



SFU Residence Handbook

Fall 2025
Spring 2026
Summer 2026

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

We are grateful for the opportunity to facilitate community building and learning on these unceded ancestral lands. For more information about SFU's path towards reconciliation: <https://www.sfu.ca/aboriginalpeoples/sfu-reconciliation.html>

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THIS DOCUMENT:

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

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

Important Residence Dates and Deadlines

FALL TERM 2025 (SEPTEMBER – DECEMBER)

- Residence fees due (Fall installment) - August 1
- Fall Move In – August 30
- Residence Welcome Days- August 31 – September 1
- Spring term termination deadline – Fall-Spring contracts: cancel spring term with no cancellation penalty - October 1
- Applications open for Fall 2026 – October 1
- Residence fees due (Spring installment) – November 30
- 23-Hours Quiet Hours (Exam Period) – December from last day of classes during exam period
- Move Out for residents not staying for Spring term –no later than noon December 17
- Residence and Housing limited services for Winter Break – December 24 at noon – January 2 at 9 am

SPRING TERM 2026 (JANUARY – APRIL)

- Spring applications open for new residents – August 1, 2025
- Residence fees due – November 30, 2025
- Spring Move In – January 1, 2026
- Residence Welcome Days- January 2-4
- Applications for Community Advisors for Summer and Fall – December / January
- Contract Renewal Deadline for Single Graduate Housing – March 1, 2026
- 23-Hours Quiet Hours (exam period) – April from last day of classes during exam period
- Move Out for residents not in residence for Summer term -no later than noon April 26
- Room switch period for UG residents moving to Summer Housing – by appointment between May 1 - May 4

SUMMER TERM 2026 (MAY – AUGUST)

- Summer applications, open for current and new UG residents – December 5, 2025
- Summer residence fees due – April 1, 2026
- Contract Renewal Deadline for Grad+Family Housing Contracts – May 1, 2026
- Summer Move In – May 7
- Residence Welcome Days- May 7-8
- 23-Hours Quiet Hours (exam period) - August from last day of classes during exam period
- Move Out for residents not in residence for Fall term - no later than noon August 24
- Room switch period for summer residents moving to Fall Housing – by appointments between August 28 – Sept 1

Key Contacts

Residence and Housing Office

Location: Courtyard Residence - Burnaby Campus

8888 University Drive SFU

Burnaby BC, V5A 1S6

24/7 Front Desk*

Phone: 778-782-4201

Email: housing@sfsu.ca

- ❖ *The front desk is staffed from 11 pm – 6 am with overnight residence assistants to help with lock outs and urgent community issues.*
- ❖ *Note: Limited service is likely to occur during the Winter Break in December, or other University closures. Residents will be notified by email of any changes in service or availability.*

- Residence Life: reslife@sfsu.ca
- Residence Facilities and Maintenance: resfixit@sfsu.ca,
- Guest Accommodations: The Simon: <http://www.sfsu.ca/stayhere>, 778-782-4503

Other useful resources:

HOUSING PORTAL: MyPlace@sfsu.ca

- [Apply and Accounts](#): applications and offers; billing and payments
- [My Room](#): room selection; roommate groups; room switch requests; move in appointments
- [Maintenance](#): submitting maintenance requests; Room Condition Inventory
- [Services](#): adding meal plans; parcel pick up notifications; etc.
- [Residence Life](#): sign up for programs; Community Advisor applications; etc.

SFU RESIDENCE WEBSITE:

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

- [YOUR MAILING ADDRESS](#)

SFU SAFETY AND RISK SERVICES: <http://www.sfsu.ca/srs/security.html> - 778-782-3100

- 911, or Campus Emergency Line: 778-782-4500
- Non-emergency line (security / safewalk): 778-782-7991

KEY CAMPUS SERVICE PARTNERS

- SFU Campus Switchboard: 778-782-3111
- SFU Centre for Accessible Learning: <https://www.sfsu.ca/students/accessible-learning.html>
- SFU Health and Counselling Services: <https://www.sfsu.ca/students/health.html> -778-782-4615
- 24/7 Emergency Contacts: <https://www.sfsu.ca/students/health/emergency.html>
- SFU Indigenous Student Centre: <http://www.sfsu.ca/students/indigenous/>
- SFU International Services for Students: <https://www.sfsu.ca/students/iss.html>
- SFU Office of the Ombudsperson: <http://www.sfsu.ca/ombudsperson.html>
- SFU Office of Student Support, Rights, and Responsibilities: <https://www.sfsu.ca/students/studentsupport.html>
- SFU Sexual Violence Support and Prevention Office: <https://www.sfsu.ca/sexual-violence.html>
- Fraser International College: <https://www.fraseric.ca/>

Welcome to SFU Residence & Housing: From the Director

Hello everyone,

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

Our Residence and Housing team is here to help you meet your goals and have the best residence experience possible. To help make this happen, we offer a wide range of services and opportunities specifically designed just for you.

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

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

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

Zoe Woods, Director
Residence and Housing
Simon Fraser University

Vision and Mission Statement

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

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

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

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

Your Rights and Responsibilities

SFU's goal is to ensure our campuses are welcoming places for everyone to gather and learn and that all who live, work, and study here feel a sense of belonging, inclusion, fairness, and mutual respect

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

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

- You have the right to live in a community based on mutual **respect and acceptance**, free from intimidation, harassment, discrimination, or racism. You have the responsibility to treat all members of the community - residents, guests, Residence and Housing staff, as well as SFU Dining Commons, Facilities, and Security staff, etc. - with respect and to address any questions or inconsistencies through the appropriate channels. This includes speaking up when you are aware of acts of harassment, intimidation, or see others being treated with a lack of respect and dignity.
- You have the right to be **safe**. You have the responsibility to conduct yourself in a way which doesn't endanger yourself and others and to report any unsafe behavior or conditions.
- You have the right to expect **fair** and consistent service from Residence and Housing staff to address your questions and concerns. You have the responsibility to be responsive and cooperative in all dealings with Residence and Housing staff, follow applicable processes, and respond to their requests (including email correspondence and meeting requests) in a timely manner.
- You have the right to expect **clear Community Standards**. You have the responsibility to know the Community Standards and ask questions if you do not understand a Community Standard.
- You have a right to a living space that is **clean and well kept**. You have a responsibility to contribute to the upkeep of common areas by promptly cleaning up after yourself, taking garbage to the garbage compound, using appropriate composting, recycling, and waste receptacles, and by reporting facilities or equipment that are broken or dirty. You have the responsibility to ensure that your actions do not cause damage to the property of the institution or other community members.
- You have a right to live in an environment with reasonable noise levels **conducive to sleep and study**. You have a responsibility to be considerate of your noise, ask your fellow residents to do the same and speak with the relevant community member and/or staff member when noise levels are unacceptable.
- You have a right to manage your own **health and wellness** and access the services available from the university or a community service provider designed to support your physical and/or mental health and wellness. You have a responsibility to ensure any mental or physical health issues do not have a negative impact on the residence community.
- You have the right to reasonable **privacy and safety of your possessions**. You have the responsibility to respect the privacy and property of others. You also have the responsibility to maintain the security of your community including upholding the security of access to residence and reporting suspicious activity promptly to campus security and/or residence staff.

If you are experiencing any issues with the above rights and responsibilities, please connect with our residence and housing staff so that we can help.

PART 1 LIVING IN RESIDENCE

Collection of Information

The information collected on our forms and website is under the authority of the University Act (R.S.B.C. 1996, c.468) and Section 27(4)(a) of the Freedom of Information and Protection of Privacy Act.

