

Residence Services Agreement 2024/2025

Single Student Housing

Definitions

- 1) In this Agreement,
 - (a) “Business Day” means any day that the University is open for business, excluding holidays and weekend closures;
 - (b) “Assigned Unit/Room” means the room and/or residence unit in the University of Calgary Residence Complex assigned to the Resident in accordance with the terms of this Agreement;
 - (c) “Residence Complex” includes:
 - i) South Residence: Aurora, Cascade, Glacier, Kananaskis, Olympus, Rundle, and Yamnuska Halls; International House; the Dining Centre; all connecting tunnels; all building entrances and the courtyards.
 - ii) North Residence: Crowsnest Hall and Varsity Courts; all building entrances, laundry rooms, children’s library, lounges and courtyards;
 - iii) Aloft Hotel Residence: Aloft Calgary University
 - (d) “Resident” means a student of the University of Calgary who is a party to a current Residence Services Agreement; and
 - (e) “Residence Community Standards” means the expectations appended to this Agreement and posted on the University of Calgary Residence Services website, as updated from time to time. The Residence Community Standards form part of this Agreement.

License Agreement

- 2) This Agreement is a license to occupy and does not give the Resident any rights of tenancy in the Assigned Unit/Room.

Limitations of Liability

- 3) The University of Calgary assumes no responsibility or liability for losses or damages to personal property.

Representations of the Resident

- 4) The Resident:
 - (a) is enrolled as a full-time student at the University of Calgary; OR
 - (b) A “Non-UCalgary Resident” must be approved by the University of Calgary Residence Services, who can show proof of affiliation with the University of Calgary with one of the following:

- I. Post Doctorate
- II. Researcher
- III. Intern
- IV. UCalgary Staff member
- V. Visiting Scholar
- VI. Co-op Student
- VII. Continuing Education Student

Covenants of the Resident

- 5) The Resident will comply with the terms of this Agreement. The Resident acknowledges and agrees that:
- (a) the Residence Community Standards is a legally binding appendix to this Agreement;
 - (b) the Resident has read and will comply with the Residence Community Standards will; and
 - (c) failure of the Resident to read the Residence Community Standards will not excuse the Resident from compliance.

Termination of the Agreement by the University of Calgary

- 6) The University of Calgary may terminate this Agreement if the Resident:
- (a) fails to make any payment owing under this Agreement by the date on which payment falls due;
 - (b) violates the University of Calgary's Non-Academic Misconduct Policy and a resulting sanction is removal from Residence;
 - (c) breaches the Residence Community Standards; or
 - (d) ceases to be a student at the University of Calgary.
- 7) If the University terminates this Agreement, the Resident:
- (a) must vacate their Assigned Unit/Room and return their key within 24 hours;
 - (b) will be banned throughout the University of Calgary Residence Complex, including the Dining Centre for one year; and
 - (c) will be responsible for payment of the remaining balance of their residence fees owed to the University of Calgary regardless of the date of termination.

Termination of the Agreement by the Resident

- 8) The Resident may ask to terminate this Agreement by completing a vacating notice through their Resident Portal, at least 5 business days in advance of their desired termination date. The University of Calgary will decide whether to consent to the Residents' request for termination. The University of Calgary may consent to termination of the Agreement where:
- (a) medical reasons require it, and the Resident has provided medical documentation from an appropriately qualified medical professional evidencing limitations or restrictions that might prevent the Resident continuing to reside in the Residence Complex;
 - (b) the Resident has received co-op, practicum or study abroad placement;
 - (c) the Resident has withdrawn from the University of Calgary;

- (d) the Resident has provided proof of completion of their research or graduate program; or
- (e) extenuating circumstances warrant it.

Vacant Possession

- 9) When this Agreement is terminated, the term of the Agreement has expired, or the Resident's Assigned Unit/Room is reassigned by Residence Services, the Resident will:
 - (a) vacate the Assigned Unit/Room, leaving all the Assigned Unit/Room's furnishings and fixtures in it clean and in good condition, reasonable wear and tear excepted; and
 - (b) deliver the assigned University of Calgary Residence keys to Residence Services by 11:00am on the Resident's departure date.
- 10) If the Resident does not vacate the Assigned Unit/Room in accordance with this Agreement:
 - (a) the University of Calgary or its agents may enter and occupy the Assigned Unit, and
 - (b) the Resident will pay the University of Calgary for any occupation of the Assigned Unit/Room beyond the date vacancy is required by this Agreement.
- 11) If the Resident fails to leave the Assigned Unit/Room and its furnishings and fixtures clean and in good condition, reasonable wear and tear excepted, the Resident will pay the University of Calgary all costs incurred by the University of Calgary in restoring the Assigned Unit/Room to a clean and habitable condition. Where the Resident or a guest of the Resident has caused damage to any property in the Residence Complex, the Resident will pay the University of Calgary all costs incurred by the University of Calgary to repair the damage.
- 12) If this Agreement is terminated, the Resident will immediately pay the University of Calgary the administration and processing fees set out in this Agreement and any other amounts owing pursuant to this Agreement.
- 13) If the Resident owes the University of Calgary any amount pursuant to this Agreement, the University of Calgary may place the Resident on academic withhold until the Resident has paid the amount owed. Academic withhold means that the University will withhold transcripts, deny changes to registration or registration for future sessions, and may restrict access to other University services.
- 14) The University of Calgary may assign amounts due pursuant to this Agreement to a debt collection agency.

