information you provided on the online housing application; this includes your profile information, age, roommate request, and your personal characteristics.

Requests for specific floors, rooms, or roommates are considered, *but not guaranteed*.

The University will not discriminate in room or roommate assignments based on race, colour, religion, place of origin, ancestry, or sexual orientation.

Room number and roommate information is *not* released prior to check-in for both privacy and operational reasons.



1.08.1 Roommate or room assignment changes

At any time during the contract term, Housing Operations reserves the right, without notice, to assign/change roommates, to change accommodation assignments, and/or to consolidate vacancies by requiring you or other community students to move from one room to another. This may include requiring you to move to a different unit or floor.

1.09 Room transfer requests

To transfer or change rooms you must submit a Room Transfer Request to Housing Operations. For operational reasons, room transfers are not guaranteed. Some points to consider:

- Room transfers are only accepted for review during the following dates:
 - Fall semester: Nov 1 to 30
 - Winter semester: Feb 1 to 27
 - Summer semester: June 15 to July 15
- We will do our best to accommodate your requests, but cannot guarantee your request, or a move to a specific floor or to live with a specific roommate.
- All transfer requests must be approved by Housing Operations.
- Transfer requests are processed in order of the date received and based on operational considerations. Housing Operations will contact you if your request is approved.
- Housing Operations operates at fully capacity. Whenever possible, Housing Operations will attempt to coordinate cleaning services for the room transfer (for the bedroom being vacated and the bedroom being transferred to). When cleaning services are available, students making the request will be charged at \$25 administration fee and a \$25 cleaning fee. If Housing Operations is unable to provide cleaning services, the student will only be charged a \$25 administration fee. Students may also opt out of the room transfer cleaning service and choose to only pay the \$25 administration fee.

A room transfer request must be completed online: <https://ufv.ca/housing/current-students/housing-forms/>.

If you are requesting a room transfer because of a roommate dispute you are unable to resolve, ***please refer to [Section 2.12 Dispute Resolution](#) for the process to follow.***

1.10 What to bring

Our What TO and What NOT TO Bring lists are a general overview of items that students typically use in a housing room. We recommend waiting until you move-in and meet your roommate to determine if there are items you might share due to space and economic considerations. This is not an all-inclusive list; if you are unsure about an item, please contact housing@ufv.ca.

[What TO and What NOT TO Bring](#)

1.10.1 Prohibited Items

There are a few items that are provided by housing or not allowed in housing.



- LED lights or light strips – **THESE CAUSE A LARGE & COSTLY AMOUNT OF PAINT DAMAGE**
- Halogen lights, including lava lamps
- Bidets (see [Section 1.23 Repairs and Alterations](#))
- Furniture
- Toaster ovens
- Grills with an open heat element
- Window mounted air-conditioners
- Hot plates; including induction
- Hover Boards
- Fridges **every unit has an apartment-sized fridge with freezer*
- Space heaters **you have control of your own baseboard heater in your bedroom*
- Pets
- Candles, incense
- Microwaves (provided)
- Fireworks
- Firearms/Weapons
- Wi-fi routers (provided)

1.11 Move-in and Orientation

Students are required to move in on their specified move-in date/time (See sections [1.12 Early move-in](#) and [1.13 Late move-in](#) for early and late move-ins).

Housing Operations will email the incoming cohort a link to book a move-in appointment once you have met all the requirements for move-in. Once you have selected your move-in date/time, you will receive email and/or text reminders about your upcoming move-in appointment.

UFV Housing is in Building H, at 1385 McKenzie Road, Abbotsford, BC, V2S7N6, next to the Bookstore. Students checking in during business hours report to the front desk located in the lobby. If you are checking in after business hours, please call the Community Assistant on Call at 604-302-2362. A Campus map can be located here: <https://www.ufv.ca/media/assets/maps/2022-UFV-Campus-map-Abbotsford-with-legend.pdf>.



When you check in, you will receive:

A temporary access card,

A physical key to your bedroom,

Access to the parking garage (only if you have paid for underground parking or requested bike storage)

A Move-In Unit Condition Report (UCR) (this will come via email after move-in)

Optional items are available for purchase at the Front Desk

Our Housing and Campus Living Orientation and Week of Welcome is a chance to meet other students in the community, to familiarize yourself with the staff, to learn about the housing services available to you, as well as have fun! There is a lot to learn about living in student housing at UFV. Our multi-day program provides you with valuable tips for transitioning to living on your own, along with an overview of the responsibilities that come with living on your own. You will also learn the Community Standards (rules) we live by, how to get something fixed, how we keep the campus and building safe and so much more.

Attending information sessions, labs and floor meetings built into Housing Orientation is essential to getting the information you need to know while living in Lá:lem te Baker. We have designed sessions for students new to living in Lá:lem te Baker, as well as sessions for returning students. All students must attend their designated sessions. Students who do not *may be subject to at \$250 Community Safety Fine*.



1.12 Early move-in

Written permission to move-in early may be granted in certain exceptional circumstances. Please email housing@ufv.ca to request an early move-in for a nightly charge of \$30. **A \$200 administrative fee will be applied for unscheduled early move-ins. Please do not show up unscheduled!**

1.13 Late move-in

Written notice is required if you plan to arrive after your booked move-in date. **Failure to notify Housing Operations of a late move-in will result in a \$200 administration fee**, which will be applied to your housing account. *If you have not moved in after five business days after your move in appointment, your Housing Contract may be cancelled, and your accommodation reassigned to a student on the waitlist.* Please email housing@ufv.ca to provide notice of a late move-in; this will require rescheduling your move-in date/time, when limited appointments may be available.

1.14 Moving out

The move-in and move-out process must be followed even if you are staying in housing and changing rooms mid-semester.

Moving out of your accommodation means:

1. Confirming with Housing Operations the move-out date; and, completing the checkout procedures emailed to you by Housing Operations,
2. Returning your bedroom key to a Front Desk staff member or Community Assistant.
3. Removing all persons and personal possessions by the move-out date, and,
4. Cleaning your unit, including the common spaces.

It is very important to properly move out of your accommodation. When vacating, all personal belongings must be removed, all garbage must be disposed of properly, and **the room must be in the same condition as when you took possession.**

Charges for housing fees will continue until you return all assigned keys. You will be invoiced for losses, damage, special cleaning, or maintenance required because of your occupancy. **You will have 14 days from the date you receive your invoice from Housing Operations to make the payment; a hold may be placed on your UFV student academic account until payment is received.**

Improper move-outs are subject to a \$200 improper move-out fee.

Failure to return items will result in the following charges to your account:

- \$100 to change the locks if you do not return your room/unit keys
- \$25 for each common area key/access device not returned
- See Fees schedule for a complete list of possible fees



1.15 Unit Condition Reports (UCR) for move-ins and move-outs

Housing Operations inspects your accommodation prior to your move-in to assess and record the condition of your unit. This information is recorded on a Unit Condition Report (UCR) held by Housing Operations.

You will be emailed a blank UCR after move-in and it is your responsibility to complete the UCR to ensure the condition and contents of your unit is recorded accurately and thoroughly. When you move out, another inspection is completed and compared to the original UCR(s).

You are financially responsible for *any* damage, repairs, or losses to your unit and room or its contents, and for its cleanliness upon vacating. You will be assessed for any missing items, damage, or anything that is not considered normal “wear and tear”, and for any extra cleaning required.

Students assigned to a unit are jointly responsible for damage or losses to the shared areas of the unit.

NOTE: When damages are assessed, it includes the external door and three feet around the door frame and hallway carpet.

All charges for damage to common areas in housing (laundry rooms, elevator, hallways, common rooms, etc.) will be split equally among the occupants of the building or floor, provided that such damage cannot be traced to those directly responsible. See [Part 3, Section 3.10 Unauthorized Possession, Damage and Vandalism to Property](#).

Unit Contents

Leave these items in your unit:

- Mattress with mattress cover, bedframe, and drawers,
- Blinds and screens,
- Desk, hutch, and desk chair,
- Ethernet cord, internet modem, splitter, and cables,
- Nightstand and dresser,
- Kitchen chairs (2) and table,
- Microwave and fridge,
- Wi-Fi sign/instructions, and
- Plumbing and power outage signs

Move-out cleaning

Following move-out, cleaning charges will be assessed for each unit. Additional cleaning charges may apply if you have not made a notable attempt to clean your unit. Additional cleaning charges for the common spaces of your unit will be shared by roommates.

TO DO LIST - to avoid paying for extra cleaning charges:

- Sweep and mop the floors,



- Dust furniture,
- Clean the fridge inside and out,
- Wipe down all walls and cupboards,
- Remove all decorations from the walls and ceilings,
- Check drawers and closets for personal belongings,
- Check under the drawers to make sure nothing slipped behind,
- Move all furniture into its original position,
- Clean outside of your unit door as well as the walls on both sides of the door, and remove any items on the doors,
- Bag and dispose of all garbage and recycling in the bins at the end of the building,
- Close all windows and turn off all the lights and heat,
- Lock doors and return keys to Front Desk,
- Leave the internet modem plugged in and cables attached, and
- Clean the interior windows and window sills.

Cleaning or replacement Fees:

Fees will be assessed based on the time required by our janitorial staff to clean the unit or room at the current rate of \$28.84/hour/person *rate subject to change. Two staff are normally allocated to clean rooms. Cleaning charges are normally between 1 and 4 hours.

You will be notified by email of any cleaning charges are added to your housing account for immediate payment. Non-payment of fees will result in a hold on your student account, a withholding of academic transcripts, and may result in eviction.

ADDITIONAL CLEANING FEES*	
Garbage removal	\$30 per grocery-sized bag
Adhesive material removal	\$25 per patch
Repair or repaint of walls	\$30 to \$2500 <i>(subject to extent of damage and cost of repair)</i>
Moving furniture to original position	\$30
Mattress cover replacement	\$40
Shaw modem replacement	\$150
Ethernet cord replacement	\$50
Window screen replacement	\$20
Window clip replacement	\$3 each
Wi-Fi sign missing	\$5



*Please see Fee Schedule for a further list of Fees. *All fees are subject to change and will be determined by Housing Operations if not listed here.

1.16 Cleanliness Standards while living in housing

Community students living in housing are responsible for keeping their units clean. This includes, but is not limited to *interior and exterior doors*, kitchens, bathrooms, bedrooms, cupboards, floors and appliances.

If one of the bedrooms is vacant, the student living in the unit will maintain cleanliness within common/shared spaces in preparation for any new student that moves in and shall not access the empty bedroom.

Each student is responsible for ensuring the entire unit is cleaned at the end of their Housing Contract, regardless of the date upon which they have moved out of the unit. ***All students are responsible for discussing and establishing a cleaning schedule with their roommate.***

Damage or unreasonable mess may result in an assessment of cleaning fees, relocation of students, eviction and/or denial of a future housing offer. A recommended schedule is provided below to assist with that discussion.

Recommended Cleaning Schedule				
Task	Daily	Weekly	Twice/Month	Other
Wash dishes and put away dishes				
Wipe down counter tops				
Wipe down exterior cupboards				
Vacuum/sweep and wash floors				
Wipe spills in the fridge				when spills happen
Clean inside & outside the microwave				
Take out the garbage				
Clean the toilet inside & out				
Clean the bathroom sink & mirror				
Clean the shower & shower door				
Dust my bedroom furniture				
Wipe down the outside of my unit door				once per semester
Clean the fridge				As required or upon move-out

All students have access to communal areas in housing. These include common rooms, kitchens, laundry rooms, study rooms and hallways. As these are shared spaces, each student is responsible for doing their part to ensure communal spaces are clean and tidy.



Standards of cleanliness, as determined by UFV Facilities and Housing Operations, must be observed for all spaces within housing. Failure to maintain an appropriate standard of cleanliness will result in cleaning charges and/or further action as determined by Housing Operations. Common area damage or unreasonable mess may result in an assessment of cleaning fees, relocation of students, eviction and/or denial of a future housing offer.

1.17 Abandoned accommodation and personal property

Personal property after move-out date

If you leave any of your personal property in your accommodation after the move-out date, the University will remove and dispose of your personal property without compensation. The University will be under no obligation to store any such belongings remaining in the accommodation.