It is related directly to and needed by the University to provide services related to the functions of SFU Residence and Housing and its affiliated divisions.

The information will be used by SFU to fulfill the service and/or action requested on our forms and website.

If you have any questions about the collection and use of your information, please contact us at: SFU Residence and Housing, Residence Administration Building A1001, 8888 University Drive SFU, Burnaby, BC, V5A 1S6.

Privacy/Confidentiality of Information

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

Communication from SFU Residence and Housing

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

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

Residence Staff

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

THE RESIDENCE LIFE TEAM

- Works in the residence community to create comprehensive programs (events, workshops, and more) designed to promote learning and personal growth for residents
- Establishes, communicates, and enforces the [Community Standards](#) meant to ensure that residents are comfortable and able to thrive personally and academically
- Connects you to campus and community supports and resources as appropriate during your time living in residence.
- For employment opportunities available for you, visit our [Employment Opportunities](#) page

STUDENT STAFF: COMMUNITY ADVISORS (CAs) AND AREA COORDINATORS (ACs):

- Live within the residence community and are a resource for living in residence.
- A peer who attends training so that they can offer a safe place for you to ask questions about the supports and resources available to you. Assists with conflict resolution within the community and facilitate opportunities for you to attend programs and events both on campus and in the local community.

OVERNIGHT RESIDENCE ASSISTANTS:

- Professional, full time, staff members who work 10:00 PM to 6:00 AM and conduct rounds of the residence community, ensuring that access points to the buildings are secured, facility concerns are reported, and address low-level behaviour that has an impact on the community.

COMMUNITY LIFE COORDINATORS (CLC):

- Professional, full time, staff members who manage the student staff and support the community development for an assigned area. CLCs can help resolve conflict, offer support and connect you to campus and community resources. They also follow up on community standard concerns. To connect with your CLC, email residence_life@sfu.ca.

ADMINISTRATIVE AND FACILITIES STAFF

Residence and Housing Front Desk:

Welcomes you to residence, in person payments, and helps residents with day-to-day administrative tasks and general inquiries. Refers specific inquiries to the appropriate team member. Connect with our front desk staff in person, email, or phone. Information can be found on our [Contact Us](#) page.

Residence Facilities:

Manages the maintenance and janitorial aspects of the Residence Buildings, including repairs; cleaning; room inspections; room inventory; as well as renovation and construction projects.

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

Student Occupancy:

Manages applications, offers and housing assignments, including billing, room switch requests and terminations. Connect with our front desk staff for general in person inquiries. Specific questions and emails to housing@sfu.ca will be directed to the occupancy team.

Guest Accommodations:

The [Simon – Short Stay](#) is available at the Burnaby campus year-round for your family or other visitors. Summer conference and other guests join our residence community during the summer term.

Residence Hall Association (RHA)

The Residence Hall Association (RHA) is a student-run organization made up of residents elected by residents for the Burnaby West campus. The RHA exists to advocate on residents' issues, liaise between residents and the administration, organize social programming, and to contribute to a strong residence community and identity. Residence fees charged each term include an RHA fee used mainly to run community building events throughout the year (see [Fees page](#) for more details). All residents are welcome to attend the RHA's weekly meetings.

Moving In

<https://www.sfu.ca/students/residences/new.html>

Your [MyPlace@SFU](#) and your offer both also have your move in date and time information.

- **Please make your arrival plans based on your move in date. It is often not possible to move in prior to your contract date.** See [Contract Extensions](#) for what options may exist for early arrival.
- Don't forget your ID! You will need that to check in.
- Ensure that you have paid your residence fees on time to avoid cancellation. You will not be able to receive your keys if you have any outstanding residence fees.
- If you do need to cancel your housing, review your contract for cancellation fees and deadlines.

Accessibility Accommodations

<https://www.sfu.ca/students/residences/housing-options/accessible-accommodation.html>

A student with a permanent disability or persistent/ prolonged disability may have specialized housing requirements or may be eligible for priority consideration. Types of accommodation include:

1. Priority offer for housing (to receive a housing offer outside of the housing admission process)
2. Accessibility Accommodation for Room Placement (require specific room type – such as private bathroom; no meal plan; special equipment; special building placement)
3. Exception to policy (such as reduced course load; emotional support animal (ESA))

Students living in residence and have an accessibility need or ongoing medical condition that impacts their housing needs will need to register and provide documentation to [SFU's Centre for Accessible Learning \(CAL\)](#). Contact us early in the process so that we can determine the most appropriate placement and additional requirements so that we can best meet your needs.

Insurance

IMPORTANT NOTE:

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

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

- If your personal belongings become damaged due to a flood, fire, etc. or another resident causes damage that ultimately results in your personal items being damaged, your insurance (less your deductible) can cover the cost of replacing your damaged items
- If you cause damage to a building or area in residence – either intentionally or unintentionally - you are liable for the costs for repair, and damage to yours and other residents' property. In the case of severe damage, these costs may be extensive. Your insurance coverage (less your deductible) will cover you against this charge.

You should ensure that you are covered for:

- Loss of personal property; AND
- Liability for personal and property damage (your property, other affected residents' property, and SFU's property)
NOTE: this could be in the range of \$20,000 to \$100,00 or more

Parking

<https://www.sfu.ca/students/residences/community/maintenance-services/parking.html>

Parking is managed by [SFU Parking Services](#).

Parking passes can only be purchased for residence lots on the Burnaby campus.

- Spaces in certain lots are limited and passes are subject to availability.
- All parking on the Burnaby campus is managed by SFU Parking and Sustainable Mobility. Only park in your designated area to avoid a ticket. Review: [SFU Parking Regulations](#).

There are no parking stalls at the Charles Chang residence or at the Vancouver campus for residence parking. Private parking garages in the downtown area have daily, weekly, and monthly parking. Street parking is City of Vancouver metered parking.

Meal Plans

<https://www.sfu.ca/students/residences/community/meal-plan.html>

The default plan is a 7-day basic plan. You can request a change to a 5-day plan, or upgrade with Dining Dollars to use at other campus food locations.

Your meal plan fees are due as part of your residence fees with the same deadlines.

Required: Meal plans are required for North Towers (Doris and Jack Shadbolt House, Barbara Rae House, and Pauline Jewett House), East / West Towers and Courtyard Residence.

Optional: Residents in other buildings can purchase a meal plan through the housing portal MyPlace@SFU or in person at the Residence and Housing Office

DIETARY REQUIREMENTS:

Residents with food sensitivities or specific dietary requirements are encouraged to review the [Dining Commons Wellness and Dietary Needs website](#), menus and connect with the Dining Common Manager and Chef to help determine options and possible accommodations.

While we do take every possible precaution, residents with severe food allergies or restrictions should note that we cannot guarantee the total prevention of cross-contamination in prepared foods. If after connecting with the Dining Hall Chef concerns remain about your ability to be on the meal plan, please contact housing@sfsu.ca

For more information see: [meal plans](#) and [SFU Dining Services](#).

When purchasing a meal plan you agree to the following:

MEAL PLAN POLICY:

- Your SFU student ID card is required to access your meal plan at all times: you must present and swipe your card each time you enter the Dining Commons.
- Dining Commons food is for personal consumption only.
- Your meal plan is non-transferable: **Do not give your student card to someone else.**
- Meal plans are dine-in only. (Exceptions are available for students with classes on other campuses – please check with Dining Commons team for details).
- Meal plans are purchased at the start of the term and valid until 1:00 PM the day following the last day of exams
- Students who purchase 'platinum' meal plans and have a Dining Dollar balance at the end of the term can use the balance the following term.
- Payment for plans requested after the fee due date are required one week before the start of the meal plan term to be active on the first day. Payment is required before your meal plan will be active.
- Meal plans added after the 3rd week of the term are prorated.
- Refunds on optional plans are available up until November 1 for Fall term, or March 1 for Spring term, or July 1 for the Summer term. Eligible refunds will be prorated daily, and amounts will be credited to your GOSFU student account.