Occupancy

- 15) The University of Calgary will permit the Resident to occupy the Assigned Unit/Room:
 - (a) August 25, 2024, to 24 hours after the Resident's last 2024 Fall Exam or December 21, 2024, whichever comes first, when a Resident is staying for the Fall 2024 term;
 - (b) August 25, 2024, to 24 hours after the Resident's last 2025 Winter Exam or April 30, 2025, whichever comes first, when a Resident is staying for the Academic 2024/2025 term; or
 - (c) January 1, 2025, to 24 hours after the Resident's last 2025 Winter Exam or April 30, 2025, whichever comes first, when a Resident is staying for the Winter 2025 term.
- 16) The Resident will not occupy the Assigned Unit/Room at any other time without the prior authorization of the University of Calgary Residence Services and having paid set fees for the time

period authorized. The University of Calgary will require the Resident to pay fees for any additional authorized time in their Assigned Unit/Room.

- 17) Residents must live in the rooms/suites assigned to them. Unauthorized room transfers or swaps are prohibited. Room transfer requests may be submitted through the Resident Portal and must be approved before the Resident moves to a new Room/Suite. The authorization of room transfer requests will be at the sole discretion of University of Calgary.
- 18) Keys assigned to a Resident must never be shared or loaned. Lost keys must immediately be reported to Residence Services. Lost keys and lockouts are subject to fees. Requests for residence staff to enter their Assigned Unit/Room on a Resident's behalf may be subject to fees.
- 19) Residents may not use or occupy a Unit/Room without prior authorization of the University of Calgary.
- 20) If the University of Calgary Residence Services assigns the Assigned Unit/Room to the Resident after September 10, 2024, for the Fall 2024 or Academic 2024/2025 terms, or January 15, 2025, for the Winter 2025 term, the Assigned Unit/Room fee will be pro-rated to the assigned move-in date.
- 21) In the event that the Resident has taken occupancy of the Assigned Unit/Room after the residence fee due date, the remaining fees are due within seven (7) days of arrival.
- 22) The University of Calgary Residence Services reserves the right to reassign a Resident to an alternate Assigned Unit/Room. The Resident will move within 24 hours of receiving a reassignment notice.
- 23) The Resident will not assign this Agreement or permit any person to occupy the Assigned Unit/Room other than as assigned by the University of Calgary.

Residence Services Right of Entry

- 24) The Resident will permit the University of Calgary, or its agents, entry for the purpose of inspecting the condition of the Assigned Unit/Room after giving the Resident at least twenty-four (24) hours advance notice of entry via;
 - (a) the Resident's primary email address, as set out in paragraph 33;
 - (b) through paper notices posted to the unit door;
 - (c) through paper notices in the University of Calgary Residence building entrances or other common areas.
- 25) The Resident will permit the University of Calgary, or its agents, entry for the purpose of inspecting the condition of the Assigned Unit/Room without notice or consent:
 - (a) when a Resident submits a request for maintenance or other facilities services;
 - (b) when there is reason to suspect that a window might be left open during cold weather that might cause facility damage such as pipe bursts;
 - (c) when there is reason to suspect a threat to a person's health or safety;
 - (d) when there is reason to suspect an actual or potential facilities hazard, for example, pests, water damage or fire safety; or
 - (e) when there is reason to suspect a violation of this Agreement, the Residence Community Standards, a University policy or an applicable law/bylaw.

Insurance

- 26) The Resident will be covered for liability and content insurance provided by Marsh Canada. The Resident is responsible for reviewing the policy to ensure it is adequate for their personal needs. Administered by Marsh Canada Limited, managed by Excess Underwriting, and underwritten by Certain Lloyd's Underwriters, the program provides students with the following:
- (a) coverage for personal property and contents up to \$10,000 (\$500 deductible);
 - (b) additional Living Expenses up to \$2,500 if the Resident is unable to live in Residence; and
 - (c) personal liability coverage up to \$1,000,000.

Charges

- 27) Unless otherwise specified in this agreement, all expenses incurred by the University because of a Resident or their guest(s) not complying with the Agreement may be charged back to that Resident, regardless of whether the expenses were incurred deliberately or accidentally. This includes labour, materials or administrative expenses associated with confiscation, damage, disposal, fire safety, housekeeping, property loss, or storage. Any costs associated with removal and disposal of outside furniture will be charged back to the responsible Resident.

Abandoned Property

- 28) Property left behind after a Resident vacates their Assigned Unit/Room will be stored for 30 days. If it is not claimed by that time, the property will be donated or disposed of, as appropriate. Charges associated with abandoned property, including labour costs associated with storage or disposal, will be charged to the Resident.