When a student moves out without notifying Housing Operations, the accommodation will be deemed to be abandoned. Any personal belongings remaining in an abandoned accommodation will be stored for 30 days and then donated to a local charity. An improper move-out fee of \$200 will be applied to your housing account for failure to notify Housing Operations of your decision to move-out.

1.18 Rates and payment

You agree to pay the applicable housing fees no later than the due dates as published by Housing Operations at: <https://ufv.ca/housing/incoming-students/fee-information/>. Please note that Housing Operations does **not** defer any fees paid to future term applications. Questions regarding student loan deferrals can be sent to housing@ufv.ca and are at the sole discretion of Housing Operations. **Payment plans for fees payable are not permitted.**

Any charges incurred during the term of the Housing Contract, such as cleaning or lockout fees, must be paid within two (2) weeks of being assessed **or late payment charges and administrative fees may be applied at the discretion of Housing Operations**. It is your responsibility to make sure your housing account is up-to-date by checking your balance regularly on the Housing Portal or proactively contacting housing@ufv.ca.

Non-payment of fees will result in a hold on your student account, a withholding of academic transcripts, and may result in eviction or denial of future accommodation in UFV Housing.

1.19 Non-housing furniture

You may **not** bring your own furniture into your accommodation. Additional furniture is not permitted because of the University's pest control prevention strategy. **If you have extenuating circumstances and require specialized furniture, you must obtain prior written authorization from Housing Operations.** Unauthorized furniture or appliances will be removed and stored at a cost determined by Housing Operations.

1.20 Pets and Guide Animals

UFV Housing and Campus Living provides that residents are not permitted to keep pets, or animals in the accommodation or on housing property except in the case of freshwater fish (which have been authorized as set out below) and guide animals (defined below), even temporarily. In exceptional



circumstances, UFV Housing Operations may, in its sole discretion, grant an exception to the prohibition set out in section 1.20, subject to the terms and conditions set out in a pet exception agreement to be requested from housing@ufv.ca. Guests may not visit the accommodation with pets or animals. Should a student request a pet exception other than freshwater fish, it must be in writing to Housing Operations at housing@ufv.ca and approval is at the sole discretion of Housing Operations.

Authorization for a Fish Tank

For students who want to maintain a fish tank, the following criteria applies:

1. Approval is required prior to purchasing the tank and fish.
2. The tank can is equal to or less than 2 gallons (7.5 liters).
3. In the spirit of quality pet care, the fish to tank ratio is 1 fish per liter of water.
4. **You must complete and submit a Pet Exception Form two (2) weeks prior to bringing in the fish and fish tank. This can be requested by emailing housing@ufv.ca.**
5. You assume any damages to the unit or building that result from your fish tank.
6. Any damages will be applied to your housing account and must be paid within two (2) weeks.
7. The fish tank may only contain non-dangerous fish and fish that cannot survive outside an aquatic environment.
8. If you are found with a pet fish tank in your unit that is not registered, you will be asked to remove the tank immediately at your own expense and will forfeit the privilege of having a fish tank.

Guide and Service Dogs

Pursuant to the [Guide Dog and Service Dog Act of British Columbia](#), university housing does not fall under the *Residential Tenancies Act*. Cooking and bathroom facilities in Lá:lem te Baker are shared spaces, to which Tenancy section of the [Guide Dog and Service Dog Act of British Columbia](#) does not apply

However, UFV Housing Operations will make every effort to arrange accommodations that it deems to be reasonable and suitable for students requiring a guide or service dog, and for other students that may be affected by the presence of guide or service dogs, if possible.

You may keep a guide dog, service dog, dog-in-training, or retired guide or service dog (as defined in the [Guide Dog and Service Dog Act of British Columbia](#)) in the accommodation if the dog is certified pursuant to the [Guide Dog and Service Dog Act of British Columbia](#).

Any guide or service dog must be kept in such a manner so as not to disturb, threaten, or create a nuisance to other persons, the community, or the building. If during the term of the Housing Contract, you, or your guest(s) require that a guide dog or service dog reside in your accommodation, even temporarily, you must inform Housing Operations. In accordance with the [Guide Dog and Service Dog Act of British Columbia](#), a person must not falsely represent a dog as being a member of a guide dog team, service dog team, retired guide or service dog team or dog-in-training team. By signing the Housing Contract, students agree to pay for damages, lost property, or extraordinary service or



administrative costs you or your guests, including pets and guide dogs or service dogs cause to student housing facilities whether through accident, neglect, or intent.

1.21 Health and Safety room inspections

Housing units may be inspected twice per semester. Students are given advance notice. The condition of units deemed unsanitary by Housing Operations are brought to the attention of the students living in the unit, and a follow-up inspection arranged. After the *second* inspection, if the accommodation is still deemed unsanitary, the University will hire professional cleaners and assess the student cleaning fees and a \$100 administration fee per student. A pass or a fail of the inspection is determined at the discretion of UFV Housing Operations.

Students who consistently do not pass health and safety inspections, or do not clean their units regularly may receive notice that they are no longer eligible to reapply for housing.

Smoke detectors and other fire safety devices are also inspected regularly during the year.

Housing units occupied by students who have left for the Holiday Break are also inspected at the beginning of the Holiday Break. Any perishable foods left out and garbage will be disposed of, open windows will be shut, thermostats will be turned down and the fridges checked to ensure they remain plugged in. Please follow all Holiday Break procedures given to you by email, failure to do so may result in additional fees. Garbage is removed at a cost of \$30 per grocery size bag.

1.22 Pest control

Students must not allow conditions to exist in their accommodation that, in the opinion of Housing Operations, may encourage the infestation or propagation of insects, rodents, or other vermin.

Students are required to immediately report to the Front Desk or the Community Assistant on Call the presence or suspected presence of pests in their accommodation or any part of the building: including bedrooms, kitchens, bathrooms, common rooms, hallways, elevators, laundry rooms, etc.

There is a sealed blue cover on your mattress. It prevents bed bugs and other pests from living inside the mattress. This cover must remain on the bed, and be free from damage, to ensure maximum protection. If the cover is removed or damaged, please report it immediately to Housing Operations. We will bring up a spare mattress. If you damage the blue cover on the mattress, you may be assessed for the replacement cost of the mattress, the blue cover, or both.

UFV is a high-density community with a high frequency of move-ins and move-outs. Consequently, we must ensure student safety by performing periodic bed bug inspections. **As part of the University's pest control strategy, bed bug inspections are carried out by a specially trained canine team. Notice of inspection will be given to students and students must follow the instructions to prepare for the inspection.**





About Bed Bugs

They are a small insect, reddish brown in colour, about the size of an apple seed. They do not have wings or fly. They are known to bite and feed on the blood of human hosts however they pose no threat to human health or spread disease.

What to look for

Small reddish bumps similar to mosquito bites in rows or clusters on exposed areas
Bloody spots on bed sheets
Dead or living bugs

In accordance with [Section 1.25 \(Room Entry\)](#), personnel authorized by the University may enter your accommodation, *without notice* and, if necessary, without your presence, to inspect for pests. If treatment is required, students must comply with the prescribed treatment methods and protocol. This may include relocation (note [Section 1.08.1 \(Roommate or Room Assignment Changes\)](#)), cleaning and/or removal, and disposal of furnishings or personal possessions. ***In such an event, students will not be reimbursed by the University for any disruption, relocation, loss or loss of use of personal possessions or furnishings.***

1.23 Repairs and alterations

You may ***not*** repair or alter your room or unit (this includes the installation of bidets on toilets). The University will perform all repairs and alterations to accommodations. Report any required repairs using a UFV Housing Operations Online Maintenance Request at <https://ufv.ca/housing/maintenance-request/>.

1.24 Construction and maintenance

There may be ongoing maintenance, renovation, and construction projects taking place in and around the building. There may be noise, dust, and temporary interruption of some services. Housing Operations will attempt to notify residents of any disruptions at least 24 hours in advance.

1.25 Room entry

Authorized personnel of the University may enter a unit, ***without prior notice***, for reasons of health, safety, custodial, maintenance, or general community welfare, to make repairs and deliveries to the room and room equipment, to investigate possible breaches of the Housing Contract, and/or if the University believes a student has abandoned or moved out of the unit.

Authorized personnel may also enter ***without prior notice*** for any of the following reasons:

1. To ensure the health and safety of any member of the community,
2. To investigate or to take action to address an ongoing source of disruption or nuisance to the community,
3. To make emergency repairs to the unit or to investigate the need for urgent repairs to any portion of the building,
4. To make repairs in the unit that have been requested by you, a previous student, or Housing Operations staff,



5. To inspect for pests as described in [Section 1.22 \(Pest control\)](#),
6. To investigate a possible breach of the Housing Contract,
7. To provide access to emergency responders, and
8. Where a student has moved out of a shared unit, Housing Operations staff may enter the shared unit at any time to perform the move-out inspection.
9. Where a student has moved out of a shared unit, custodial staff may enter the shared unit at any time to clean the vacated bedroom.
10. To deliver a written notice or communication to the bedroom door of a student occupying the shared unit, and
11. Where a student has failed a second health and safety inspection, custodial staff may enter the shared unit at any time to clean upon request from Housing Operations.

Housing Operations will attempt to notify residents of any disruptions at least 24 hours in advance of entering a unit for reasons other than those identified above , including but not limited to the following:

1. To inspect the condition of the unit or shared living space, other than in situations described above,
2. To renovate, alter, or make repairs or deliveries which in the sole discretion of the University are necessary or desirable, and
3. To deliver the service and treatment described in [Section 1.22 \(Pest control\)](#).

In all situations where designates of the University enter a room, they will knock several times and wait an appropriate amount of time for a response and identify themselves prior to opening the door.

Students must have written permission to enter another's room or unit when the student of the room or unit is not present and only with authorization from Housing Operations and use of the prescribed key. Students can not manipulate the lock, door, or window to gain entry. Possession of devices or apparatus that can be used for gaining entry to another's room are strictly prohibited.

1.26 Security

UFV Campus Security is committed to providing a safe and secure learning, living, and working environment for students, faculty, staff and visitors. This is made possible through collaboration between the UFV Safety & Security Management team, UFV's security service provider, [Securiguard](#), our community partnerships and our students, faculty, and staff. Students are responsible for taking reasonable precautions to ensure their own safety, the safety of their unit and the building we live in.

This includes:

1. Locking their door(s) and window(s) when away
2. Not forcing or propping open building entrance doors
3. Not permitting unknown persons into the building
4. Not copying any key or access device provided by Housing Operations
5. Immediately reporting strangers or security concerns.
6. Ensuring the garage door closes before parking in or leaving underground parking.



1.27 Assignment and unauthorized occupancy

You alone may occupy the accommodation. This housing contract and your accommodation cannot be assigned, sublet, lent, or otherwise shared with another person. Assignment, subletting, lending, or sharing is a breach of this Housing Contract and may result in the eviction of both you and the other person(s) occupying or sharing your accommodation. (Please also see section [3.24 Guests](#)).

- In further regards to guests, **students that have recently moved out are not permitted to circumvent a contract extension by staying as a guest of another student whose move-out date is later to avoid paying contact extension fees. For example, if the move-out date is April 26, a student wishing to stay until April 29 is unable to stay as a guest of another student staying for the summer or as a guest of another student who has paid to extend during that period of time. That student would be overholding in accordance with section 1.33 and subject to removal as set forth in that section.**

1.28 Cancellation of the Housing Contract before move-In date

To cancel the Housing Contract before the move-in date, you must give written notice of cancellation to Housing Operations at housing@ufv.ca.

Refund amounts and cancellation dates are set out below.

Please note that Housing Operations does **not** defer any fees paid to future term applications.

Academic Session	Written Notice	Refund	No Refund
Fall & Full Academic Year	Before July 31st	Housing Fees Campus Living Fee	Housing Application Fee Room Offer Acceptance Fee
Winter	Before November 30th		
Early Summer	Before April 30th		
Late Summer	Before April 30th		
Full Summer	Before April 30th		

Exemptions

If you believe that you should receive an exemption from the cancellation provisions in section 1.28, please complete a Fee Appeal Form available from the Housing Operations Office by emailing housing@ufv.ca.