LIVING IN A SHARED COMMUNITY

We have provided some basic information in this section and recommend that you review the details on the webpages provided throughout this section.

Community hub: <https://www.sfu.ca/students/residences/community/community-hub.html>

Maintenance and Services: <https://www.sfu.ca/students/residences/community/maintenance-services/maintenance-request.html>

Cleaning: While custodial staff keep the building clean, you are responsible for cleaning your own room/unit and cleaning up after yourself in a building's shared common areas such as shared kitchens and lounges.

<https://www.sfu.ca/students/residences/community/maintenance-services/cleaning.html>

RESIDENCE WIDE AMENITIES

See details and information about processes to access various spaces

- East and West Tower Amenity Spaces are located on the lobby level: includes an activity room, wellness room, Multifaith room, multipurpose room, and study/academic space.
- P21: Graduate and Family Housing Pavilion (bookable space)

- Bike Room at all campus precincts. <https://www.sfu.ca/students/residences/community/maintenance-services/bike-storage.html>
- Storage lockers are available on a first-come first-served basis for the Charles Chang Residence at the Vancouver campus and at The Graduate and Family Housing on the east side of the Burnaby Campus.
<https://www.sfu.ca/students/residences/community/forms.html>

BUILDING AMENITIES

- Laundry – User pay laundry facilities are located in each residence community. SFU Residence laundry service provided by Sparkle Laundry provides online load monitoring capability, online card reload, and online check for available machines.
- Lounges – varies by building
- Study Spaces – varies by building/community

HEAT

Meeting individual comfort levels for heat within a shared community can be difficult.

Some residence rooms and spaces have their own heat controls where the user can adjust the temperature of the room within a predetermined range set for the building. Buildings that have temperature controls in individual rooms:

- Charles Change Residence (Vancouver Campus)
- Courtyard Residence (heat controls will not work if window is open)
- East/West Towers (, heat controls will not work if window is open)
- Hamilton Hall
- McTaggart-Cowan Hall
- Townhouse Quad Units (1 control on each floor)

North Tower residence rooms at SFU do not have individual heat controls that would allow a resident to customize the temperature for their own space. In these buildings, standard temperatures are set for each building and the building's heating system will engage only when the building temperature drops below the set point.

P21: Graduate and Family Residence is built to passive house building standards which means that energy efficiencies have been built in regulating the indoor temperature for the building as a whole. Each unit has a control to regulate the heat within a very narrow temperature range. This control may be disabled during the summer term. If additional cooling is needed, residents can open windows or add a fan to increase cross-flow ventilation.

What can residents do?

In general, there is little that a resident needs to do to adjust the heat within their space. As outdoor and building temperatures fluctuate the building's heating system will adjust to maintain the preset temperature.

Do I need a portable space heater?

Generally – no. Space heaters can overload electrical systems within the building, can be a fire hazard and can have a negative impact on the function of the building wide heating system. Residents do not need a portable space heater as the building's heating system should be sufficient for most residents' needs.

Should a resident feel they need a portable space heater in their room or unit we ask that it have the following features:

- CSA approved
- Overheat protection
- Tip over protection

INTERNET

<https://www.sfu.ca/students/residences/community/maintenance-services/internet.html>

High-speed wireless Internet is included in your residence fees and is provided and serviced by Rogers Communications.

- Wireless internet is provided in all buildings
- Wired internet service is only in select buildings (McTaggart-Cowan Hall, Shell House, Townhouses, North Towers, and Hamilton Hall)

The use of internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, [the Residence Internet Terms of Use Guidelines](#), and [SFU's Fair Use of Information and Communications Technology Policy \(GP24\)](#)

Internet access hardware remains the property of our provider and charges for the replacement of missing equipment or repair of equipment damaged by tampering or unauthorized use will be applied to your student account.

MAIL

<https://www.sfu.ca/students/residences/community/maintenance-services/mail.html>

Mail delivery differs by Residence area / campus.

- **Mail for Burnaby West residents** is delivered to the front desk: *see mail information on website for restrictions on delivery and packages, as well as return policies.*
- **Mail for Charles Chang at Vancouver and Graduate and Family Housing** is delivered to your unit mailbox.

GARBAGE AND RECYCLING

https://www.sfu.ca/students/residences/community/maintenance-services/garbage_recycle.html

As a member of the residence community, you are responsible for transporting your garbage and recycling to the appropriate community disposal bins. Proper disposal of waste materials keeps our community clean and deters pests and wildlife. Ensure that you place your garbage in the bins provided.

WILDLIFE

Interaction with wildlife (e.g., bears, raccoons, birds) such as petting, feeding, or allowing wildlife to access buildings and interior spaces is dangerous to the wildlife, as well as to you and the staff of residence buildings. Please enjoy the wildlife in their natural habitats from a respectful distance.

Maintenance

ROOM INVENTORY CONDITION REVIEW

<https://www.sfu.ca/students/residences/community/maintenance-services/room-inventory.html>

After move-in, you will need to complete a Room Inventory Condition Review through [MyPlace@SFU](#) portal. This is your opportunity to verify the condition of your residence room/ unit at the time of move in to ensure that you are not held responsible for any issues or damage that existed when you arrived.

If you do not submit the form within the first week, the conditions we have on file will be taken as correct and accepted.

These conditions will be compared to the condition of your room/unit and contents when you move out and may be used in the determination of cleaning or repair charges where applicable.

MAINTENANCE REQUESTS

<https://www.sfu.ca/students/residences/community/maintenance-services/maintenance-request.html>

If there is something that needs to be fixed, replaced, or given attention in your room, unit, or community, please file a maintenance request through your [MyPlace@SFU](#) portal so that we can respond to the issue. **For issues on your floor or in your building: don't assume someone else has already done it – we would rather have multiple requests rather than find out after weeks that there is something than needs fixing. This is frustrating for you and for us.**

There is no cost to the resident for maintenance work or repairs unless the repairs required are due to misuse or damage caused by a resident or their guests. Residents are responsible for any costs related to their personal items in relation to maintenance work or repairs (i.e. Moving, laundry, cleaning).

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

There will be no compensation or reduction of residence fees due to any disruption or relocation associated with ongoing construction, renovations, or maintenance requirements. SFU will not compensate you for the loss of any personal items, including consumables lost or damaged due to a maintenance issue. (See Insurance section).

There may be a situation where repairs are extensive and may require you to relocate to another unit. In cases where the resident is required to relocate for emergency maintenance not caused by the resident, SFU will provide alternative accommodations at no additional cost. Alternative accommodation will be based on availability and may be a different room or unit type or campus location.

ROOM ENTRY AND UNIT INSPECTIONS

1. Residence and Housing staff will perform room, apartment, and townhouse inspections for cleanliness and maintenance issues at a minimum of once per term. You will be given 24 hours' notice of such inspections.
2. There are certain conditions under which authorized university personnel may enter your accommodation without prior notice. These are outlined in your [Residence Contract: Room or Unit Entry](#) and include the need to make urgent repairs or requested maintenance; to comply with legal authorities; where the safety and health of the individual or the community requires it; or to address an ongoing and current source of noise or disruption that is reported by and impacting the community.
3. If you live in a shared unit such as the townhouses or two-bedroom downtown units, Residence and Housing staff will enter to inspect a room within the unit that has been vacated to ensure that the room is prepared for a new resident.
4. Staff will also enter to respond to a maintenance request submitted by another occupant of the unit.