Pests

- 29) Residents must immediately report to Residence Services any evidence of pests, including bed bugs, other insects or vermin. Residents who fail to do so assume responsibility for all associated expenses. Residents may be required to help prepare for pest treatments by packing and/or cleaning. Residents may be required to leave their Assigned Unit/Room for pest treatments. Staff may have to enter the Assigned Unit/Room multiple times to monitor treatment progress or check for signs of recurrence. A treatment process may be required multiple times to thoroughly address a pest problem.

Storage

- 30) The University of Calgary accepts no responsibility for stored items. Residents may not store items anywhere outside their Assigned Unit/Room other than areas designated for storage. Residents who use designated areas, such as storage closets or lockers, do so at their own risk. Items stored improperly are subject to confiscation and disposal by Residence Services.

Services

- 31) The University of Calgary Residence Services will provide the Resident with access to the University of Calgary Wireless, Ethernet Network or a third-party internet supplier for Internet access for the duration of the contract period.
- 32) The University may suspend internet service without notice to investigate inappropriate use.

Communication

- 33) The University of Calgary will communicate with the Resident via the primary email address associated with their online account. Correspondence may also be sent via hard copy to the Resident's mailbox. Communication sent via email or mailbox is considered delivered and received twenty-four (24) hours after delivery. Important or time sensitive information may be communicated. The Resident must check their mailbox, primary email address, and/or spam folder in that account every 24 hours. Consequences resulting from the Resident's failure to check a mailbox, a primary email address, or a spam folder in that account every 24 hours are solely the Resident's responsibility.
- 34) Residence Services staff are restricted from providing any information about Residents to third parties (parents and/or guardians are considered third parties under provincial legislation). Room numbers, addresses, phone numbers, account balances, student conduct history, grades, etc., are all considered private information under the Freedom of Information and Protection of Privacy Act (FOIP) and cannot be released without a Resident's written permission. FOIP applies to all Residents, regardless of their age.

Notice

- 35) Any notice by the University of Calgary to the Resident, pursuant to the Agreement, will be in writing and will be deemed served if it is:
- (a) served on the Resident personally;
 - (b) left at the Resident's Room;
 - (c) left in the mailbox assigned to the Resident by the University of Calgary; or
 - (d) emailed to the Resident's UCalgary email address.
- 36) Any notice by the Resident to the University of Calgary pursuant to this Agreement, will be in writing and will be deemed served if it is:
- (a) Sent via email to the Campus Service Centre at campusservicecentre@ucalgary.ca or residence@ucalgary.ca;
 - (b) Sent via email to the Residence Housing team at housing@ucalgary.ca; or
 - (c) Submitted through an online form through the Resident Portal.

Meal Plans

- 37) The Resident in a mandatory building/community will purchase a meal plan and will select from the 5-day or 7-day unlimited 'All you care to eat' plans. The 5-day and 7-day meal plans are provided by the University of Calgary in accordance with the provisions of the *Excise Tax Act*, R.S.C. 1985, c. E-15.
- 38) The University of Calgary will provide meals pursuant to the meal plans in the Dining Centre at The Landing from 5 P.M. on August 25, 2024, to December 21, 2024, inclusive, and from January 2, 2025, to April 30, 2025, inclusive (the "Session"), during the hours of operations as determined by University Food Services. For more information on the meal plan, please visit www.ucalgary.ca/ancillary/unicard/use-card/meal-plan.
- 39) The Resident will pay the amount set below according to the choice of meal plan. All first-year Residents or those living in Cascade Hall double suites, must have one of the following two meal plans:

- (a) 5-day (Monday-Friday) Unlimited entries to The Landing for a value of \$4,542 (tax exempt); or
 - (b) 7-day Unlimited entries to The Landing for a value of \$5,646 (tax exempt).
- 40) The chosen 5 or 7-day meal plan will be added to the Resident's Unicard and the Resident will be billed to their residence account in two installments: one before September 6, 2024, and the other before January 6, 2025. Each installment is equal to one half the Meal Plan allocation for the chosen meal plan as described in Residence Fee Chart of this Agreement.
- 41) A Resident that purchased their 5 or 7-day meal plan may make changes:
- (a) If purchased in Fall (Sept-Dec) 2024, changes are accepted up to the end of business day on September 20, 2024. If purchased after September 20, 2024, changes will be accepted up to 7 days from the date of purchase/move-in;
 - (b) If purchased in Winter (January - April) 2025, changes are accepted up to the end of business day on January 31, 2025. If purchased after January 31, 2025, changes will be accepted up to 7 days from the date of purchase/move-in.
- 42) Non-first year Residents have options to purchase the above-mentioned meal plans or a choice of an additional Swipe Board Plan:
- (a) 120-swipe board plan for 120 entries to The Landing for a value of \$1,693 (subject to GST); or
 - (b) 250-swipe board plan for 250 entries to The Landing for a value of \$3,224 (subject to GST).
- 43) A Resident that purchased their 120 swipe and 250 swipe board plan may make changes:
- (a) If purchased in Fall (Sept-Dec) 2024, changes are accepted up to the end of business day on September 20, 2024. If purchased after September 20, 2024, changes will be accepted up to 7 days from the date of purchase/move-in;
 - (b) If purchased in Winter (January - April) 2025, changes are accepted up to the end of business day on January 31, 2025. If purchased after January 31, 2025, changes will be accepted up to 7 days from the date of purchase/move-in.
- 44) The chosen swipe board plan will be billed to the Resident's account in the term that they select the plan.
- 45) The 7-day, 5-day, 250-swipe and 120-swipe meal plans:
- (a) Are valid for the duration of the Academic 2024/2025 year;
 - (b) expire April 30, 2025;
 - (c) are non-refundable; and
 - (d) non-transferable.