You must demonstrate that:

1. You are not admitted to the University; or
2. You have a substantiated medical condition preventing attendance at the University; or
3. You were not approved for a study permit/visa – e.g., denial/rejection. ****late approvals do not apply – e.g., students are subject to the fee payment deadlines and our***



refund/cancellation policies listed in the Handbook, exemptions for late study permit/visa's do not apply

4. The University has cancelled your courses.

1.29 Termination of the Housing Contract after move-in date

You may only terminate this Housing Contract after the Move-In Date with written notice of cancellation sent to Housing Operations at housing@ufv.ca, and by completing the move-out procedures. If you do not complete the move-out procedures, the Housing Contract will continue in force, and you will be assessed housing fees until the move-out date. *For greater certainty, this Section applies regardless of whether you have moved in or not moved in, e.g. if a student is waiting for visa approval until after the move-in period and has not moved in; or, e.g. the student has moved in but decides to vacate early.*

Please note that Housing Operations does **not** defer any fees paid to future term applications.

Unused meal funds are subject to Campus Card Office policies. Unused parking will be refunded (pro-rated). However, the University may, at its sole discretion, apply amounts owing under this Housing Contract such as charges for repairing damage, fines, cleaning, or door lock changes to the unused fees before issuing a refund.

Refund amounts and cancellation dates are set out below.

There are no appeals for exemptions after the move-in date.

Academic Session	Written Notice	Refund	No Refund
Fall & Full Academic Year	Before November 30 th	Second Installment of Fees	Housing Application Fee Housing Fee Campus Living Fee Room Offer Acceptance Fee
	After November 30 th		Housing Application Fee Campus Living Fee Room Offer Acceptance Fee Second Installment of Fees
Winter	After 1 st day of class		Housing Application Fee Housing Fee Campus Living Fee Room Offer Acceptance Fee
Early Summer	After May 1 st		Housing Application Fee Campus Living Fee Room Offer Acceptance Fee Housing Fee
Late Summer	After July 2 nd		Housing Application Fee Campus Living Fee



Academic Session	Written Notice	Refund	No Refund
			Room Offer Acceptance Fee Housing Fee
Full Summer	After May 1 st		Housing Application Fee Room Offer Acceptance Fee Housing Fee Campus Living Fee

1.30 Termination of the Housing Contract by the University

In addition to any other available remedies, the University may, without notice, terminate this Housing Contract, re-enter, and take possession of your accommodation, remove you and all other persons and property, and use such force and assistance as the University deems advisable to take possession of the accommodation if at any time:

1. You fail to pay when due any of the housing fees stipulated in this Housing Contract,
2. You fail to pay when due any assessments or damages assessed pursuant to the terms of this Housing Contract,
3. The University becomes aware that the offer of accommodation made to you was based on incorrect information or a mistake as to your eligibility for housing in your accommodation,
4. You no longer meet the eligibility requirements for housing in your accommodation, and/or,
5. You have breached any provision of this Housing Contract or any other University rules, policies, or procedures as may be issued, amended, supplemented, or replaced from time to time.

In the event of termination of this Housing Contract and/or eviction, you will remain indebted for any fees, assessments or damages accrued pursuant to the terms of the Housing Contract and any that may arise from or be related to your occupation, use of, and departure from your accommodation or otherwise from your failure to comply with the terms of the Housing Contract.

The decision of Housing Operations to evict a student for any the following reasons is final and not subject to appeal:

- Failure to pay housing fees, assessments, damages, or monies owed to the University when due,
- You do not meet eligibility requirements.

Students who are evicted due to a reason other than listed above, including violations of the Campus Living and Housing Community Standards are eligible to appeal in accordance with the [appeals process set out in Part 3](#).



1.31 Overholding

If you remain in occupation of your accommodation or are in any accommodation without authorization as identified in [section 1.27](#) after the move-out date or your eviction date, no new right of occupation is thereby created and the University may, without notice, re-enter and take possession of your accommodation, remove you and all other persons and property, and use such force and assistance as the University deems necessary to retake possession of your accommodation. In such event, you will be held liable for the university's expenses, damages, and costs.

If, in accordance with section [1.05](#) Contract extension, the University expressly grants its approval to your continued occupation of your accommodation and accepts payment of housing fees for that occupation, then any right of occupation that is thereby created shall be for the period contained in such approval, at the housing fees previously payable for your accommodation and subject to the terms of this Housing Contract, as applicable for the occupancy period.

1.32 Housing Contract changes

During the term of the Contract, the University may unilaterally change or delete any provision of this Housing Contract or add provisions to this housing Contract by sending you an email notification to your student email address and/or the email address on your housing account, or by written notification delivered to your accommodation. Changes will be effective and binding on the date set out in the notification. If no date is set out in the notification, the contract changes will be effective one (1) week from the date the notification was sent. However, please note that changes may be implemented immediately when, in the opinion of the Campus Living or Housing Operations, the health or safety of any person may be adversely affected by a delay.

1.33 Contractual relationship

You agree that the Housing Contract creates a licensee/licensor relationship. As is expressly stated in the *Residential Tenancy Act* of British Columbia, ***the Residential Tenancy Act of British Columbia does not apply to a student Housing Contract and to your occupation of your accommodation.***

University housing fees are *not* included in eligible tuition fees (T2202 tax forms). For greater clarity, please seek the Government of Canada CRA [website](#) for more information.

Students filing their taxes may request an account summary of all *housing fees* paid in the tax year from housing@ufv.ca for the [BC renter's tax credit](#).

1.34 Compliance with Laws and University Policies

You agree to the terms of this Housing Contract and to abide by all federal, provincial, and local government laws, regulations and bylaws and all University rules, regulations, policies, and procedures as issued, amended, supplemented, or replaced from time to time, including those of the Campus Living, Housing Operations and the University's policies concerning non-academic conduct of students. To the extent that if there is any discrepancy between matters dealt with both in this Housing Contract and any other publication of Housing Operations or Campus Living, the provisions of the Housing Contract will prevail. University policies can be found at <http://www.ufv.ca/secretariat/policies/>



You agree that this Housing Contract will be construed, and your rights and those of the University will be governed and enforced, in accordance with the laws of British Columbia (without regard to any conflict of laws principles) and in accordance with any applicable laws of Canada.

1.35 Protection of privacy

Personal information collected as a result of entering into your housing contract with UFV is collected and will be protected in compliance with the provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia). The information collected will be used to create and maintain UFV Housing Operations records. This information is used to determine and verify your eligibility for housing accommodation and for uses consistent with this purpose. If your application is accepted, this personal information will be used to operate and administer the services provided by Housing Operations and Campus Living and for uses consistent with this purpose. If you have questions regarding the collection or use of this information, please contact us at housing@ufv.ca. Personal information in the possession of Housing Operations and Campus Living will not be released to individuals outside of UFV employees and administration. ***In particular, such personal information will not be released to parents, family members or friends without the written consent of the Student unless permitted or required by law.***

1.36 Force Majeure

The University, insofar as it is within the University's reasonable control, will provide the accommodation pursuant to the terms and conditions stated in this Housing Contract.

To the extent that the University is unable to fulfill, or is delayed or restricted in fulfilling, its obligations under this Housing Contract by any cause beyond its reasonable control, the University will be relieved from the fulfillment of its obligations during that period, and you will not be entitled to any reduction in fees or compensation as a result thereof. Without restricting the generality of the foregoing, the University will not be responsible for failing to meet its obligations under the Housing Contract due to:

1. A strike by its employees, a lock-out of employees by the University, and/or any other form of job action or labour unrest,
2. Acts of God, including fires, floods, and earthquakes,
3. Intervention by civilian or military authorities,
4. Acts of war or acts of terrorism,
5. Public health emergencies, whether local, national, or international,
6. Unusually destructive or disruptive storms,
7. New or amended federal, provincial, or local laws, regulations, bylaws, or policies, and/or
8. The failure to provide any utility to the accommodation, or a reduction in the quality or quantity of a utility, whether such utility is provided by the University or by third party providers.

1.37 Liability

The University is not responsible for property belonging to you or any of your guests which is lost, stolen, or damaged in any way, regardless of cause, whether it occurs in student housing or otherwise. The University is not responsible for any injury, death, damage, or loss whatsoever caused to you or your guests while in or about student housing or the University campus or while engaged in activities



organized or sponsored by the University. Without limiting the generality of the foregoing, the University will not be responsible for injury, damage, or loss to you or your guests due to:

- The use of student housing facilities and equipment,
- Taking part in socials, dances, plays, or other organized or sponsored activities,
- Taking part in organized or sponsored off-campus activities including ski trips and tours, and
- Ordering food or package delivery
- Mail delivery (*Please be aware that once you move-out, we do not forward mail, it will be returned to sender. It is the student responsibility to setup mail forwarding through [Canada Post](#)*).

You agree you will not do, or permit to be done, any act or thing which may render void or voidable any insurance policy of the University. You agree to indemnify and save harmless the University from and against any expense, loss, or damage suffered by the University by reason of your breach or non-performance of any term of this Housing Contract.

1.38 Insurance

The University carries insurance for its own benefit. The University does not provide you with general insurance, liability insurance, or property insurance for your personal belongings. It is recommended that you purchase insurance for yourself and all your personal belongings. ***The University strongly advises you to obtain a student insurance policy that covers loss of personal property, and liability for personal injury, and property damage.***

Insurance may be available as an extension of your family's home insurance policy, or you can obtain your own insurance package. Consult with your insurance agent to ensure appropriate coverage and that you understand your coverage.

1.39 Damages and costs

You agree to pay for damages, lost property, or extraordinary service or administrative costs you or your guests cause to student housing facilities whether through accident, neglect, or intent. All students living in student housing may be assessed for cleaning, damages, lost property, or extraordinary service costs where the person(s) responsible cannot be ascertained by the University but where the damages, lost property, or excessive mess are reasonably believed by Housing Operations and Campus Living to be caused by one or more students. Where charges and costs have not been paid by the specified date, a late fee will be assessed as determined by Housing Operations.

Failure to pay assessments may result in the relocation of you or other student(s) to another floor or unit, denial of future assignment of accommodation, or eviction from your accommodation.

1.40 Denial of other University services

In addition to any other remedies available to it pursuant to this Housing Contract or at law, the University may suspend your student privileges and deny you student services if any fees, assessment, damages, costs or other monetary amounts owing pursuant to this Housing Contract remain unpaid by you either during or after the term of this Housing Contract.