CONSTRUCTION

<https://www.sfu.ca/students/residences/community/construction-updates.html>

Renovation and Construction projects in the Residence precinct help us continue to provide living learning environments that are safe, attractive, well maintained, comfortable, and welcoming.

Construction hours are typically between 7:00am – 4:00pm Monday – Friday. Notice of construction and maintenance activities is sent by email to your SFU email address.

HAZARDOUS MATERIALS AND PESTS

ASBESTOS

<https://www.sfu.ca/students/residences/community/maintenance-services/asbestos.html>

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

Asbestos containing materials (ACM) are primarily found in living areas where there are:

- Texture coatings on ceilings and as overspray above ceilings (Shell House)
- Floor tiles (9"x9" beige, grey or brown tiles only) (Shell House)
- Asbestos board backing radiators (Shell House)
- Drywall taping compound (Shell House)

- Window Glazing Mastic (Shell House and Townhouse)
- Putty on electrical boxes (Townhouse)
- Gaskets on pipe flanges (Townhouse)

Asbestos texture coatings are identified with either a red or black stylized "A" with a circular border, spaced at 15-foot intervals. Potentially, ACM areas may have been missed by the survey and may not be showing this symbol. To prevent accidental disturbance of ACM, Residence Facilities must be contacted in any case where there is damage to the above features. If you discover or think there may be asbestos containing material which has been disturbed, please immediately submit a [Maintenance Request](#). Tests for the purpose of identifying Asbestos and Lead containing materials are conducted prior to most renovation work in Residence buildings.

LEAD

Lead is known to be present in building materials on campus, particularly in paints and surface coating materials. To prevent the disturbance of lead containing building materials, do not put any holes in the walls and promptly report any drywall damage to Residence Facilities. Tests for the purpose of identifying Asbestos and Lead containing materials are conducted prior to most renovation work in Residence buildings.

MOULD

Mould growth can occur in buildings where water has infiltrated areas due to heavy rains, plumbing failures, flooding, or high humidity. Mould is found in virtually every environment and can be detected both indoors and outdoors, year-round. Mould growth is encouraged by warm and humid conditions. More information can be found here:

<https://www.sfu.ca/srs/work-research-safety/general-safety/indoor-air-quality/mould/about.html>

- How you can help protect yourself and your room from mould:
 - If you keep porous items in the window area, store them inside plastic bags or bins
 - Leave space for air circulation between the window glass and your personal belongings
 - Report water leaks or floods as soon as possible

PESTS

Even in urban environments or the mountain at Burnaby campus, you are likely to encounter some pests or wildlife. Most cases are minor and submitting a maintenance request will allow us to assess the situation and determine appropriate action. In most cases, Residence and Housing will not room switch you due to pests.

Wildlife can include raccoons, bears and mice. Do not feed, pet, or let them into residence buildings. [SFU Safety and Risk Services Wildlife Safety Guide](#)

Check out [this webpage](#) for some common pests and recommended actions:

- Ants
- Silverfish
- Stink bugs
- Mice/rats
- Mosquitoes
- Bed bugs

BED BUGS

<https://www.sfu.ca/students/residences/community/maintenance-services/bedbugs.html>

Bed bugs are not harmful, rather are an unpleasant pest. Historically, SFU Residence and Housing has had a low rate of bed bug incidents. Bed bugs are, however, known to be found throughout the Greater Vancouver area and residents are advised to be vigilant and watch for possible signs of bed bugs in their room or common spaces throughout Residence. SFU Residence and Housing takes all cases of potential bed bugs very seriously and we have developed treatment protocols to address the situation

quickly and effectively. If you believe you have seen or experienced signs of bed bugs, please report it immediately as a maintenance request through the MyPlace@SFU

Note that to best contain the issue, avoid the spread, and reduce the impact on the community, we do not move residents during the treatment.

Moving Out

<https://www.sfu.ca/students/residences/community/moving-out.html>

PREPARING TO MOVE OUT

If your contract is ending and/or does not carry over to the upcoming term, you are required to move out of residence no later than noon on the date your contract ends / move out day.

- There is a short turn around between terms and often [Contract Extensions](#) are not possible. Please plan ahead.
- Ensure you know before you go and check out the [move out page](#).

If you do not move out by your designated time, we will remove your belongings and the removal, storage, late check out, and cleaning costs will be charged back to you.

Refer to the Room Condition Inventory you completed after move in and the [move out](#) page to help. Any pre-existing damage or items needing repair will have been reported on this form and this will be the comparison used to assess whether your room is left in the same condition or if charges will be applied.

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

Please see the [Damage/Cleaning Charges](#) pdf on the move out page for a more detailed list of possible charges.

CHECKING OUT OF RESIDENCE

When you are ready to move out of your residence room, make sure you:

- Leave your unit in a clean and damage-free condition.
 - Your room will be inspected after move out and you may be assessed cleaning/damage fees if the room or shared common areas are not clean or if there is damage to the room or furniture.
 - Remove and properly dispose of your personal belongings. You will be assessed charges for disposal of items left behind. Proper disposal of personal belongings means that belongings you are not taking with you must be placed in the appropriate garbage or recycling bins. Larger items such as furniture or appliances that do not fit in the bins provided cannot be left in hallways, common areas or beside garbage/recycling bins. It is the departing resident's responsibility to contact a donation or waste removal company to pick up such items.
- Close and lock the doors and windows
- Return your keys no later than 12:00pm (noon) on your move out date
 - To ensure the safety and security of our residences, we will change the locks for all keys unreturned at move out and you will be financially responsible for the lock change fee.
 - Return your keys to the Residence and Housing Office: in person with our front desk staff, or to the drop box at the Residence office, or at the Charles Chang lobby key drop box.

If there are any charges for cleaning or damages, you will be notified by email. You can dispute these charges within 30 days of this notification through an [Appeal of Cleaning/Damage Charges Form](#).

Safety and Emergency Preparedness

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

CONTACTS: Emergency contact numbers are at the front of this Handbook under Key Contacts

Safe Walk Program: <https://www.sfu.ca/srs/campus-safety-security/public-safety/safe-walk.html>

24/7 Front Desk:

For urgent issues that require immediate attention, but do not require 911 – such as a maintenance emergency (i.e. flood), or to connect with a Residence Life Staff member, call our desk at 778-782-4201

STAY INFORMED:

- **Your SFU email address:** It is important that you check your SFU email throughout your time in SFU Residence and Housing. This is the official email used by SFU and SFU Residence and Housing and will be used to contact all residents (SFU and FIC students).
- SFU's digital communications channels: Facebook ([Simon Fraser University](#)), Twitter (@[SFU](#)), website (www.sfu.ca),
- SFU Residence and Housing: social media: Facebook (@[SFUResidences](#)) Twitter (@[sfuresidence](#))

CCTV CAMERAS:

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

EMERGENCY PREPAREDNESS:

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

Prepare yourself by doing the following:

- SFU Email Address: Make sure that you are receiving emails from SFU Residence and Housing as this will be the primary way that the Residence and Housing staff will contact you
- Follow the SFU and SFU Residence and Housing Digital Media Channels sited above
- Make an emergency communications plan with your family
- Review the information provided to you by [SFU Safety and Risk Services](#)
- Refer to our move in list of [what to bring](#)
- Prepare for possible **snow closures** and visit the [SFU Severe Weather page](#) for procedures and resources for when there may be snow events at the various campuses
- In your building area are posted fire and evacuation information – please **review your evacuation routes** from your residence room and know where your muster station is in case of emergency. You are responsible to know this information and required to evacuate when there is a fire alarm.