Costs & Timing of Payments

- 46) Academic term fees are described in the Residence Fee Chart of this Agreement.
- 47) Resident are required to provide an advance payment on accepting their offer of a spot in Residence. The advance Payment of \$1,000 for first year Residents and \$500 for all other Residents will be put towards their first instalment of residence fees.
- 48) Resident fees and charges are to be paid:

- (a) Fall term fees will be paid by September 20, 2024;
 - (b) Winter term fees will be paid by January 31, 2025;
 - (c) Additional charges incurred are due within seven (7) days from the posting, unless otherwise specified.
- 49) If a meal plan is selected, fees for meal plans are applied to the Residence Service account and are due by September 20, 2024, and January 31, 2025.
- 50) Failure to make payment on the due date will result in 1% per month interest rate charged on past due fees. Interest is calculated on the daily outstanding balance of \$100 or more and is not compounded.
- 51) Residence fees are charged from the Residence Services move-in date to the last day of classes for each term:
- (a) Fall term: August 25, 2024, to December 6, 2024; and
 - (b) Winter term: January 1, 2025, to April 11, 2025.

Additional Fees

- 52) In addition to the fees described in the Residence Fee Chart, the Resident will pay the University of Calgary:
- (a) an administration fee of \$50 for improper check-out will be charged if the Resident does not vacate the Assigned Unit/Room by the specified move-out date and time;
 - (b) an administration fee of \$100 for every night the Resident remains in the Assigned Unit/Room after being required to vacate in accordance with this Agreement; and
 - (c) an administration fee of \$250 to have items removed from their Assigned Unit/Room after three (3) days, if Resident does not vacate the Assigned Unit/Room as required pursuant to this Agreement.

Assigned Unit/Room Fees

- 53) The Resident will pay the University of Calgary the amounts listed in the Residence Fee Chart;
- (a) full fee when staying for the full academic term; or
 - (b) half of the fees when staying for only one term.
- 54) If this Agreement is requested to be terminated for any reason before the end of the Occupancy period, the Resident will be charged a \$100 administration and processing fee.
- 55) When a Resident is approved to vacate, residence fees will be pro-rated based on a daily rate of the term. The daily rate of the term is calculated from the first day of move-in to the last day of classes.

Residence Fee Chart

Meal Plan Required Buildings	5 Day Plan	7 Day Plan
Kananaskis & Rundle Hall Double Room Rate	\$4,133	\$4,133
Total Kananaskis & Rundle Hall Double w/Meal Plan	\$8,675	\$9,779
Kananaskis & Rundle Hall Single Room Rate	\$7,658	\$7,658
Total Kananaskis & Rundle Hall Single w/Meal Plan	\$12,200	\$13,304
Yamnuska 2 Bedroom Room Rate	\$8,199	\$8,199
Total Yamnuska 2 Bedroom w/Meal Plan	\$12,741	\$13,845
Yamnuska 3 Bedroom Room Rate	\$7,684	\$7,684
Total Yamnuska 3 Bedroom w/Meal Plan	\$12,226	\$13,330
International House 2 Bedroom Suite Room Rate	\$8,199	\$8,199
Total International House 2 Bedroom Suite w/Meal Plan	\$12,741	\$13,845
International House Single Room Rate	\$9,375	\$9,375
Total International House Single w/Meal Plan	\$13,917	\$15,021
International House 1 Bedroom Suite Room Rate	\$10,268	\$10,268
Total International House 1 Bedroom Suite w/Meal Plan	\$14,810	\$15,914
Cascade Hall – Double Suite	\$5,800	\$5,800
Total Cascade Hall – Double Suite w/Meal Plan	\$10,342	\$11,446
Cascade Hall – Double Suite – Loft Bed	\$4,965	\$4,965
Total Cascade Hall – Double Suite – Loft Bed w/Meal Plan	\$9,507	\$10,611

Non-Meal Plan Residence Buildings	Studio	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom	King Suite
Aloft Hotel Residence						\$10,800
Aurora Hall	\$10,220		\$8,390	\$7,910		
Cascade Hall	\$10,358	\$10,358	\$7,760		\$6,602	
Crowsnest Hall	\$9,914	\$10,684	\$8,210			
Glacier & Olympus Halls	\$9,887	\$10,420	\$7,606		\$7,055	
Yamnuska Hall			\$8,199	\$7,684		
Varsity Courts			\$7,952			

Please refer to the Residence Conduct Procedures (available on the Residence Services website) for information on the processes that are used to address alleged violations of these policies.