1.41 Schedule of Fees

OVERVIEW OF ADDITIONAL FEES ¹	
Description	Amount*
Move-out & Move-in	
Garbage removal	\$30 per <i>grocery-sized</i> bag
Adhesive material removal – <i>per removal</i>	\$25
Repair or repaint of walls	\$30 to \$2,500 (i.e. actual cost of repair)
Moving furniture to original position	\$30
Mattress cover replacement	\$40
Shaw modem replacement	\$100
Ethernet cord replacement	\$50
Window screen replacement	\$20
Window clip replacement	\$3 each
Wi-Fi sign missing	\$5

Description	Amount*
Move-out & Move-in	
Power outage, emergency signage, and/or plumbing signs missing	\$5 each
Cleaning charges	\$28.84/hr/person *rate subject to change
Improper Notice Fee (e.g. Improper move-in/move-out fee)	\$200
Admin fee for early/late move ins	\$200
Nightly rate for contract extensions	\$30/night
Paper contract/Handbook fee (if contract has not been electronically signed and uploaded)	\$20
Wire transfer fee	\$30
Keys and cards	
Key replacement	\$25/key
Card replacement	\$25
Room rekeying	\$100
Lock outs (after 3)	\$15 each
Bike replacement (see section 2.27)	\$300
Bike repair fee (+ actual costs)	\$50+ or actual costs if above \$50
Bike lock replacement	\$50
Health and Safety	
Admin Fee for failure to clean room after second inspection	\$100 per person
Cleaning charges	\$28.84/hr/person *rate subject to change
Other	
Late Fee (for form submission & overdue accounts)	\$50
Holiday Break housing fees	\$215

¹ Please see relevant sections in this Handbook for instances where fees apply



Room transfer requests (if approved)	\$25 admin fee and \$25 cleaning fee (if cleaned prior to transfer)
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Optional purchase items	
Underground Parking	\$220 per semester
Summer storage (full summer semester)	\$250
Swiffer floor cleaning cloths	\$1
Cot Rental	\$5/night
Fan	\$35
Laundry	\$1.50 each for wash and dry
Ping pong balls	.25
Mounting tape	1.25 per sheet
Bedding (taxes extra):	
• Sheets	\$42
• Duvet	\$51
• Pillows	\$21
• Other bedding package with pillow, blanket and sheets (sold as a set)	\$95
*Fees subject to change based on costs to provide the service	

¹ Please see relevant sections in this Handbook for instances where fees apply

1.42 Special Provisions Regarding COVID-19

1. The following provisions relate to the public health emergency arising from the COVID-19 virus and any mutation, or recurrences thereof, whether declared or undeclared by government authorities (the “Covid-19 Emergency”).
2. During a Covid-19 Emergency, UFV Housing Operations and Campus Living will follow all health and safety requirements required by government authorities including Provincial Health Authorities, the Provincial Health Officer, and WorkSafe BC (each “Government Authorities”). UFV Housing Operations and Campus Living will implement these health and safety requirements and may choose to implement additional measures that are more than the safety requirements of Government Authorities. These measures are for the benefit of the students, their guests, employees of UFV and for the benefit society in general and may be modified from time to time.
3. To address a Covid-19 Emergency, notwithstanding any other provision of this Contract:



- a) Students must fully comply with the all relevant UFV rules regarding Covid-19 as well any additional measures required by UFV Housing Operations and Campus Living. Examples of these additional measures could include but are not limited to:
 - i. Closing or limiting access to common areas on the Residential Property.
 - ii. Requiring handwashing or other hygiene routines to be followed while on Residential Property.
 - iii. Requiring the use of personal protective equipment such as masks or gloves.
 - iv. Requiring special cleaning procedures or other procedures to be followed in a resident's accommodation, particularly with respect to shared spaces, kitchen facilities and washrooms.
 - v. Being required to be tested for Covid-19 with the results of such test reported to a unit of UFV or Government Authorities;
 - vi. Following any requirements for quarantine or self-isolation established by law, regulation, or order of the Government of Canada or any of the Government Authorities. If applicable, you may be required to obtain accommodation off-campus at your sole cost.
 - b) UFV Housing Operations and Campus Living may move accommodation, change the configuration of your accommodation, and change the physical layouts of units.
 - c) UFV Housing Operations and Campus Living may be required to close the Lá:lem te Baker building. In such case it may terminate this Contract and require you to vacate your accommodation without offering you alternate accommodation.
4. Measures may be imposed restricting the number of persons permitted in kitchen facilities or closing them entirely.
 5. You acknowledge that although UFV Housing Operations and Campus Living will take steps to be in alignment with directives of Government Authorities, it cannot guarantee that other residents will consistently follow them, particularly when in their accommodation.
 6. **YOU ACKNOWLEDGE THAT UFV HOUSING OPERATIONS AND CAMPUS LIVING CANNOT GUARANTEE THE RESIDENT WILL NOT BE EXPOSED TO COVID-19, ANY MUTATIONS THEREOF, OR ANY OTHER COMMUNICABLE DISEASE WHILE ON PROPERTIES CONTROLLED BY UFV, INCLUDING UFV HOUSING OPERATIONS AND CAMPUS LIVING AND THE RESIDENT WAIVES ANY AND ALL CLAIMS THAT THE RESIDENT HAS OR MAY IN THE FUTURE HAVE AGAINST UFV (UFV HOUSING OPERATIONS AND CAMPUS LIVING), ITS GOVERNORS, SENATORS, OFFICERS, EMPLOYEES, AGENTS, STUDENTS OR REPRESENTATIVES (COLLECTIVELY THE "RELEASEES") AND RELEASES THE RELEASEES FROM ANY AND ALL LIABILITY FOR ANY LOSS, DAMAGE OR INJURY THAT THE RESIDENT MAY SUFFER, ARISING FROM OR AS A RESULT OF THE TRANSMISSION OF**



COVID-19 ANY MUTATIONS THEREOF, OR ANY OTHER COMMUNICABLE DISEASE TO THE RESIDENT DIRECTLY OR INDIRECTLY ARISING FROM THE SERVICES PROVIDED PURSUANT TO THIS CONTRACT DUE TO ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE.

7. You acknowledge that UFV Housing Operations and Campus Living shall provide other units of UFV as well as Government Authorities with any information required by them regarding the resident, including resident's health information, in relation to their management of the Covid-19 Emergency.
8. Notice to residents of any measures may be given by email, by posting of notices, or verbally by the staff of UFV Housing Operations and Campus Living.
9. Given the risks of non-compliance, failure to comply with any measures required UFV Housing Operations and Campus Living could result in immediate termination of this Contract.



Part 2: Your Housing Community

2.01 Who We Are

Student housing is operated and supported by two departments: Housing Operations, and Campus Living. Professional and student staff work together to enhance and complement the academic and personal development of students by cultivating and nurturing values that emphasize self-awareness, engagement in learning, responsible citizenship, support and development of relationships, and the honouring of human differences for a just community.

The expression and realization of these fundamental commitments are integrated into the provision of our Housing Operations services, and Campus Living programs that are designed to contribute to the academic and personal success of students.

2.02 Campus Living Team: Community Assistant Support

The Campus Living Team works to create programs (events, workshops) that contribute to the personal growth and learning of the students living in housing.

Community Assistants (Cas) are peer educators who live within the housing community and act as your primary resource for living in Lá:lém te Baker.

Community Assistants:

- Provide safe spaces to talk,
- Connect you to supports and resources,
- Assist in an emergency,
- Help with conflict resolution/mediation,
- Plan housing wide or floor programs and events,
- Support a safe community by enforcing UFV and Housing Operations policies and Campus Living Community Standards.

2.03 Housing Operations Team: Community Housing Ambassador Service(s)

The Housing Operations Team works to provide excellent service through the application and move-in process as well as during your stay in Lá:lém te Baker. Community Housing Ambassadors (CHAs) are the friendly faces at the Front Desk when you enter Lá:lém te Baker. CHAs support the day-to-day operations of Lá:lém te Baker by providing clerical, information, and customer services to students that are related to supporting and developing a student housing community as well as upholding Community Standards and Operational policies.

Community Housing Ambassadors can assist you with:

- Lá:lém te Baker services (e.g. parking, laundry, purchase items)
- Mail/package services (Your mailing address is: 1385 McKenzie Rd, Abbotsford, BC V2S7N6)



- Maintenance/repair requests
- Storage, building access
- Community Standards and Operational Policies
- Campus and regional directions
- Referrals to campus services

2.04 Our Core Values

To successfully accomplish our mission, the following core values guide the decisions we make, the priorities we establish, and the directions we take:

Student success

We strive to enhance students' academic achievements and to support their learning and personal development. We are committed to helping students through the various transitions they will experience while living in UFV student housing.

Integrity

We pride ourselves on being honourable, trustworthy, and credible. We strive to provide quality service, to treat everyone with respect, to provide timely responses, and to be fair and equitable.

Inclusive Communities

We are committed to creating and fostering communities that promote healthy interaction, vibrant friendships, civility, compassion, caring, and an attitude of treating one another with respect and dignity.

Responsible decision making

To be good stewards of our resources, and responsible citizens of the University as well as local, regional, and global societies, we are dedicated to the efficient and effective use of resources and using reliable and diverse forms of information to support our decisions.

2.05 Housing Operations

Housing Operations oversees all operational aspects of student housing accommodations and customer service, including applications, accounts, extensions, mail and package deliveries, move-ins and move-outs, storage, garage and building access, resale of optional items and building maintenance. Providing you with a clean, safe place to live is our top priority. Housing Operations also offers referrals to resources, support, and assistance with all aspects of living in housing at UFV.

2.06 Business Hours

Please visit our website at <https://ufv.ca/housing/contact-us/> for up-to-date front desk hours.

2.07 Important dates

There are important dates and deadlines to remember. Make sure you are up to date with all your contractual obligations by checking your student.ufv.ca email and/or the email address on your housing account regularly. You are required to update your StarRez Housing Portal profile to include your UFV



student email account by no later than July 31 for Fall and Academic Year contract terms or Nov 30 for Winter contract terms.

Check out the UFV housing website for a list of important dates at: <https://ufv.ca/housing/important-dates-for-housing/>

2.08 UFV Campus Card

You receive a temporary move-in card when you check in. ***This move-in card will expire one week after your move-in date so it is important to go to the Campus Card Office (S Building) as soon possible to get your UFV Campus Card or you will be locked out of the building.*** You will need your student number and government issued ID such as a driver's license or passport at the Campus Card Office. University staff will take your photograph and print a UFV Campus Card. Please tell the Campus Card office that you live in student housing so that they give you an appropriate access card. *Please note that if you have a meal plan, you will not be able to access your meal plan until you have a Campus Card as the funds are loaded onto this card.*

Once you receive your Campus Card, you must return to the housing Front Desk to activate your card for access to housing. NOTE: You **MUST** return your temporary card to the Front Desk for us to activate your student card.

Students in housing are required to get a UFV Campus Card within the first week of classes. Your Campus Card is for:

- University ID,
- Building and room access,
- Garage access *optional,
- Print services,
- Retail services (bookstore, cafeterias),
- Meal Plan**students are unable to access the meal plan until they have a Campus Card*
- General food purchase *optional,
- Laundry *optional (mandatory to operate machines),
- Bookstore purchase *optional service,
- Library borrowing,
- Validation for the Student Union Society UPASS program, and
- Campus shuttle (if applicable).

To use your Campus Card for purchases you must load your card with funds. These funds are referred to as 'Cascade Cash'. You can load Cascade Cash on your card at:

- The Campus Card office, S1101, and use debit, credit or cash
- The Abbotsford or Chilliwack Bookstore, and use debit or credit

We strongly recommend putting \$150-\$200 on your Cascade Cash account within 1 week of moving in to be used for laundry throughout the year, this way, you will not run into any issues when going to do laundry in the evenings or on weekends when the Campus Card office is closed



2.09 Living in a Community

You will learn a lot living in student housing! It is a great place to discuss what you are learning in your classes, and it provides amazing opportunities to learn from those living around you. When we ask students what they learned from their housing experience, students say they learned how to share a common space, how to negotiate with a roommate, how to manage time, how to appreciate different perspectives, and what it means to be part of a community. By entering student housing, you are acknowledging that you will be living in shared accommodations, and that brings new challenges and learning opportunities!

2.10 Finding a balance: Rights and Responsibilities

The well-being of the housing community depends on balancing community needs with the needs of individual students. This balance is best achieved when community members are aware of their rights and responsibilities to themselves, others, and the community. Campus Living and Housing Operations are responsible for informing you of your rights and responsibilities under the Housing Contract, UFV's Safe Student Learning Community Policy, city/municipal bylaws, and emergency safety plans. Living in a community works best when the rights of others are respected, and you take responsibility for your actions.

You Have the Right To	You Have the Responsibility To
Expect consideration and respect.	To conduct yourself in a civil manner and to show respect for the rights of every other person in the community.
To be and feel safe.	To conduct yourself in a way which does not endanger yourself and others. To report any unsafe behavior. To uphold the security of access to Lá:lém te Baker and report suspicious activity promptly to campus security and/or housing staff.
To expect fair and consistent service from Campus Living and Housing Operations staff.	To treat Campus Living, Housing Operations staff, and Security staff, with respect and to address any questions or concerns through appropriate channels.
To expect clear standards of behaviour.	To know and ask questions if you do not understand a community standard.
To live in an environment where your possessions and the communal space are shown respect by everyone in the community.	To show everyone respect and to respect the property of others.