Part 2 – Administrative Matters

Fee Payments and Deadlines

<https://www.sfu.ca/students/residences/fees.html>

Payments must be made through the Housing Portal: MyPlace@SFU – in your account section, or in person.

It is your responsibility to ensure that your payment is received and reflected in your account prior to the deadline.

If not received by the deadline prior to move in, your housing assignment will be cancelled. After move in for payments during your contract, late payment fees will be assessed.

ROOM / MEAL PLAN - FEES SCHEDULE

[Review fees schedule and payment options online](#)

1. A non-refundable confirmation payment of \$700 is required with your acceptance of the contract – this will be applied towards your residence fees for the first term of your contract
2. An invoice for the upcoming term or any terms under your contract can be provided at your request
3. For any incidental charges that you may incur throughout the term (i.e., room switch, lost keys), You will have two (2) weeks to make your payment through the Housing Portal.

Term based contracts (Undergraduate residences and single graduate residences)

Due on Acceptance of offer: (date on offer)	August 1	November 30	April 1
\$700 non-refundable confirmation fee	Fall term fees	Spring term fees	Summer fees* (for those with contracts over the summer term)

*Undergraduate housing residents must apply for a Summer term contract.

*Single graduate housing residents' contracts are until end of summer term.

Monthly fees for P21: Graduate and Family Housing building

Due on Acceptance of offer: (date on offer)	By the 1 st of each month
\$700 non-refundable confirmation fee	Monthly fees

PAYMENT PLANS AND DEFERRALS

[Fee deferral request and payment plan request forms](#)

Submit the form at least two (2) weeks in advance of the payment deadline with any required documentation of funding. In such cases, your residence fees will be deferred to be paid through your GOFU student account.

Fee deferral Request

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

Payment plan Request

SFU students that do not meet fee deferral documentation can apply for a payment plan. Failure to meet payment plan schedule will result in inability to be in on a payment plan.

OVERDUE ACCOUNTS

You are notified of all charges on your account and the deadline for payment. Until your account is cleared, you will be blocked from future housing applications, room selection etc.

In addition, the following will apply:

- A late payment fee will be applied to your Housing account (review your [Contract / Legal License Agreement](#))
- If charges remain outstanding, they will be transferred to your GOSFU account where you will incur late charges and be blocked from course registration.
- Repeated overdue account issues may result in a block from future housing contracts or contract renewals.

Room Assignments and Room Selection

Single undergraduate and graduate residence rooms

- Rooms are furnished single occupancy private rooms
- Mixed gender: as all rooms are single occupancy, our residences are predominantly mixed and inclusive gender
 - Four-bedroom townhouses at Burnaby and 2-bedroom apartments in Charles Chang have shared common spaces and are mixed gender. We do try and match gender identification where possible. Please consider creating roommate groups for fall start dates.
- While we will try to meet the Residence type as indicated in your application preferences, students will be offered an available space for which you are eligible based on your housing priority and date of completed application
- Room selection is available for some terms and some buildings. Where applicable, residents with accepted offers can select the room from the rooms that match your offer type. (More detailed information is on our website under [Moving In](#))
- Residents not participating in room selection or room assignments will be allocated by the Student Occupancy team

Graduate and Family Housing

- Units are unfurnished
- Units are assigned randomly, based on availability
- Switching to a different unit would be based on availability and residence fees for that unit would apply

ROOM SWITCH

<https://www.sfu.ca/students/residences/community/room-switch.html>

Requested by you: (single student housing)

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

- Room switch requests will be processed based on availability.
- If a room switch is offered a \$50 processing fee will be applied.
- If you are room switching between the Fall and Spring terms, you will need to vacate your current room at the end of Fall term and move back in to your new room on move in day for the Spring term.

Please review the room switch information online for further details.

To apply for a room switch: fill out the room switch request through the Housing Portal: [MyPlace@SFU](#)

Between contracts: (single undergraduate housing)

If you are moving to a new room for your next contract (ie. From spring to summer housing or summer to fall housing)

- You will be provided with a room switch date during the room switch period noted in Important Dates

- If you will not be available on your room switch date you will need to vacate your current room before the room switch date and then move in to your new room on your return (or make arrangements and authorize someone else to do your room switch)

Requested by SFU Residence and Housing:

Occasionally we may need to assign or change roommates, room, or unit, in order to consolidate vacancies, accessibility needs, or due to required extensive repairs or maintenance, or changes deemed necessary for the safety and security of residence buildings or residents.

Note: In cases where the resident is required to relocate for emergency maintenance not caused by the resident, SFU will provide alternative accommodations at no additional cost. The alternative accommodation will be based on availability and may be to a different unit or building type, or different campus location. SFU will not compensate you for the loss of any personal items, including consumables lost or damaged due to a maintenance issue. (See Insurance section)

Contract Eligibility, Renewals, and Terminations

Review your [Contract / Legal License Agreement](#) for eligibility requirements, termination policies and cancellation fees.

MAXIMUM TERMS

The maximum length of the entire stay in SFU Residence is 18 terms, being any combination of Fall, Spring, and Summer terms, in any building and for any academic program.

Any resident who wishes to request an extension of their maximum term allotment for extenuating and academic circumstances must submit an [Appeal for Term Maximum](#) form along with all supporting documentation to the Assignments Team a minimum of 45 days before their scheduled move out or at the time of their renewal application. If approved, you will be able to apply, and the application will be in the queue based on completed application date.

CONTRACT EXTENSIONS (EARLY MOVE IN / LATE MOVE OUT)

Approval for early move in or late move out may be available for SFU / Academic related purposes and is subject to availability.

Due to restricted timeframes between terms, it is often difficult to grant requests for contract extensions. It is not available between the end of Fall term and the beginning of Spring term.

- If approved, a \$60 per night fee will be applied for each additional day and are not refundable.
- It is possible that due to incoming or outgoing residents that you will need to switch rooms to accommodate this request.

Requests are under 'My Room' in the Housing Portal: [MyPlace@SFU](#)

IMPORTANT NOTE on CONTRACT DATES: Term based contracts (single undergraduate and graduate housing) dates are based on the SFU Academic term dates – not at the end or start of a month. You may need to find alternate accommodations for any dates outside of your contract.

Deadlines to apply for contract extensions:

EARLY MOVE IN REQUEST – BEFORE YOUR MOVE IN	LATE MOVE OUT REQUESTS – END OF CONTRACT
1. Fall term – August 1 2. Spring term – not available 3. Summer term – April 1	1. Fall term – not available 2. Spring term – March 1 3. Summer term – July 1

CONTRACT RENEWALS – UNDERGRADUATE HOUSING

A new application is required for each contract term. I.e., for summer for undergraduate students, or for fall for all students.

- Please apply early for the best opportunity to receive an offer.

- See [Important Dates and Deadlines](#) for open application dates and fee deadlines.
- Residents may be required to change rooms on a designated room switch day based on their new contract room assignment.**

CONTRACT RENEWALS – SINGLE GRADUATE HOUSING

You will need to indicate your intention to renew your housing contract by March 1st for the upcoming year. Reminders will be sent in January.

CONTRACT RENEWALS – GRADUATE AND FAMILY HOUSING

You will need to indicate your intention to renew your housing contract by May 1st for the following contract period. Reminders will be sent in March.

CONTRACT TERMINATIONS

Know before you go! Review your [Contract / Legal License Agreement](#) for the policies and financial obligations regarding cancellation before move in and during your contract, including cancellation fees and exceptions for terminating your contract for an upcoming term that falls within your contract dates.