Note: The likely outcomes or sanctions noted in the last column in these charts are not guaranteed outcomes – Residence Services will determine the most appropriate outcome in each circumstance, taking into consideration previous violations, the seriousness or scope of impact of the violation, as well as other relevant factors. Review the Residence Conduct Procedures for further information.

Please review the following requirements

Health and Safety requirements

Requirement	Example(s)	Likely outcome for violations
Residents with illnesses that could be transmitted to other Residents through airborne or surface transmission must take required steps to ensure the safety of others and contact Residence Services staff if cleaning and/or quarantining procedures need to be implemented.	If you have the flu, or another illness like measles or chickenpox, minimize your exposure to other Residents (such as roommates or neighbours). Reach out to a Residence Services staff member so they can ensure your health and the health of other Residents.	<ul style="list-style-type: none"> • Warning • Residence Probation • Referral to Student Conduct Office
Residents must abide by any health or safety directives issued by staff. Residents must refer to and follow University of Calgary policies and procedures regarding communicable diseases, such as COVID-19.	Follow all health and safety instructions. This could include following isolation protocols and/or wearing a mask in shared spaces.	

Cleanliness and disposal

Requirement	Example(s)	Likely outcome for violations
<p>Residents must maintain all areas of their Assigned Unit/Room (including shared spaces like kitchens and living rooms) in reasonably clean and sanitary condition. Where, during the period of the Agreement or upon move-out, a Residence Staff Member becomes aware that the Assigned Unit/Room is not being maintained in these conditions, the Resident(s) may be responsible for fees associated with cleaning the unit.</p>	<p>While units might get messy, Residents must make efforts to regularly clean and maintain the space to prevent pests and long-term damage to the property. Talk to your roommates about how you plan to keep common spaces clean. Contact Residence Services if you need help.</p>	<ul style="list-style-type: none"> • Warning • Monetary fine or restitution • Reassignment • Residence Probation • Residence Withhold
<p>Waste (garbage, recycling, and compost) must be disposed of properly and in a timely fashion. Waste must not be disposed of or stored anywhere other than designated areas. Residents must independently dispose of any item(s) too large for a garbage bin.</p>	<p>Make sure your garbage bags are securely wrapped and tied, and then placed in a garbage bin. Place your recycling (such as cans, bottles, and pizza boxes) neatly in recycling areas.</p> <p>Contact a Residence Services staff member if you are not sure of how to dispose of an item too large for a garbage bin.</p>	
<p>Residents must maintain the cleanliness of common spaces within buildings (such as lounges, gyms, and kitchens) when using them, and may not leave items unattended.</p>		

Pets

Requirement	Likely outcome for violations
<p>The only pets permitted in residence are fish kept in an aquarium with a volume equal to or less than 25 litres. Pets are subject to immediate removal from the Residence Complex.</p>	<ul style="list-style-type: none"> • Warning • Restitution for any damages • Residence Probation

Prohibited items

Requirement	Likely outcome for violations
<p>It is prohibited to store or use any of the following:</p> <ol style="list-style-type: none"> mattresses, refrigerators or freezers other than those provided by University of Calgary; hot plates other than those purchased from the University of Calgary; space heaters that do not meet the requirements set out by the University of Calgary’s Code of Practice for Portable/Personal Heaters (www.ucalgary.ca/risk/sites/default/files/teams/13/personalheaters.pdf); electric water dispensers, dishwashers, power tools or large appliances; furniture other than what is already supplied in the unit; items which may reasonably be construed as weapons, including but not limited to swords, air guns, paintball guns, or replicas of weapons. 	<ul style="list-style-type: none"> Warning Restitution for any damages Referral to Student Conduct Office Recommendation for Termination

Prohibited activities

Requirement	Example(s)	Likely outcome for violations
<p>The following activities are prohibited:</p> <ol style="list-style-type: none"> any form of soliciting, surveying, polling or commercial activity, whether advertising, selling in any part of the Residence Complex; all campaigning activity for the Graduate Students’ Association and Students’ Union is prohibited unless otherwise approved by Residence Services. This also applies to any other electoral activity, except that which is authorized by law; borrowing or otherwise relocating private or university property without the express consent of the owner; behaviour which interferes with Residence operations, including misuse of on-call resources. 	<p>Examples of violations would include placing products or advertisements in Residence, moving a Housekeeping sign, taking a cup from the Landing, taking someone else’s food delivery or package, or taking something that belongs to your roommate without their permission.</p>	<ul style="list-style-type: none"> Warning Fine Restitution for any damages Loss of Privileges Residence Probation Referral to Student Conduct Office Recommendation for Termination