Housing Operations and Campus Living require that you:

- ***Check and respond to your UFV student email and/or the email on your housing account regularly (at least twice per week),***
- Follow all Housing and Campus Living Community Standards and UFV policies,
- Follow all administrative procedures such as move-out and lock outs, and



- Carry your UFV Campus Card with you.

We ask that you:

- Obtain content insurance to safeguard your belongings, and
- Report concerning behaviour, property damage, or safety concerns to the Housing Operations, Campus Living, staff or UFV Security.

2.11 UFV Safe Student Learning Community Policy

The University of the Fraser Valley is committed to providing a civil and safe university that is respectful of the rights, responsibilities, well-being, and dignity of all its community members. The Safe Student Learning Community policy (204) describes conduct required of students by the University and sets out conduct that may be subject to investigation, discipline, and/or expulsion.

The Policy is available at: [https://www.ufv.ca/media/assets/secretariat/policies/Safe-Student-Learning-Community-\(204\).pdf](https://www.ufv.ca/media/assets/secretariat/policies/Safe-Student-Learning-Community-(204).pdf).

2.12 Dispute Resolution

To promote a safe and respectful community, the following expectations and processes are in place to resolve disputes in housing.

Student Dispute Process

1. Sometimes when a behavior is causing a problem in the community, the responsible student may not be aware of the impact of their actions.
2. When the behaviour of another student living in housing is causing a negative impact, and if it is safe to do so, it is expected that the affected student respectfully approach the student they believe is causing the problem to inform them of the issue, and ask that the behavior discontinue.
3. Students who are uncomfortable approaching a neighbour or community member can refer to a Community Assistant for help resolving the concern.

Roommate Dispute Process

We strongly recommend that students complete a Shared Living Agreement with their roommate. Links to the Shared Living Agreement can be found on the Housing website.

If roommates experience a dispute regarding their living space or lifestyle, it is expected that both students will:

1. Pursue a mutually agreeable solution.
2. Revisit their Shared Living Agreement and consider what may need to change and why.
3. If a Shared Living Agreement is not in place, both students will participate in creating one.
4. Once the agreement is revised, or created, it must be practiced for a minimum trial period of 7 days.



5. Should the problem continue roommates will then consult a Community Assistant, who will mediate discussions to attempt to resolve the issue.
6. If mediation does not work roommates will consult with the Manager, Campus Living to discuss options and resolve the dispute.

Note: room transfers are considered only as a 'last-resort', and will not be recommended until the above steps have reasonably been attempted.

2.13 Cooking Regulations

Due to lack of proper ventilation, municipal Fire Codes prohibits the use of unapproved cooking devices in your unit.

These include but are not limited to:

- Toaster or electric ovens
- Grills with an open heat element
- Hotplates of any sort
- Electric frying pans

Students are not permitted to create cannabis infused food products in their units.

2.14 Community Kitchens

There is a community kitchen on each floor of the building. The use of the community kitchens is limited and supervised by Housing Operations and Campus Living staff as well as CCTV cameras. ***Use of the community kitchens is a privilege. It is the collective responsibility of all users to keep this space clean and use the kitchen safely.***

Students are required to do their part to keep our kitchens clean by following any health & safety protocols in place:

- Immediately clean up any spills on the counter, table, stove top, or floor.
- Do not discard any food waste or oil down the sink.
- If food scraps end up in the sink stopper - clean them up immediately.
- Wash dishes immediately after use (including pots & pans, utensils, etc.)
- Put away clean dishes.
- Clean out the microwave after each use.
- Dispose of all garbage and food scraps in the appropriate bins (garbage, recycling, or compost).
- Return your ingredients and leftover cooked food to your room. Any food that is left out will be common property and may be consumed or thrown away.
- Never leave cooking unattended. Any unattended cooking that is found will be discarded by staff.
- Put all used cloths in the dirty laundry hamper.
- It is your responsibility to operate appliances safely. For assistance, ask your friendly front desk staff.

- Turn off equipment after its use.
- If you require more cloths, soap, a broom, or scrubbers for cleaning a mess, ask the front desk team!

Failure to comply may result in disciplinary action, including:

- Restricted access to the kitchens
- Community or individual fines
- Revoking of future housing offers
- Eviction

Housing Operations and Campus Living reserve the right to shut down kitchens should it be determined that the kitchens are unsafe and continuously do not meet UFV's standard of cleanliness.

Students are not permitted to use the community kitchens to prepare cannabis infused food products.

2.15 Barbeque and outdoor grilling

There is a gas barbeque that students can reserve for barbequing and outdoor grilling on the patio. The barbeque is for students use only (external guests cannot reserve the barbeque).

Students are responsible for cleaning the barbeque after use, moving it back into the covered storage area and ensuring the storage door is locked. Cleaning supplies are provided to you when you sign out the barbeque storage key.

A \$50 deposit is applied to the housing account of the student who signs out the barbeque. The deposit is refunded after a Community Housing Ambassador at the Front Desk or the Community Assistant on-call confirms that the barbeque has been cleaned, put away in the storage area and the storage key returned.

2.16 Bookstore Convenience

Along with books and school supplies the UFV Bookstore also carries a selection of snacks and household items, located on the ground floor of the building. Cascade Cash may be used for food purchases at the Bookstore. ***You may enter the Bookstore from the main floor of the building during business hours only; however, when exiting the Bookstore, you will need to exit through its main entrance and walk to the main entrance of H building, this is for building security.***

2.17 Vending

Vending machines are located on the first floor in the stairwell behind the elevator.

2.18 Garbage, recycling, and composting

Garbage

You are responsible for the removal of your own garbage, compost, recyclables, and all other unwanted items in the provided bins. In addition, it is expected that the disposal of these items is done in accordance with UFV's waste management strategy. Dispose your garbage **IN** the garbage bins located **outside the Bookstore at the end of the building.**

Do not put your garbage in the common rooms, laundry rooms, in the garbage bins outside of the front entrance, parkade, or on the patio. Students who put garbage in those areas will be fined \$30 per **grocery-sized** bag. Please note that there are CCTV cameras in the common rooms.

Littering, leaving garbage or unwanted items in hallways or any location other than the proper waste disposal bins is not permitted.

Recycling

A recycling bin for cardboard is located outside by the UFV Bookstore. Only flattened cardboard or paper waste should be put in this cardboard recycling bin. Do not put plastics, bottles, jars, tin cans, or other recyclable material in the cardboard recycling bin.

The paper recycling and bottle/can recycling bins in each common room are to be used only when preparing food in the common kitchen. Remove the lids and rinse the bottles/cans before putting them in the recycling bin.

Other recyclable material and recycling from your room such as plastic, glass jars, and tin cans must be put in a blue bag and placed in the outside waste bins at the Bookstore end of the building.

RECYCLE:

In the cardboard recycling bin:	In the waste bin (blue bagged):
Paper	Glass bottles and jars
Newspapers	Food/condiment jars
Office/school paper	Tins and aluminum
Corrugated/cereal/cracker boxes	Rigid #1, #2, and #5 containers
Tissues	Bottles, tubes, and milk jugs

DO NOT RECYCLE:

- Plastic bags
- Compost (please use the compost bin in the 1st, 2nd and 3rd floor common rooms)
- Bathroom waste
- Pop cans (put these in another recycling bin in the common rooms)

Organic Disposal

There are also bins for organic waste in each of the common rooms. You are permitted to deposit organic waste from your unit in these bins.

2.19 Internet services

Hardwired Internet

Your bedroom has hardwired internet services provided by Rogers together with Shaw Communications. A wifi modem and an Ethernet cord are in each private room. You must abide by the Rogers together with Shaw Communications Acceptable Use Policy found [here](#). **If you have questions or problems with the internet connection, you must contact Rogers together with Shaw Communications directly at 604-**

629-3000 so that a technician can troubleshoot with you over the phone. In some cases, they may set an appointment with you to send a technician.

When you contact Rogers together with Shaw Communications, you will be asked for the following information:

- Your address:
Bldg. H, Unit _____ A or B
1385 McKenzie Road
Abbotsford, BC
- The serial number on your modem.

There are some basic guidelines related to the internet equipment in your unit. Please **do not**:

- a) Move the modem or switch with your roommate
- b) Change the name and/or password,**
- c) Connect a router to the modem,
- d) Share your user ID,
- e) Pin the reset button.

Wireless Internet

Wireless Internet: UFV-wireless is available in student housing, as well as Rogers together with Shaw WIFI. To connect your devices to Rogers together with Shaw WIFI:

1. Your network name is listed on the sticker on your modem.
2. Locate the **WIFI Key** (password) on the sticker on your modem.
3. Connect your devices to your network name and use the WIFI Key (password);
 - a. Ensure the wireless capability of your computer is enabled
 - b. Click on the network connection icon
 - c. In the new window that appears locate your network name
 - d. Tap on Connect
 - e. Enter your password

Please refer to UFV-Wireless Guide at <https://www.ufv.ca/its/student-tech-guide/wireless/> for information on connecting to the UFV wireless network.

Your use of the UFV wireless network and Shaw WIFI is governed by the terms of service available at [https://www.ufv.ca/media/assets/secretariat/policies/Appropriate-Use-of-Information-Technology-Resources-\(14\).pdf](https://www.ufv.ca/media/assets/secretariat/policies/Appropriate-Use-of-Information-Technology-Resources-(14).pdf).

Please refer to the WIFI Guide posted in your room for information on connecting to Shaw WIFI.

Only Shaw modems and routers can be used to connect to the WIFI in Lá:lém te Baker. Using external equipment to connect to the Wi-Fi can bring down the network within Lá:lém te Baker and the surrounding community. External routers can be used for LAN connections; however, you must register the equipment at the Front Desk. Unregistered equipment will be confiscated until you move-out.

Public vs. Secure Wireless Connectivity

The UFV-Wireless network is open, or “public”. Information travelling over this wireless network is not protected by encryption. This increases the risk that information you enter, or sessions you are running, may be viewed by someone else. Depending on your activity, credit card numbers, bank account details, Twitter, and Facebook information could be vulnerable.

UFV-Secure is a secure wireless network. Information travelling over a secure network is protected by encryption. Someone with the right tools can still see information that is sent and received. However, the encryption makes that information unreadable. Therefore, personal and confidential information can be transmitted safely.

2.20 Televisions

There are smart televisions in the 2nd, 3rd, and 4th floor common rooms. Televisions have are connected to the internet so that you can access your streaming services. If you do not have your own streaming services, you can ask a Community Assistant for access to the Campus Living accounts.

There is a TV connection **without cable services** in each bedroom. To access cable on a tv in your bedroom you must open a personal cable TV account with Rogers together with Shaw Communications and pay all associated fees.

2.21 Laundry

Laundry rooms are on floors two, three, and four, and the machines are operated with your UFV Campus Card (Cascade Cash). Your UFV Campus Card can be loaded with funds at the UFV Bookstore or the Campus Card Office. The cost is \$1.50 for washing and \$1.50 for drying (prices are subject to change). Please use liquid detergent only, and wash in cold water to help reduce energy consumption. All students must be respectful to each other when sharing the laundry facilities, please remove your laundry when a load is finished so that the next student can use it. ***We strongly suggest putting \$150-\$200 on your Cascade Cash account within 1 week of moving in to be used for laundry throughout the year, this way, you will not run into any issues when going to do laundry in the evenings or on weekends.***

2.22 Lock outs

If you are locked out of your room, you must contact the Front Desk or the Community Assistant on call to let you in during front desk hours. After hours, you will need to contact UFV Security at [1-855-239-7654](tel:1-855-239-7654) and wait for a security guard to arrive. You will need to show identification. Students locked out more than three times per semester will be assessed a \$15 lock out fee each time thereafter.

2.23 Lost or stolen keys or access devices

Any key or electronic access device from Housing Operations is solely for your use. You are responsible for locking your doors when leaving your unit.

Immediately report lost or stolen keys or access devices to Housing Operations. You can obtain a new key from the Housing Operations office for a charge of \$25 per key and, if required, a \$100 locksmith charge. If you find your key in the meantime, the charge will be reversed. Loss of an access device will result in an immediate \$25 charge and a replacement must be obtained at the Campus Card office.