You will need to both:

1. complete the [Cancellation or Termination form found online](#); and
2. complete the check-out process by vacating your room/unit and returning your keys

CANCELLATIONS FOR UNDERGRADUATE AND SINGLE GRADUATE HOUSING- TERM CONTACTS – IN ROOM RESIDENTS

For residents currently in room and where your contract continues to the following term:

UPCOMING TERM	TERMINATION FORM BY DATE	APPLICABLE CANCELLATION FEE
Spring	October 1	\$0
	November 30	\$700
	December 15	\$1,100
	After Dec 15	Full spring term residence fees
Summer	February 1	\$0
	March 30	\$700
	April 15	\$1,100
	After April 15	Full summer term residence fees

*review your contract for the complete information regarding cancellation, termination, and exceptions

Completing your degree program:

If you are completing your degree program and will not be eligible to remain in residence once you are no longer enrolled in your degree program, you will need to provide two months' notice prior to the end of term to avoid cancellation fees.

CANCELLATIONS FOR GRADUATE AND FAMILY HOUSING- TERM CONTACTS – IN ROOM RESIDENTS

You will need to provide at least one month's notice to end your contract for the last day of the month. For clarification, if you wish to vacate for April 30th, you will need to provide notice by April 1st. If you provide notice on April 15th, your contract end date will be no earlier than May 30th.

Appeals and Exceptions to Policy

An applicant or resident may submit a request for an exception to an administrative policy or dispute of assessed cleaning/damage fees such as those outlined in this section or in their Residence Contract.

An exception to an administrative policy or dispute of charges would be in such cases where an individual circumstances may fall outside regular policy applications, or to provide an opportunity for residents to review and constructively challenge the decision-making process or policy within Residence.

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

Dissatisfaction with a policy, decision, not reading or checking your email, and/or failure to have read the Handbook or Contract are not grounds for exceptions or dispute.

Below are some of the more common administrative policies where exceptions or disputes sometimes occur:

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

ADMINISTRATIVE POLICY	SUBMIT REQUEST TO:	DEADLINE TO RECEIVE REQUEST FOR EXCEPTION: REQUESTS WILL BE REVIEWED WITHIN TEN (10) BUSINESS DAYS.
Full-time credit enrollment <i>Back on Track and Co-op Education programs are considered full time</i>	housing@sfu.ca	<ol style="list-style-type: none"> 1. Automatically approved when submitted by Centre for Accessibility. 2. Submit your request to review prior to term in which you are planning to be enrolled in part-time course load or within the first week of the term. • If not submitted by the resident who is instead contacted by Residence and Housing, your response or request for exception must be submitted within three (3) days.
Maximum 18 term resident limit	housing@sfu.ca	Request will need to be received and reviewed prior to being able to apply for future terms beyond your limit
Cancellation charges	housing@sfu.ca	Within ten (10) days of our notification to you by email and cancellation charges are placed on account
Resident termination of contract after move in	housing@sfu.ca	Recommend prior to move out – but no later than ten (10) days after move out
Cleaning / damage charges	Submit form: Appeal cleaning /damage charges	Thirty (30) days after the notice of charge has been sent to the email on file and charges are placed on the student account

*See Community Standards Appeal and Process: Part 4 for the appeals process for community standards.

REQUEST FOR EXCEPTION PROCESS

1. Submit the request within the deadlines noted above to the appropriate email
 - Include your full name and student number
 - Your reason for the exception request
 - Attach any documentation as needed
2. Once your request has been submitted, you will be contacted within ten (10) University business days with either a request for additional information or a decision on your request.

APPEAL PROCESS

1. If there is new information available potentially rendering the original decision unreasonable, or there is a clear lack of procedural fairness and/or bias in the process, you may submit this new information with an appeal of the decision.
 - The appeal will be reviewed by the Associate Director of the unit, or designate within ten (10) business days.
 - The student may request a meeting to discuss the case.

- Once a decision has been made, the student will be informed of the decision in writing within one full business day (24 hours) of the meeting or within ten (10) business days of the submission of the appeal in cases where there is no meeting.
- The decision is final and not subject to further appeal.

If you are looking for additional support, you may consult the [SFU Office of Student Support, Rights and Responsibilities](#), or the [SFU Office of the Ombudsperson](#).

Part 3 - Residence Community Standards

Community Living Expectations

SFU's goal is to ensure our campuses are welcoming places for everyone to gather and learn and that all who live, work and study here feel a sense of belonging, inclusion, fairness, and mutual respect.

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

Using the Residence Contract as a foundation, the Residence Handbook establishes and supports our commitment to all our community. In addition, this system outlines a process for addressing actions and behaviour that negatively affect or threaten the safety of individuals and the community.

Violations of Community Standards listed in this section will be addressed as outlined in [Part 4: Enforcement of Residence Community Standards Process](#).

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

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

Community Standards

The Community Standards listed below allow Residence and Housing to meet the needs of all community members while working to create awareness and promote responsible attitudes towards community living in a manner that is consistent with the philosophies and objectives of Residence and Housing. Above all, the safety and wellbeing of all members of the residence community is our top priority.

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

1. APPLIANCES AND BBQ / GRILLING

Cooking appliances are not permitted to be used in bedrooms, hallways, bathrooms, or lounges. Residents may use *small* Canadian Standard Association (CSA) approved appliances (e.g., electric kettles with an automatic shut off) within kitchen areas or in common spaces with a sink. In the Towers communities these appliances may be used in the Common Room.

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

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

2. BUILDING ACCESS, LOCKS, AND FIRE DOORS

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

3. CLEANLINESS STANDARDS

All residents have access to various communal areas in residence. As these are shared spaces, each resident is responsible for doing their part to ensure shared spaces are clean and tidy. Standards of cleanliness, as determined by SFU, must be observed for all spaces within residence.

a. Common Spaces

Residents are expected to keep the interior and exterior of their room and/or unit doors clean, as well as all common areas or shared living spaces. This includes, but is not limited to, lounges, living rooms, kitchens, bathrooms, laundry rooms, and stairwells.

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

b. Garbage and Recycling

Residents are responsible for disposing of their garbage, compost, recyclables, and all other unwanted items within the provided bins. In addition, it is expected that the disposal of these items is done in accordance with SFU's recycling program. Littering or leaving garbage or unwanted items in any location other than within the proper waste disposal bins is not permitted. Residents are also expected to keep recycling and garbage compactors free of excessive mess caused by placing waste in areas other than those previously mentioned. Larger items such as furniture or appliances that do not fit in the bins provided cannot be left in hallways, common areas or beside garbage/recycling bins. It is the resident's responsibility to contact a donation or waste removal company to pick up such items.

4. CONTROLLED SUBSTANCES

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

a. Alcohol

Consumption of alcoholic beverages by individuals less than 19 years of age or selling /providing alcohol to individuals less than 19 years of age, is a violation of provincial law, which applies to the university as a whole, including all areas of residence.

Restricted Areas

Open alcohol and consumption of alcohol is not permitted within public areas of residence (i.e., stairwells, bathrooms, hallways, Shell Basement, floor/common/study lounges, outdoors, and the Dining Commons).

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

- i. All Tower Communities , Shell House and McTaggart-Cowan Hall – resident rooms only
- ii. Townhouses – within the townhouse with agreement on the roommate agreement
- iii. Graduate & Family Housing – within your unit.
- iv. Hamilton Hall, Charles Chang– within your apartment and building lounges.