Fire safety

Requirement	Example(s)	Likely outcome for violations
<p>Residents are expected to know and abide by all fire safety policies and procedures. Residents who cause an alarm or fire, whether intentionally or inadvertently, will be held responsible. When a Resident causes an alarm or fire, associated costs will be charged to that Resident. A fire alarm fee of up to \$1,500 charged by the Calgary Fire Department may be applied to a Resident who causes an alarm. Other consequences may apply.</p>	<p>Smoke from burning food, vaping, or tampering with sprinklers in the ceiling can all set off the building's alarm. Water leaks in your unit can also cause the alarm to go off.</p>	<ul style="list-style-type: none"> • Warning • Monetary Fine • Restitution for any damages • Residence Probation • Recommendation for Termination
<p>The following pose a fire safety risk and are prohibited in the Residence Complex:</p> <ol style="list-style-type: none"> a. leaving cooking unattended; b. cooking in units/rooms without a designated kitchen area; c. modifying, overloading or adding to electrical or heating equipment or systems; d. propping or tampering with common access doors or related equipment; e. impeding access to exits, hallways or fire safety equipment; f. covering, displacing, hanging items from, or otherwise interfering with fire safety equipment, including fire extinguishers, fire doors, fire hoses, sprinklers, pull stations, alarm bells and smoke detectors; g. cooking that produces grease-laden vapors; h. deep-frying or cooking with excess amounts of open oil in the Residence Complex; i. items which are intended to be burned/combusted, or which may be considered a fire hazard. 	<p>Items like candles, incense, lighter fluid, gasoline, and halogen lamps are not permitted in Residence.</p> <p>When decorating your unit, be careful not to hang anything on ceiling sprinklers or other fire safety equipment.</p> <p>Never cover your unit's smoke detector.</p>	
<p>Any use of a fire extinguisher must immediately be reported to a Residence Services Staff Person.</p>		
<p>Residents must immediately evacuate during fire alarms, including all fire drills which are critical for practicing safety procedures. Residents must not delay or impede an evacuation process. During any fire alarm, rooms/apartments may be checked to ensure all occupants have evacuated.</p>		

Facilities

Requirement	Example(s)	Likely outcome for violations
<p>Residents must promptly report any facilities problem to Residence Services. Residents who fail to do so assume responsibility for all associated expenses. The following are prohibited:</p> <ol style="list-style-type: none"> failing to close windows when the exterior temperature is at risk of falling below zero degrees Celsius; mounting televisions, monitors or other items on walls or ceilings; painting any surface, including the use of window paint; disposing of oil, grease or any other unacceptable substance in a drain; flushing items down a toilet which are likely to cause blockages in the pipes; allowing water to leak into the floor; using appliances or electronics that are not CSA or UL certified; using kitchen appliances anywhere other than kitchens; altering or connecting anything to a plumbing component, including but not limited to faucets or toilets; altering or intentionally overloading any electrical component, including but not limited to outlets, panels or wiring; altering, misusing, or otherwise interfering with Information Technology equipment. 	<p>Be careful not to damage the walls or windows of your unit.</p> <p>Use your shower curtain properly and avoid getting water on the floor.</p> <p>Remember to close your windows when the weather is cold, otherwise pipes can freeze and burst, causing serious flooding.</p> <p>Do not install a bidet in your Residence unit.</p> <p>Do not flush tampons, pads, or wipes down the toilet – put them in the garbage.</p> <p>Refer to the City of Calgary’s website for more tips on how to dispose of oils and grease: calgary.ca/waste/what-goes-where/cooking-oil-or-grease.</p>	<ul style="list-style-type: none"> • Warning • Restitution for any damages • Residence Probation • Residence Withhold
<p>Any charges incurred by the University of Calgary due to damage caused by a Resident or their guest(s), whether deliberately or accidentally, will be assigned to the responsible Resident(s).</p>		

Doors and windows

Requirement	Likely outcome for violations
Residents must leave all doors locked whenever they are not at home. Residents will be held responsible for problems such as vandalism that occur inside their residence when a door was left unlocked while the Residents were not at home.	<ul style="list-style-type: none"> • Warning • Restitution for any damages • Residence Probation
Residents cannot unfasten or remove window screens or drop or throw items from windows. Residents cannot enter or exit any building through a window, except during a genuine emergency.	

Restricted areas

Requirement	Likely outcome for violations
Residents cannot enter any area designated as restricted, staff-only, or using other similar terminology. Such areas include construction areas, roofs, and ledges.	<ul style="list-style-type: none"> • Warning • Residence Probation
Residents may not enter, use or occupy a unit/room without the prior authorization of the University of Calgary, and/or the Resident assigned to the unit/room.	<ul style="list-style-type: none"> • Warning • Residence Probation

Smoking and vaping

Requirement	Example(s)	Likely outcome for violations
<p>Smoking and vaping (whether tobacco, cannabis, or other material) is prohibited in indoor areas. This includes any smell of smoke or vaping in indoor areas, as determined by Staff. All occupants of a unit will be held responsible for the smell of smoke, and the cost of a deep cleaning to the unit will be shared amongst all occupants if Residence Services is unable to determine the tenant(s) who have caused the smell.</p>	<p>It is never okay to smoke or vape indoors. The smell of smoke can affect other Residents, damage your unit, and set off a fire alarm.</p> <p>If you go outside to smoke, take a walk around the building afterwards to ensure you do not bring the smell of smoke back into your unit.</p>	<ul style="list-style-type: none"> • Warning • Restitution for any damages • Residence Probation • Residence Withhold • Recommendation for Termination
<p>Smoking is prohibited in outdoor areas that are located within 7.5 meters of indoor areas including, but not limited to, any: a) entrance; b) exit; c) window; and d) building air intake.</p>		

Appendix: Residence Community Standards

Please refer to the Residence Conduct Procedures (available on the Residence Services website) for information on the processes that are used to address alleged violations of these policies.