2.24 Room decoration

You may decorate your room with posters, plants, extra lighting (but no LED light strips!), or other decoration items. To avoid move-out charges due to damage, you must only use **REMOVABLE Mounting Squares** or **Removable 3M/Command** hooks to mount items on your walls. Please **do not use sticky tape, putty, regular tape, or anything other than listed above to mount items on your walls**. Please remember to remove all items completely when moving out to avoid additional charges.

Mounting Squares can be purchased at the Front Desk.

Please do not put stickers on your doors or shelves; the cost for removing them is \$25 per sticker.

LED and/or "light strips" are not permitted to be mounted on walls. These cause significant paint damage at a cost of \$30 - \$2500 to repair/repaint a unit. The full cost will be charged to you.

2.25 Study rooms

Study rooms are on the second, third, and fourth floors for quiet individual or group studying. For non-academic activities, use the common rooms. You can book a study room, using the online booking form found on the housing [website](#).

Bookings must:

- Be a maximum of 2 hours and for academic purposes,
- Be only for one room at a time, to ensure other students have access,
- Be requested at least 3 days in advance and receive approval from Housing Operations, and
- Cannot be during exam periods.

2.26 Printing Services

The front desk can print or photocopy small jobs for you. You are able to pay with Cascade Cash, debit, or credit at the front desk. Cost **subject to change*:

- \$0.13 per Black & White page
- \$0.46 per Colour page

For larger print jobs, printing services are available at the library or in various computer labs on campus. Printing funds can be loaded onto your Campus Card using the machine in the library or in the UFV Bookstore.

2.27 Equipment for Purchase

At the Front Desk, you may be able to purchase items such as:

- Swiffer mops
- Swifter cleaning sheets
- Box fans
- Brooms with dustpans
- Removable wall mounting squares (for hanging posters/pictures on walls)
- Bedding
- Cleaning products
- Household products (dish racks, hangers, small garbage cans, dish cloths, bath towels, etc.)

*Selection is limited, please ask our friendly Front Desk staff.

The front desk also offers free equipment for sign-out on a time-limited usage basis, such as vacuums, Swiffer mops, irons, etc.

2.28 Bike storage and Co-op

There is free bike storage in the Lá:lém te Baker Parkade. Space is limited and on a first-come, first-served basis. Students must register their bikes online (<https://ufv.ca/housing/current-students/housing-forms/>) and sign out a key. Bikes must be stored neatly and locked in the bike cage. Students who obtain bike storage may not use their Parkade access for car parking. A separate application must be completed for parking access, with associated costs.

Bicycles must not be stored in hallways, lounges, or in areas which prevent exit from the building. Periodically the bicycle storage area will be inspected, and bicycles that appear to be abandoned will be tagged for a reasonable notice period, as set out on the tag. After the expiry of the notice period, the University will donate the bicycles to the Bike Co-op. The University will not reimburse or otherwise compensate any student for loss or loss of use of a bicycle deemed to be abandoned and disposed of in accordance with this section.

The University is not responsible for loss, theft, or damage to bicycles or other personal items kept in the bicycle storage area.

Housing Operations and Campus Living have 6 bikes available for students living in housing to borrow on a daily basis. Please see the Front Desk if you would like to use a bike. You are responsible for your own bicycle helmet to wear during the use of a bike. Students must return the bike, lock, and lock key before 10pm when the Front Desk closes. A waiver must be signed every time a bike is borrowed.

Bikes must be returned in good working condition. Damage due to neglect or improper use of the bike will be assessed a \$50 repair fee or the cost of repairs should they be over \$50. You will be assessed a \$300 replacement fee if you do not return the borrowed bicycle, and/or a \$50 replacement fee for any lock and key not returned.

2.29 Transportation and parking services

UFV Housing Operations assigns parking at for students living in housing. There are a limited number of underground parking spots available for \$220 per semester (fee subject to change). Students must fill out a Parking Pass Agreement on the Housing Portal during the application process along with paying the applicable fees for the semester.

2.30 Parking regulations

Priority to underground parking will be given to students with a documented disability. The selection process is on a first-come, first-served basis. Underground parking is sold for the entire four-month (4) semester. Housing Operations sends Impark the license plate of the registered vehicle to avoid ticketing.

You must park your vehicle properly between the lines of the assigned parking spot. Vehicles parked on an angle, blocking other vehicles, or in the wrong stall number will be subject to enforcement. Refunds for cancelled parking agreements are pro-rated.

The University of the Fraser Valley assumes no risk or responsibility for loss or damage to vehicles or their contents.

Parking spaces are assigned to a specific vehicle and license plate. If you wish to transfer a parking space to another vehicle or change your plates, you must notify Housing Operations.

Parking is monitored and enforced by IMPARK, a private company separate from UFV. Unpaid parking violations may result in a vehicle tow.

There is a 10-minute Loading Zone at the front of Lá:lém te Baker that is strictly enforced. Vehicles parked in the loading zone will be towed at the owner's expense.

Personal property, including vehicle accessories (e.g. tires, oil, washer fluid, etc.) may NOT be stored in your parking stall. Housing Operations and UFV Security staff conducts daily rounds in the Parkade, items found to be stored in parking stalls will be disposed of immediately.

For information on surface parking on all UFV's campuses, please visit <http://www.ufv.ca/parking>

Part 3: Community Living Expectations

Part 3: Community Living Expectations

UFV Housing Operations and Campus Living’s goal is to make sure that everyone who lives, studies, gathers, and works in Lá:lem te Baker feels a sense of belonging, inclusion, fairness, and mutual respect. Everyone in our housing community shares the responsibility to work towards those goals and a living learning community that contributes to the academic and personal success of the students living in Lá:lem te Baker.

Using the Housing Contract as a foundation, the Housing and Campus Living Handbook establishes and outlines our Housing processes, our process for addressing behavior and actions that negatively affect or threaten the safety of anyone in the community, and our Community Standards.

The expectations outlined in this Handbook are not limited to the physical aspects of Building H. UFV staff may follow up on incidents occurring on any UFV Campus grounds, and at off-campus Campus Living or Housing Operations events. Compliance with the Housing Contract and Community Standards is important to the successful operation and to the well-being of the community. Community members who are unable to meet these community living expectations may face one or more of the sanctions and outcomes as set out in Section 3.25 Campus Living non-academic conduct process.

3.01 Definitions

In this Part 3 of the Housing Contract:

“Behaviour contract” means an agreement made between a student and Campus Living and Housing Operations that outlines specific goals or expectations and addresses the impact of the student’s behaviour on the community and may include a set of behavioural expectations or conditions.

“Communication ban” means a written agreement between students that states the students are not permitted to be in contact with each other. Each student signs a copy with Campus Living.

“Community education project” means a form of sanction where a student is required to complete a research project and/or presentation related to the student’s violation to increase awareness and prevention of future violations by students. The project must have valid, applicable knowledge from reliable academic sources and must be completed to the satisfaction of Campus Living.

“Community service hours” means a predetermined set of hours of volunteer service to be performed by the student as all, or part, of a sanction imposed. If a student does not complete all the community service hours imposed, the outstanding hours will be converted to a fine at the rate of \$20 per hour. If possible, the service will be related to the violation with the purpose being educational and allowing the student to give back to the housing community and/or University community. Examples of community service include assisting Community Assistants in programs, assisting with operational activities such as move-in, yard and garden clean up, and representing the departments as a volunteer for Institutional events such as the Alumni Golf Tournament, Mental Health Awareness Week, and the Long Night of Procrastination.

“Eviction” means a form of sanction whereby UFV terminates a Housing Contract requiring the student to vacate their accommodations and may include being banned from the building.

A “Fine” means a monetary amount determined by a Campus Living or Housing Operations staff member or designate imposed as a sanction due to a violation of the Housing Contract or Community Standards. Individual fines range from \$20 to a maximum of \$500, except for false fire alarms and cost of damages. Fines for false fire alarms are issued by the Fire Department and can range from \$50 - \$5,000; cost of damage repairs are calculated based on industry standards.

“Harassment” means aggressive or threatening behaviour that would be considered by a reasonable person to create a negative environment for work, study, and other university-related activities. UFV’s Discrimination, Bullying, and Harassment Prevention policy is available at:

[https://www.ufv.ca/media/assets/secretariat/policies/Discrimination,-Bullying-and-Harassment-Prevention-\(18\).pdf](https://www.ufv.ca/media/assets/secretariat/policies/Discrimination,-Bullying-and-Harassment-Prevention-(18).pdf) “Hazing” means an act that singles out one or more students for the purpose of admission into, affiliation with or as a condition for continued membership in a group or organization by:

- creating mental or physical discomfort or harm, and/or
- exposing another to undue embarrassment or ridicule

“Housing probation” means a formal status imposed for a period of time (typically for one or more semesters) during which subsequent violations will result in more serious sanctions (such as eviction).

“Restitution” means a form of sanction where a student is required to reimburse a property owner for property damage or misappropriation (e.g. repairs, cleaning, repainting for smoke damage, etc.).

“Sanction” means any consequence assigned as a result of a violation of the Housing Contract or Community Standards.

“Vexatious complaint” means an allegation made without a factual basis but for the purpose of harassing, annoying, or causing financial loss.

“Weapon” means anything used, designed to be used, or intended for use in causing death or injury to any person; or for the purpose of threatening or intimidating any person.

“Written warning” means a form of sanction where a written record of the violation together with possible future sanctions for repeat violations are provided to the student and placed on the student’s file.

3.02 Community Standards

Community Standards are a set of rules that everyone living and working in Lá:lem te Baker are required to abide by. Community Standards exist to support learning and personal wellness, and to provide a safe environment free of discrimination, injustice, and violence.

They encourage students to take responsibility for their actions by providing opportunities for students to learn from their mistakes and modify their behaviour. Community Standards also support students to develop life skills needed to rent an apartment, condo, or house when they move out of Lá:lem te Baker.

Enforcement of the Community Standards falls within the jurisdiction of Campus Living office. The Community Standards apply in and around the building, and during all housing-related events, even if an event occurs away from student housing.

Community Standards provide Housing and Campus Living the means to meet the needs of all community members, to create awareness of civic responsibility and to promote attitudes towards community living that are consistent with the values and objectives of Housing and Campus Living. The safety and wellbeing of all community members is our top priority. Students, their guests, and staff are responsible for knowing, understanding, and following all UFV policies and provincial laws and regulations.

3.03 Controlled Substances

Campus Living and Housing Operations are committed to creating an environment in which controlled substances are used legally, responsibly and in moderation. Controlled substances include but are not limited to alcohol, cannabis, and tobacco.

Responsible Use of Alcohol and Cannabis

The safety of all students and their guests are paramount whenever alcohol and or cannabis is present. Students must use alcohol and or cannabis responsibly and legally and are fully accountable for their own actions as well of the actions of their guests.

Age of consumption

Possession or consumption of alcohol and or cannabis by individuals less than 19 years of age in British Columbia is illegal and a violation of this Housing Contract. Students and their guests are responsible for knowing, understanding, and complying with this requirement. Students must not provide alcoholic beverages or cannabis products to any person under the age of 19, this includes your roommate if they are underage.

Excessive consumption

UFV considers excessive consumption to be consuming alcohol and or cannabis products to the point of impairment of mood, judgment, and mobility. Excessive consumption, as determined by UFV, is not permitted in student housing. Games or any activity that promotes rapid or excessive consumption are not permitted in student housing.

Public intoxication

Public intoxication is defined as causing a disturbance in or near a public place space while intoxicated.

Consumption of alcohol and or cannabis is not an excuse for disruptive or unacceptable behavior. Public intoxication is a violation of this Housing Contract and will be enforced by Campus Living, Housing Operations and UFV Security.

Cooking with alcohol or cannabis

The community kitchens in Lá:lem te Baker are considered public spaces; therefore, cooking with alcohol or cannabis is not permitted in the community kitchens.

In addition, because of the strong odor associated with cannabis, cooking with cannabis, or preparing cannabis infused products in your unit is also not permitted.

Areas of consumption

Consuming alcohol and storage of cannabis are only permitted in units in which all students and guests are of legal consumption age (19).