Common Sources and Excessive Drinking

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

This includes, but is not limited to:

- i. Drinking games, floor or townhouse crawls, and/or any other activity where excessive consumption of alcohol is the focus

- ii. The possession or distribution of paraphernalia which promotes, or can be construed as promoting, the over consumption of alcohol
- iii. Common sources include, but are not limited to, kegs or mini kegs, bubbler, beer bongs, pitchers, punch bowls, Jell-O shooters, and funnels

Home Brewing

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

b) Cannabis

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

Consumption of cannabis is only permitted within the Designated Outdoor Smoking Area (DOSA) on the SFU Burnaby campus and as identified on the [Safety and Risk Services](#) website. [Smoking Cannabis Outside of a DOSA](#) is not permitted on any SFU or residence property.

Manufacturing of cannabis oil or cooking with cannabis products in residence for the purpose of producing edibles for self or distribution is strictly prohibited.

Cannabis product must be stored:

- In a private space in your room. For example, they cannot be stored in a shared fridge, freezer or cupboard;
- With labels clearly indicating they contain cannabis;
- Sealed in a container such that any smell is undetectable outside of your residence room. This includes not removing cannabis from such a container for any activity including but not limited to preparing cannabis to be consumed, during which an odour could be detectable.

Cannabis equipment must be stored:

- In your private space in your room. For example, it cannot be stored in a shared kitchen or bathroom cupboard;
- Sealed in a container such that any smell is undetectable outside of your residence room;
- With labels clearly indicating it is used to prepare or consume cannabis

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

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

c) Smoking/ Vaping /Tobacco Use

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

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

5. COOPERATION WITH STAFF

It is expected that all members of the residence community will interact with each other in a respectful manner. This includes, but is not limited to, staff, students, third party contractors, and emergency services. As such, residents and their guests are expected to

cooperate with reasonable requests from Residence staff. This includes cooperating with Community Standard investigations. See [Part 4: Enforcement of Residence Community Standards Process](#) for more information.

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

6. DANGEROUS ACTIVITY

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

7. DINING COMMONS

Residents are expected to follow all applicable requests made by Dining Commons staff and treat all staff with respect. It is expected that all residents follow the guidelines and structure relevant to the services provided by the Residence Dining Commons as outlined on the meal plan agreement. You are not permitted to share your meal plan or SFU Student Identification to another individual to use.

8. EVACUATION

Residents are required to evacuate all residence buildings in the event of a fire alarm or other emergency. Anytime an emergency alarm sounds, residents are required to immediately leave the residence building and proceed to the nearest [assembly area](#). Please refer to [Safety and Emergency Procedures](#) for evacuation procedures.

9. GUESTS

Residents are responsible for their guest’s behaviour whether or not they participate in, agree with, or are aware of that guest’s behaviour while they are within the residence community. Residents should be with their guest at all times during their stay within residence.

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

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

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

Please note:

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

Single Undergraduate Housing:

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

Single Graduate and Graduate and Family Housing:

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

10. ILLEGAL SUBSTANCES

The following actions/activities may indicate behaviour that acts in contradiction with provincial and federal laws, and as such, are not permitted on residence property:

- a. The possession, use, trafficking (manufacturing, selling, giving, administering, transporting, sending, delivering, and/or distributing) of illegal or controlled drugs/substances;
- b. Offering to do anything related to the possession, use, or trafficking of illegal or controlled drugs/substances;
- c. Any direct or indirect involvement in any illegal drug or drug-related activity;
- d. Possession of paraphernalia associated with the possession, use, or trafficking of illegal drugs.

11. INTERNET

Internet service in Residence & Housing buildings is provided through a different service provider and is accessed through a different log-on than internet service elsewhere on campus. To ensure continuing service, tampering with internet access hardware, such as splitting or splicing, diverting the signal, or attempting any other unauthorized access is not permitted. Internet access hardware remains the property of our provider and charges for the replacement of missing equipment or repair of equipment damaged by tampering or unauthorized use will be applied to your student account.

The use of wired and wireless internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, the [SFU Res Terms of use guidelines](#) and [SFU's Fair Use of Information and Communications Technology policy \(GP24\)](#)

If you are experiencing lapsed service or other issues with the provided internet equipment, please refer to the [internet services information online](#) and/or submit a maintenance request through MyPlace@SFU

12. KEYS (MISUSE OF)

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

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

13. MISCONDUCT

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

- a. Against People

This includes, by word or action:

- i. Physical aggression, assault, intimidation, or coercion
- ii. Threatening or endangering the health, safety, or well-being of any person
- iii. Sexual violence and misconduct, which means a sexual act or acts targeting a person's sexuality, gender identity, or gender expression that is committed, threatened, or attempted against a person without the person's consent and which may involve physical contact. This includes, but is not limited to: sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure,

- voyeurism, and the distribution of sexually explicit photographs or videos of a person without their consent
- iv. Behaviour that the resident knows, or ought reasonably to know, would be unwelcomed and would cause another person to feel threatened, intimidated, or harassed
- b. Against Property This includes:
 - i. Possessing or using residence property, or property that does not belong to the resident, without the owner's consent or authority (includes and is not limited to common space furniture moved into your assigned space)
 - ii. Destroying, damaging, or otherwise tampering with residence property or resources, or property that does not belong to the resident
 - iii. Defacing any residence property or equipment including buildings or premises
 - iv. Removing furniture, posters, equipment, etc., without authorization
 - i. Throwing, dropping, knocking, or ejecting objects (including snowballs) from or at residence property
 - ii. All physical activities including, but not limited to: hockey, football, golf, soccer, catch, Frisbee, water fights, snowball fights, cycling, skateboarding, or in-line skating are required to occur outside of the residence buildings. In addition, these activities may not obstruct or otherwise make unsafe any walkways or pedestrian access

c. Hazing

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

14. NOISE AND QUIET HOURS

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

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

Quiet Hours:

Sunday to Thursday 10:00 pm to 8:00 am

Friday and Saturday 12:00 pm to 9:00 am

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

Final Exam Quiet Hours:

During final exam periods, quiet hours are in effect 23 hours daily with a relaxed hour between 5:00 pm and 6:00 pm. 23-Hour Quiet Hours begin on the last day of SFU classes each term.

15. OPEN FLAMES, HEAT SOURCES, FLAMMABLES, AND EXPLOSIVES

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

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

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

Portable Space Heaters: Residents do not need a portable space heater as the building's heating system should be sufficient to most resident's needs. We would prefer that our residents limit the use of portable space heaters as there are risks to their use. Using space heaters can overload electrical systems within the building, can be a fire hazard and can have a negative impact on the function of the building wide heating system. Should a resident feel they need a portable space heater in their room or unit we ask that it have the following features:

- CSA approval
- Overheat protection
- Tip over protection

16. PETS

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

17. PROHIBITED AREAS

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

18. PUBLIC AREAS/OUTDOOR STORAGE

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

19. ROOM USE FOR COMMERCIAL PURPOSES

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

20. SAFETY/FIRE EQUIPMENT

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

Interfering with fire or safety equipment (e.g., covering or disabling a smoke detector, hanging objects from sprinkler heads, or striking safety equipment with an object) is also not permitted and fees may be applied for any costs required as a result. Note that interfering with fire or safety equipment in such a way that poses danger to the residence community, may result in the termination of the Residence Contract.

21. SCENTS

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

22. SIGNS AND/OR UNAPPROVED ADVERTISING

No signs (electric or otherwise), posters, banners, or flags of any size may be hung outside or around residence, unless prior approval is granted by Residence and Housing.