Note: The likely outcomes or sanctions noted in the last column in these charts are not guaranteed outcomes – Residence Services will determine the most appropriate outcome in each circumstance, taking into consideration previous violations, the seriousness or scope of impact of the violation, as well as other relevant factors. Review the Residence Conduct Procedures for further information.

Alcohol

Requirement	Example(s)	Likely outcome for violations
Residents must abide by federal, provincial, and municipal laws, and University policy regarding alcohol use and consumption.	Gaming, Liquor and Cannabis Act: https://open.alberta.ca/publications/g01#summary University of Calgary Alcohol Policy: https://www.ucalgary.ca/legal-services/university-policies-procedures/alcohol-policy	<ul style="list-style-type: none"> • Warning, educational sanctions • Residence Probation • Loss of privileges
Per the Province of Alberta’s Gaming, Liquor and Cannabis Act, open alcohol is only allowed in private areas, such as the Resident’s Assigned Unit/Room. Open alcohol is not allowed in public areas, such as lounges, hallways, entrances, or stairwells.	Open alcohol includes, but is not limited to, any container (such as a can or bottle) that has been opened, or the factory seal has been broken, as well as alcohol in cups and glasses. Residents may not consume alcohol in lounges or hallways.	

Alcohol (Continued)

Requirement	Example(s)	Likely outcome for violations
<p>The following are prohibited:</p> <ol style="list-style-type: none"> a. alcohol brewing in Residence; b. promotion or participation in drinking games that typically are associated with the promotion of excessive drinking in Residence; c. paraphernalia which aid in or promote rapid and/or excessive alcohol consumption; d. the practice of 'trophying' (creating a display of full or empty alcohol cans or bottles in your room); e. alcohol containers with a volume equal to or greater than two litres. 	<p>Playing "beer pong" (even if you're using water in the cups), using a beer funnel, or otherwise engaging in activities that encourage people to drink alcohol faster (or in greater amounts) is not permitted.</p>	<ul style="list-style-type: none"> • Warning, educational sanctions • Residence Probation • Loss of privileges

Guests

Requirement	Example(s)	Likely outcome for violations
<p>Having guests in Residence is a privilege. Anybody who does not live in a building is a guest in that building. Anybody who is not assigned to a unit/room is a guest in that unit/room. Residents must comply with the following in respect of their guests:</p> <ol style="list-style-type: none"> a. Residents are always responsible for the conduct of any guests they allow into the Residence Complex, and must accompany them at all times; b. Where Residence staff become concerned that a Resident’s guests pose a safety risk, they will intervene, and Residents must cooperate with their directives; c. A Resident cannot host a guest over the limit of three (3) nights consecutively or nine nights (9) per month without approval from the Manager, Residence Life; d. No overnight guest is permitted without the consent of the Resident’s roommate(s); e. During Quiet Hours, a Resident may host a maximum of 4 guests in the Residence Complex, including their Assigned Unit/Room; f. Residence Services may, in its sole discretion, restrict guest access where it identifies a risk to Resident health and safety. Residents must follow these restrictions. 	<p>You may not leave guests unattended in your unit or a lounge. You will be held responsible if guests in your unit are causing a disturbance to the community (for example, by being too loud). Before inviting a group of people over, consider whether you’re able to be responsible for them, and if it would be safe to have that many people in a unit. Speak with your roommate before inviting a guest to stay overnight, and make sure they are ok with it. If not – make other plans.</p>	<ul style="list-style-type: none"> • Warning, educational sanctions • Fines • Restitution for any damages • Residence probation • Loss of privileges.

Respectful relationships

Requirement	Example(s)	Likely outcome for violations
<p>Residents are expected to interact with others in a manner that demonstrates consideration, courtesy and dignity, and to address conflict respectfully.</p>	<p>Residents are expected to make reasonable efforts to develop and maintain constructive relationships with each other, especially by respecting one another's property, keeping an open mind about differing perspectives, and making genuine efforts to resolve conflict in safe, healthy and respectful ways. This includes interactions with CAs.</p>	<ul style="list-style-type: none"> • Warning, educational/restorative sanction • Reassignment to another unit • Residence Probation • Residence Withhold • Termination of Residence Agreement
<p>Where applicable, Residents are responsible for following their Roommate Agreements.</p>	<p>We require that all Residents living with roommates complete a roommate agreement. Our Staff can help mediate any issues that arise, but Residents must make an effort to follow their Roommate Agreement.</p> <p>The Roommate Agreement can be found on our website: https://www.ucalgary.ca/ancillary/residence/current-residents/services/important-forms</p>	
<p>Residents must abide by all relevant University of Calgary policies, such as the Code of Conduct, Harassment Policy, Sexual Violence Policy, Student Non-Academic Misconduct Policy, etc.</p>	<p>You can review the University's policies here: https://www.ucalgary.ca/pdri/policies-procedures</p>	