Consumption of alcohol and cannabis products are not permitted in public areas including stairwells, hallways, common rooms, community kitchens, main lobbies, elevators, parking garages, and any area outside of the building, including the patio.

Transportation of Alcohol and Cannabis

Students may only transport alcohol and / or cannabis in closed containers. If alcohol is being carried in non-original containers, containers must be closed so that the contents cannot spill or be accessed in the hallways. If cannabis is being carried it must be in a scent proof container.

Home brewing and growing cannabis

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

Cannabis equipment

Only store-bought paraphernalia designed for smoking cannabis are permitted in housing.

Storage of Cannabis

Cannabis products and equipment must be stored;

- In a private space in your unit
- In a sealed, scent proof container (glass or metal – plastic containers are not scent proof)
- With labels clearly indicating

Common sources of Alcohol and Cannabis

Due to the associated health and safety risks, and the negative impact on the community, common sources of alcohol, excessive drinking at events, and behaviour determined by UFV that may lead to excessive drinking are not permitted in Lá:lem te Baker or at any Housing and Campus Living event.

Alcohol may not be sold or brewed in housing. Common sources of alcohol are not permitted in Lá:lem te Baker . This includes, but is not limited to:

- Kegs, mini kegs, bubbas, beer bongs, punch bowls, Jell-O shooters, pitchers, and funnels
- Drinking games, floor crawls, and/or any other activity where excessive consumption of alcohol is the focus
- Cannabis may not be sold or grown in housing or on the surrounding property/grounds.

Licensed events

*Licensed events are governed by: [UFV's Selling, Serving, and Advertising Liquor Policy \(15\)](#).

*Alcohol at a Lá:lém te Baker Event

Alcohol may be consumed in a pre-determined public space in housing where there is a special occasion authorization (a SOA). Students are required to submit a “Request to Hold an Event Where Alcohol Will be Consumed” form a minimum of three weeks prior to the event. This form can be accessed by emailing campus.living@ufv.ca. Alcohol can be served, but not sold.

All applications for a SOA must be reviewed and authorized two weeks in advance of the event by the Manager, Campus Living.

To host an event with alcohol the following conditions must be met:

- The event is for students living in housing only (no external guests).
- Alcohol consumption shall be moderate.
- The event or activity will be held at a designated area within Lá:lém te Baker.
- All persons attending the event will be of legal consumption age in BC.
- Two (2) Community Assistants for every fifty (50) people must be in attendance.
- Community Assistants attending the event must not consume any alcohol and or cannabis.
- A professional staff member must also be in attendance.
- Events must not be for profit, i.e. no tickets sold in advance, no cash exchange during the event.
- Events must not be for the purpose of business promotion or solicitation.

3.04 Smoking, incense, candles and flammables

All UFV campuses, centres, and grounds are smoke-free environments. Smoking or vaping cannabis and tobacco are prohibited across all campuses and properties. This includes private vehicles on university property.

The smoke-free policy applies to students, administration, staff, faculty, and visitors to UFV.

The presence of smoke and/or association with any unit will open an investigation. ***Smoking in the building could result in expensive repainting charges and eviction.***

Burning of incense, candles and any other flammables are prohibited in Lá:lém te Baker.

Evidence of smoking and damages caused to property, including odour, will be subject to the following provisions:

- **First incident will result in a \$250 safety fine and damage (e.g. re-painting) charges at the end of the term if odour is determined to be present by UFV staff (e.g. Housing Operations, Campus Living, Janitorial or Maintenance Services). The first incident will also result in a warning to the student that a second incident will result in ineligibility to apply for future housing.**
- **Second incident will result in an additional \$250 safety fine and damage (e.g. re-painting charges) at the end of the term if odour is determined to be present by UFV staff (e.g. Housing Operations, Campus Living, Janitorial, or Maintenance Services). The second incident will confirm notification of ineligibility to apply for future housing.**

- **Third incident will result in an additional \$250 safety fine and damage (e.g. re-painting charges) at the end of the term if odour is determined to be present by UFV staff (e.g. Housing Operations, Campus Living, Janitorial, or Maintenance Services). The third incident will result in a 30 day eviction notice.**

3.05 Illegal drugs and substances

Students must follow all federal and provincial legislation and University policies. Any involvement, direct or indirect, in any illegal drug or drug-related activity is prohibited. This includes possessing, using, trafficking (which includes manufacturing, selling, giving, administering, transporting, sending, delivering, distributing) or offering of any illegal drugs.

Drug paraphernalia associated with illegal substance use is not permitted in Housing. This includes, but is not limited to needles, and light bulbs, steel wool, faucet aerators, tin foil & straws, glass stems, etc. used to inhale or snort drugs.

3.06 Hazing

Encouraging, initiating, participating in, and/or supporting hazing activities are prohibited.

3.07 Weapons

Students and their guests may not at any time bring onto or keep in a unit or the building:

- Any real or replica projectile weapons, including but not limited to real or replica firearms, air guns, crossbows, sling shots, paintball guns and air guns, BB guns.
- Blades including, but not limited to, swords, bayonets, épées, and blades used in martial arts.
- Any other weapons used for martial arts or other forms of combat training.

Wielding any object, including but not limited to the weapons listed above, in a threatening or aggressive manner is not permitted.

3.08 Prohibited behaviour – respectful environment

Any behaviour that is unsuitable, disruptive, and/or has an adverse effect on the safety or well-being of any member of the housing or University community by any means (including verbal, physical and electronic) is considered misconduct and is not permitted.

Prohibited behaviour is defined as conduct or communication involving or directed at students, guests, or staff of Housing and Campus Living, or on display that:

- Is offensive, threatening, demeaning, discriminatory (for example, racist, sexist, homophobic).
- Constitutes harassment, sexual harassment, or unwanted sexual attention.
- Contributes to an intimidating, hostile, or uncomfortable environment are prohibited.

Prohibited behaviour, may result in eviction from housing, and/or the incident being reported to the Office of the VP, Students for investigation.

Examples of prohibited behaviour include, but are not limited to:

- Repeatedly following or attempting to make unwanted contact with another person.
- Publishing, displaying, or distributing posters, pictures, or other materials containing content defined above in public view.

- Using email, social media or other electronic messaging, voice mail, message boards, mail, computer networks or other mediums to repost or forward communications that contain content defined above.
- Publication or display of obscene material, described as having as a dominant characteristic the undue exploitation of sex, or of sex together with crime, horror, cruelty, or violence, is prohibited.

3.09 False or vexatious Incident Report

No student will knowingly make a false or vexatious incident report against any member of the housing or University community.

3.10 Unauthorized possession, damage, and vandalism to property

Immediately report all damage or vandalism to the Front Desk.

Students must not:

- Misappropriate, destroy, or otherwise damage university property.
- Misappropriate, destroy, or otherwise damage any property belonging to others.
- Deface the inside or outside of any building or property of the University.

When damages to common areas in housing (e.g. laundry rooms, the elevator, hallways, common rooms, etc.) cannot be traced to those directly responsible, the cost will be split equally among the students of the building or floor, if the damage cannot be traced to those directly responsible.

3.11 Unauthorized access/entry and/or presence

Students must not:

- Enter or remain in any university premises without proper authority, or remain in any premises when asked to leave by an officer of the university.
- Bypass checkpoint on designated nights.
- Provide unauthorized access to non-students.
- Share, lend, or give access devices or keys to others to use.
- Invite or admit a guest who has trespassed or is banned from the area or facility.
- Make unauthorized room or roommate changes.
- Interfere with or render inoperable security, CCTV, and access control systems, door hardware, and locks.
- Enter another student's room or disturb another student's property without his or her permission.
- Tamper with electrical or mechanical services, smoke detectors, telecommunications equipment, vending and laundry machines, or pushcarts.
- Make unauthorized entry or meddle with contents of university storage rooms, offices, housing desks, cafeterias, mechanical rooms, or construction areas, or have possession of unauthorized keys.

3.12 Keys and access devices

Students must not share, lend, or give keys or access devices to anyone. Keys and electronic access devices are the property of UFV. If a key or access device is lost or stolen, immediately report it to the Front Desk.

3.13 Disruption of Services

Students must not engage in disruptive behaviour affecting any activity or service of the university or its members. This may include, but is not limited to:

- Disrupting or interfering with the orderly conduct of an investigation, hearing, or appeal process.
- Making a false or vexatious incident report against another student, or intentionally providing false information during an investigation, hearing, or appeal process.
- Attempting to discourage an individual's proper participation in, or use of the investigation, hearing, or appeal process.

3.14 Disturbing the peace

Students living in Lá:lém te Baker have a right to peace, quiet and a living environment. Housing Operations, Campus Living, and the community as whole have a responsibility to ensure that students living Lá:lém te Baker have a living environment that is conducive to study and sleep. Students are expected to be considerate 24 hours a day, 7 days a week. If someone asks you to be quiet, please respect that person's wishes and reduce your noise. In the event of a dispute between you and another student, Housing Operations and Campus Living will mediate the dispute.

There are three categories of noise in student housing:

1. **Reasonable Noise:** noise from a normal activity like talking, walking, cooking, water running, cupboards closing, brief knocks against the walls, and background music. Typically, the noise can be heard when standing outside of a unit door; voices, and music are muffled (you can hear the sound, but not what is being said or sung).
2. **Excessive Noise:** parties, groups of people laughing loudly and for long periods of time, loud music or an audible steady base, yelling or loud conversations/debates/arguments, heavy walking/stomping, doors slamming, loud TV (shows, movies and games). Typically, the noise can be heard 3 feet or 6 meters from the unit.
3. **Unreasonable Noise:** banging against the walls, screaming and yelling, doors slamming, people jumping up and down, sports balls being bounced on the floor or off walls, overly excessive noise from too many guests in the unit, music with a lot of bass during quiet hours, excessive noise from video games during quiet hours.

An individual's right for reasonable, quiet study, and sleep takes priority over others' rights to make noise There can be no excessively loud playing of radios, televisions, stereos, other audio equipment, or musical instruments. In the event of a dispute, Housing Operations and Campus Living staff will determine what is reasonable.

3.15 Quiet hours

During quiet hours, students are not permitted to make **noise which can be heard outside their unit**, which may disturb their roommate, or which can be heard outside of Lá:lém te Baker. This refers primarily, but not exclusively, to talking, noise from stereo equipment, radios, televisions, video games, musical instruments, computer equipment, and telephones.

Regular quiet hours

- Sunday to Thursday 11:00 pm to 8:00 am
- Friday and Saturday 1:00 am to 9:00 am

Final Exam quiet hours

During final exam periods, starting no later than the second day after the last day of classes and through to the last day of exams, quiet hours are in effect 24 hours a day.

3.16 Musical instruments

Musical instruments are permitted if students comply with the noise provisions of this Housing Contract. Large instruments require prior approval from Housing Operations.

3.17 Fire Safety

Compliance with Regulations

Students are required to comply with all Federal, Provincial, and Municipal Fire Regulations, as well as all Fire Safety Regulations established by UFV.

Fire Safety equipment

Students are not permitted to tamper, remove, or render inoperable any life/fire safety equipment such as smoke/heat detectors, fire extinguishers, or sprinkler heads.