Compliance and identification

Requirement	Example(s)	Likely outcome for violations
<p>Residents must comply with reasonable requests from an identifiable Residence Staff/Representative, including but not limited to producing identification, promptly opening doors, or lowering noise levels in a room/unit. It is prohibited to lie or misrepresent oneself to a Residence Staff/Representative or run/hide from a Residence Staff/Representative.</p>	<p>CAs ask Residents for identification regularly as part of their responsibilities. Part of your Unicard cardholder agreement includes providing it to UCalgary staff when required.</p>	<ul style="list-style-type: none"> • Warning, educational/restorative sanction • Residence probation, • Monetary fine
<p>It is prohibited to impede a Residence Staff/Representative in the performance of their duties, including deceiving, disrespecting, or harassing a Residence Staff/Representative.</p>	<p>Being dishonest with CAs or Campus Security (for example, regarding how many people are in your unit, or what your UCID is) could be a violation of this policy.</p>	
<p>Residents will not violate or disregard a sanction or outcome imposed for violation of these Standards and Requirements.</p>	<p>You can review the University's policies here: http://www.ucalgary.ca/pdri/policies-procedures</p>	

Posting materials

Requirement	Example(s)	Likely outcome for violations
<p>Materials must be approved by Residence Services before they are publicly posted anywhere in the Residence Complex. Publicly posted materials include, but are not limited to, materials displayed in windows or materials that can be observed through a window, materials displayed in common areas of a unit, and materials displayed in publicly accessible areas of the Residence Complex.</p>	<p>Speak with a building Residence Life Coordinator/Staff member if you would like to gain approval for putting up posters in the Residence Complex.</p>	<ul style="list-style-type: none"> • Warning, educational sanction • Residence Probation • Reassignment • Referral to Student Conduct Office
<p>Residents must not post materials that:</p> <ol style="list-style-type: none"> a. are likely to expose people to hatred or contempt, for example, based on their race, ethnicity, religion, gender, sexuality, ability, age, family status or socioeconomic status; b. whether intentionally or inadvertently, have the effect of making others feel unwelcome or unsafe; c. use offensive or discriminatory language or imagery; d. display, promote, or can reasonably be understood to advertise drugs, drug paraphernalia, alcohol consumption, alcohol brands, licensed establishments, or events like “pub crawls”, “party buses” or “all-you-can-drink” events; 	<p>Be mindful about what kinds of materials you put up in Residence, and how they might impact others.</p>	

Noise

Requirement	Example(s)	Likely outcome for violations
<p>Residents must be mindful of noise levels in their assigned Unit/Room at all times. Residence Services will maintain “Quiet Hours”, during which Residents will be expected to keep noise levels to a minimum. If any Resident or staff member reasonably requests a Resident to reduce the volume of their activity at any time, the Resident must comply with that request.</p>	<p>Excessive noise has a negative impact on our community. Some common examples include loud music or televisions, having too many people over, or dropping weights on the floor.</p> <p>Standard quiet hours in most buildings are: 11 p.m. to 8 a.m. Sunday to Thursday, 1 a.m. to 8 a.m. on Friday and Saturday. During final exam season, there is a designated 23 quiet hour period. These hours are subject to change.</p> <p>These quiet hours apply to all single student housing, except for Varsity Courts. For quiet hours information for Varsity Courts, please reference the City of Calgary Bylaws related to noise.</p> <p>If you’re playing music or videogames in your unit, check in with your roommates or neighbours to see if the volume is disturbing them. Keep speakers off the floor, and consider wearing headphones if you think others might be studying or sleeping.</p>	<ul style="list-style-type: none"> ● Warning ● Fine ● Educational sanctions ● Residence Probation
<p>Calgary’s bylaw for noise on Residential properties will be applied to Residents living in Varsity Courts (calgary.ca/csps/abs/bylaws-by-topic/noise.html).</p>	<p>Having people over? Have a plan for keeping noise levels in check, and where you’ll go when Quiet Hours begin.</p> <p>If you have concerns about a noise issue in Residence, check out resources on our website.</p>	

Protection of privacy

Requirement	Likely outcome for violations
It is prohibited to audio or video record, photograph or broadcast another person without that person's express consent.	<ul style="list-style-type: none"> • Warning • Educational/restorative sanction • Referral to Student Conduct Office
It is prohibited to share confidential information about others, except for the purposes of seeking help or support from staff. This includes sharing private or personal information about another Resident, or about a Residence conduct process.	

Reckless or unsafe conduct

Requirement	Example(s)	Likely outcome for violations
It is prohibited to purposefully damage – or to engage in reckless or unsafe conduct that could damage - Residence property or the property of others.	This includes vandalism in Residence, including defacing posters, displays or Residence property.	<ul style="list-style-type: none"> • Educational/restorative sanctions • Monetary restitution • Residence Probation • Residence Withhold • Referral to Student Conduct Office
It is prohibited to engage in reckless or unsafe conduct that might put members of the community in danger.	This also includes reckless behaviour like skateboarding or playing hockey in a hallway or a lounge.	