Flammable materials

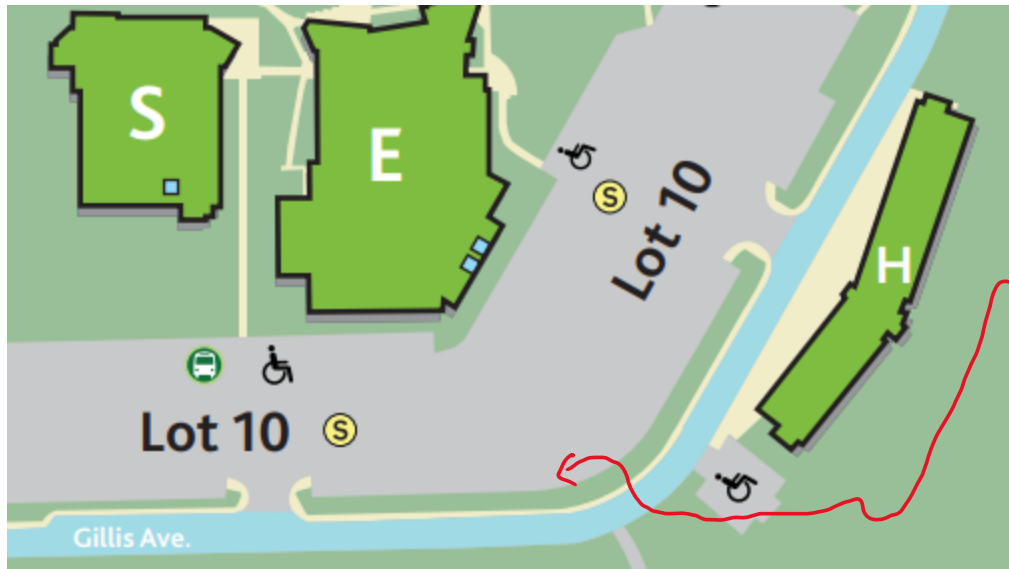
Students are not permitted to use candles, incense, halogen lamps, or possess any explosive or flammable items. Do not use electrical appliances with exposed wires. All devices must have original factory casement or replacement casement.

Hallways and Fire exits

All fire exits and hallways must be accessible and kept clear of any physical obstructions, this includes garbage, boxes, and any old items being thrown out. Social gatherings of any sort are not permitted in the hallways, blocking access to a fire exit is also prohibited.

3.18 Evacuation

You must evacuate the building in the case of an active alarm. When you hear an alarm, immediately leave the building, and go to the noted evacuation point. When you hear an alarm, **you must leave the building** through the side stairwells and meet in parking lot 10 (P10) ****Due to construction, until Fall 2025, students will need to walk along Gillis Avenue and then cross into Lot 10, closer to S Building (SUB).***



The muster point for evacuation: lot 10 parking lot (P10), far end past the construction fences until Fall 2025.

Once assembled in the appropriate areas, listen to the direction of UFV Risk & Safety or Emergency Services members and make sure you check in with Campus Living and/or Housing Operations Staff. **All alarms are treated as emergencies. Failure to evacuate the building will result in a minimum of \$150 fine.**

3.19 Elevator tampering

Tampering with elevator safety systems or engaging in activities that may damage or interfere with the operations of the housing elevator is prohibited.

3.20 Advertising

Solicitation on housing grounds is prohibited. If a student wishes to post or distribute material in housing, the student must request approval and receive an approved posting stamp from Housing Operations.

To qualify for approval, advertised events and programs should:

- Offer a discount or exclusive benefits to students; or
- Be sponsored by a UFV campus organization or department.

Prohibited advertising includes but is not limited to:

- Non-university related general commercial advertising; or
- Alcohol and cannabis advertising.

Advertisements must be approved, and date stamped by Housing Operations, and then placed on corked surfaces or areas approved by Housing Operations. Posters are prohibited on doors, exterior windows, and walls, unless approved by Housing Operations. Notice-holders located on stairwell doors and in the elevator are for Housing Operations and Campus Living use only.

3.21 Commercial use

The use of a housing room, or internet connection for any commercial purpose is prohibited, including public spaces (common rooms, study rooms, etc.) and UFV Housing and Campus Living chats (e.g. WhatsApp).

3.22 Cooperation with Staff and others

Students and guests must cooperate with requests from Housing Operations or Campus Living staff, emergency personnel, and police. This includes reviewing email communications from Housing Operations & Campus Living.

3.23 Floor and Community Meetings

Students must attend emergency floor and community meetings.

3.24 Guests

When you bring a guest(s) into housing you accept responsibility for their conduct, and **you must be present and always accompany your guest(s)**. A maximum of 4 guests can be in a unit at one time.

An individual student may have:

- Up to two guests (2) at one time
- May not 'borrow' the guest capacity of their roommate
- Only one (1) overnight guest at one time,
- **A maximum of eight (8) overnight guest stays per month.** Cot rentals are available through the Front Desk.

- Students can request a guest stay over 8 nights with Housing and Campus Living. The request will be subject to approval by Housing and Campus Living and your roommate. The maximum length of stay will be at the discretion of Housing Operations and Campus Living on a case by case basis. A guest stay over 8 nights will be charged at \$30/night to the student responsible for the guest, if approved.
 - If a guest is found to be staying over 8 nights without proper notice, Housing Operations will charge the student responsible for the guest a \$200 improper notice fee and a \$30/night fee for the entire stay, including the first 8 nights.
- **All overnight stays require permission from your roommate prior to guest arrival.**
- No person may be the guest of more than one resident in succession.
- Housing Operations or Campus Living, at their sole discretion and for any reason, have the right to request a guest leave the building.

Students that have recently moved out are not permitted to circumvent a contract extension by staying as a guest of another resident whose move-out date is later in order to avoid paying contact extension fees. For example, if the move-out date is April 26, a student wishing to stay until April 29 is unable to stay as a guest of another student staying for the summer or as a guest of another student who has paid to extend during that period of time. That student would be overholding in accordance with [section 1.31](#) and subject to removal as set forth in that section.

3.25 Sanctions for violations of The Community Standards

If a student or guest does not comply with any provision of this Housing Contract (including The Community Standards), a sanction, singly or in combination, may be imposed by Campus Living or Housing Operations. Sanctions will match the severity of the violation and may include one or more of the following:

- | | |
|--|-------------------------------|
| ● Behavior contract | ● Recommendation for eviction |
| ● Communication ban | ● Housing probation |
| ● Community education project | ● Restitution |
| ● Community service hours | ● Room transfer |
| ● Confiscation of property | ● Verbal warning |
| ● Fine | ● Written apology |
| ● Loss of privileges for limited or indefinite period (e.g. hosting a guest, use of kitchen) | ● Written warning |

Three (3) or more violations per semester are considered grounds for eviction.

3.26 Campus Living non-academic conduct process

Any person that believes that a student (or a student's guest) has violated the Housing Contract or Community Standards should submit a signed statement or report to the Campus Living office.

Some incidents cannot be resolved quickly as they may require more time, information, or support. For these incidents, Campus Living will investigate.

If Campus Living believes an investigation is warranted, it will:

- Notify the student in writing of the alleged violation, and provide an opportunity for the student to respond within 24 hours.
- Meet with the student.
- Investigate the alleged violation.
- Determine, based on probability of evidence, whether or not the student has committed a violation.

If Campus Living determines that a student has committed a violation, the Campus Living staff member or the Associate Director, Student Affairs, will impose one or more sanctions listed under Sanctions for Violations of Community Standards. Campus Living must notify the student in writing of its findings and decision and the student's right to appeal in accordance with the Appeals section.

3.27 Recommendation for eviction

If the violation is serious enough to warrant eviction, the Manager of Campus Living, or the Director, Student Affairs, in consultation with the Manager, Housing Operations will make the decision to evict. In addition to being investigated and acted upon by Campus Living, incidents may involve UFV's Vice President, Students and Enrollment Management, or the Director of Student Affairs.

The Manager of Campus Living will follow best practices in administrative fairness in making this decision.

Where there is a finding of eviction, the Manager of Campus Living will provide a written decision of the eviction to the student prior to the eviction occurring.

3.28 Appeals

Students have the right to appeal sanctions made under the Community Standards.

Appeals will only be taken into consideration on the grounds of:

- Lack of procedural fairness or bias/unfair treatment or discrimination.
- The sanction is not appropriate for the violation.
- New information has come to light rendering the original decision unreasonable.

Appeals of decisions made by the Manager, Campus Living shall be directed to the Associate Director, Student Affairs, within 10 business days of the date of the decision.

3.29 Appeal of evictions

If an eviction is eligible for appeal, the appeal must be submitted to the Director of Student Affairs or designate in writing within five (5) days of receiving notice of the sanction. The appeal submission must contain the ground(s) for the appeal, the outcome sought, and all relevant supporting documentation.

The Associate Director of Student Affairs or designate will review the appeal submissions, meet with the student and the Manager of Campus Living, and then make a decision. The decision of the Director of Student Affairs will be to uphold or reverse the eviction.

All appeal decisions must be communicated to the student in writing. A copy of the decision will be sent to the Manager of Campus Living. The Director, Student Affairs' decision is final.

3.30 Records of violations and sanctions

A record of a violation and sanction against a student will be retained as follows, depending on the severity of the violation:

- Until the end of the current academic year.
- For a maximum of two (2) years following written notice of sanction.
- For a period of seven (7) years from the date of the sanction if the violation results in eviction.

A sanction against a student will not result in a notation on the student's academic transcript. However, a record of the violation and sanction imposed will be retained in the student's UFV housing history for a period of time, depending on the severity of the violation, and may be considered by Housing Operations on reapplication for housing.

Part 4: Contact information

4.01 UFV Housing Operations and Campus Living

If you have questions about this handbook or the Housing Contract, please contact us in person or at the address below:

Campus Living Office

H131

1385 McKenzie Road
Abbotsford, BC V2S 7N6 Canada
Email: campus.living@ufv.ca
Website: www.ufv.ca/housing

Community Assistant Hours

Monday to Friday 7:30pm – 8:30am

Saturday, Sunday, and statutory holidays – 24 hours

Phone: 604-302-2362 ***save this number in your phone!**

UFV Housing Operations Office

H130

1385 McKenzie Road
Abbotsford, BC V2S 7N6 Canada
Email: housing@ufv.ca
Website: www.ufv.ca/housing

Front Desk

Phone: 604-557-4063

Toll Free: 1-888-504-7441 ext. 4063

Front Desk Academic Semester Hours (*subject to change)

Monday to Friday: 8:00am to 10:00pm
Saturday and Sunday: 4:00pm to 10:00pm

Front Desk Summer Semester Hours (*subject to change)

Monday to Friday: 9:00AM to 6:00PM
Saturday and Sunday: 12:00PM to 4:00PM
Statutory Holidays: Closed

4.02 Emergency Numbers

UFV Campus Security	1-855-239-7654
UFV Campus First Aid	1-855-282-7770
Ambulance/Police/Fire	911
Counselling Crisis Line	Toll Free: 1-877-820-7444

4.03 Non-Emergency Numbers

UFV Campus Security (Including Safe Walk Program)	1-855-239-7654
Abbotsford Police	604-859-5225
Chilliwack RCMP	604-792-4611
UFV Counselling Services	604-854-4528 (Abbotsford) 604-795-2808 (Chilliwack)

4.04 Student Support

Advising Centre
Website: www.ufv.ca/advising/

604-864-4674
Toll Free: 1-888-504-7441 ext. 4674
Building S, Room S3117, Abbotsford Campus
Building A, Room 1318. Chilliwack Campus

Centre for Experiential and Career Education Website: www.ufv.ca/jobs/	604-854-4507 Toll Free: 1-888-504-7441 ext. 4507 Building S, Room 3123
Centre For Accessibility Services Website: www.ufv.ca/accessibility/	604-854-4528 press 2, then 3) Toll Free: 1-888-854-4528 (press 2, then 3) Building B, 214, Abbotsford Campus Building A, 1318 Chilliwack Campus
Academic Success Centre Website: www.ufv.ca/academic-success-centre/	Abbotsford Campus: Building G, 132

Financial Aid and Awards Website: www.ufv.ca/fineaid/	Abbotsford Campus: 604-864-4601 Toll Free: 1-888-504-7441 ext. 4601 Building B, Room 214a, Abbotsford Chilliwack Campus: 604-702-2618 Toll Free: 1-888-504-7441 ext: 2618
Indigenous Student Centre Website: www.ufv.ca/isc/	604-795-2835 Building A, Room 1441, Abbotsford Campus 604-795-2835 Building A, 1444 Chilliwack Campus
Student Support Centre	604-854-4528 Building S, Room 1111, Abbotsford
Student Wellness Centre Website: www.ufv.ca/student-wellness/centre/	Abbotsford Campus: 604-504-7441 Building S, 3127 Chilliwack Campus Building A, 1302
UFV-SUS Food Bank Website: www.ufv.ca/student-wellness/programs/ufv-sus-food-bank/	UFV-SUS Food Bank
UFV International Website: international.ufv.ca/	Building B, Room 223