23. THEFT

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

24. UNATTENDED COOKING

Cooking appliances may only be used in designated areas (e.g., common rooms and kitchens) and residents are required to be in attendance at all times while preparing food in or on any cooking appliance including, but not limited to, microwaves, kettles, toasters, stove tops, and ovens.

25. UNAUTHORIZED ENTRY

A resident is required to have written permission to enter another resident's room or unit and may do so only with authorized use of the resident's room keys, without manipulating the lock, the door, or the window. The following acts are strictly prohibited:

- a. Possession of devices or apparatus that are designed or regularly used for gaining access to a locked area
- b. Unauthorized entry into another resident's room or unit;
- c. Unauthorized entry into a residence building (this includes following someone into a building that you do not live in, without being invited in as a guest of a resident of that building);
- d. Tampering with or disabling a door's locking mechanism or propping open a locked door and leaving it
- e. unattended.

26. UNAUTHORIZED PARTIES AND GATHERINGS

Only authorized parties are permitted within residence. For the purpose of the Residence Contract and the Residence Community Standards a "party" is any gathering of more than seven people that meets one or both following criteria:

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

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

Authorized parties:

You can submit a [Function Responsibility Form \(FRF\)](#) at least 72 business hours in advance of the gathering you wish to host. The FRF exists to allow residents to enjoy parties and events while respecting the rights and needs of fellow community members.

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

27. UNAUTHORIZED ROOM OCCUPATION

Only a resident who has signed SFU's Residence Contract may occupy a room or unit within a residence building. All visitors are required to abide under the [Guest Policy](#) and any form of subletting is not permitted. This is the case even when money or other benefits are not exchanged.

In addition, residents are not permitted to switch rooms with another resident without having the room switch approved in advance. Submit a [Room Switch](#). Unauthorized room switches may result in the Resident being required to move back to their authorized room and will result in a Community Standards investigation.

28. WEAPONS / AMMUNITION

Possession of any weapons, replica weapons, or parts thereof, whether legal or illegal, including, but not limited to, firearms, air guns, pellet guns, swords, hunting knives, slingshots, or archery equipment, including but is not limited to used and unused

ammunition and parts of ammunition, and any items that could be reasonably construed (defined at the discretion of Residence and Housing staff) as a weapon are not permitted in Residence. If you are required to have an item that could be classified under the previous definition (e.g., fencing weaponry), please contact Residence and Housing prior to your move in to learn more about what is permitted and prohibited in the Residence Community.

29. WILDLIFE

Interaction with wildlife (e.g., bears and raccoons) such as petting, feeding, or allowing access to buildings/interior spaces is dangerous and is not permitted.

Part 4 - Enforcement of Residence Community Standards

Community Standards Process

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

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

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

Confidentiality

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

Interim Measures

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

- Any interim measure(s) by the institution is initiated by the Director, Office of Student Support, Rights, and Responsibilities (or designate) and they are responsible for initiating, reviewing, amending, and removing any interim measures using reasonable discretion
- Any interim measure(s) by Residence and Housing will be initiated by the Director, Residence and Housing (or designate) and they are responsible for initiating, reviewing, amending, and removing any interim measures using reasonable discretion

Safe Harbour Policy

SFU Residence and Housing has a Safe Harbour policy for residents. SFU Residence and Housing believes that residents' who have an alcohol, drug abuse and/or substance addiction problem have the right to receive help. If any SFU resident shares a concern about their own use, addiction, or dependency to the attention of SFU Residence and Housing Staff, a community standards violation will not be pursued.

NOTE: The Safe Harbour policy only applies when the resident(s) raises the concern outside the community standards process, and seeks assistance. A wellness plan may be developed with the individual to help guide the resident(s) through the Safe Harbour Policy. Failure to follow the wellness plan may void the policy and a community standards process will be initiated.

Levels of Student Behaviour

Depending on the resulting individual and/or community impact, a range of Levels (1 through 3) and sanctions (See [Sanctions](#) table below for more information) may apply. The Levels are defined using the following criteria:

Level One	<ul style="list-style-type: none"> • Behaviour that has the potential to undermine the safety and security of an individual and/or the residence community; • Behaviour that interferes with another individual's peaceful use and enjoyment of residence.
Level Two	<ul style="list-style-type: none"> • Behaviour that could have a significant negative impact on another individual within residence; • Behaviour that endangers the safety and security of an individual or others in residence; actions that undermine the dignity of another individual or the residence community; or actions which result in damage to Residence or University property.
Level Three	<ul style="list-style-type: none"> • Behaviour that seriously compromises the safety of and/or have a significant impact on an individual or the residence community. • May include complex behavioural concerns, or a progression of behaviours from any of the above levels.

- All Incident Reports are reviewed by a member of the Residence and Housing team, who will then complete a Community Standards follow-up process. Incidents are addressed on a case-by-case basis. This means that decisions consider the specific circumstances of each situation.
- Decisions are made using the balance of probability. This means that decisions are made if there is greater than 50% chance that a violation did or did not happen.
- The assignment of a corresponding Level that results from a Community Standard follow-up process will remain in place for one calendar year.
- Depending on the nature of the behaviour, an SFU student's Residence Community Standard record may be forwarded to the Student Support, Rights and Responsibilities Office, Campus Public Safety, and/or the police.
- Fraser International College (FIC) student's Residence Community Standards record may be forwarded to FIC administration, Campus Public Safety, and/or the police.
- The severity of each incident will determine which members of the Residence and Housing Team conduct the Community Standards follow-up. See below for a flow chart outlining the potential pathways of the Community Standards Process.

Community Standards Process Chart

CONDUCT LEVEL	CONDUCT LEVEL DESCRIPTION	FOLLOW-UP FACILITATED BY	POSSIBLE OUTCOME(S)	AVENUE OF APPEAL	DEADLINE TO APPEAL
Level 1	The student's conduct is inappropriate and/or has negatively impacted the student and/or the community	Community Advisor, Area Coordinator, and/or Residence Life Coordinator	Verbal Reminder Meeting with Staff Outcome Letter Applied Sanctions	Manager Residence Life (or designate)	3 University Business days after the receipt of Outcome Letter

Level 2	Student's behaviour has had a significant impact within residence and/or endangers the safety and security of an individual, themselves or the community	Residence Life Coordinator	Meeting with Staff Outcome Letter Applied Sanctions		More information about appeal process found in the Appeal Process Section
Level 3	Behaviour that seriously compromises the safety of and/or has a significant impact on an individual or the residence community. May include complex behavioural concerns, or a progression of behaviours from any of the above levels.	Residence Life Coordinator, and/or Manager Residence Life (or Designate)	Meeting with Staff Outcome Letter Applied Sanctions Termination of Residence Contract*	Residence and Housing Community Standards Appeal Board Chair: Director, Residence and Housing (or designate)	3 University business days after the receipt of Outcome letter More information about appeal process found in the Appeal Process Section

* Note that for cases in which termination of residence contract is recommended, the case will be investigated and adjudicated by separate parties. The Associate Director, Residence Life (or Designate) processes any/all terminations of contract.”

Sanctions and Outcomes

Residents may be assigned to complete or follow one or more of the sanction(s) listed below as part of the Community Standards Investigation process. This process is intended to be educational and should also allow for the opportunity to repair harm or wrongdoing that may have been caused to an individual and/or the community, if all parties agree to do so.

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

NOTE:

Any behaviours that are in violation of the SFU Student Conduct Policy <http://www.sfu.ca/policies/gazette/student/s10-05.html> may be forwarded to the Office of Student Support, Rights and Responsibilities.

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

SANCTION AND OUTCOMES	DESCRIPTION
<i>Alcohol Probation</i>	A prescribed period of time wherein a student is required to refrain from possessing or consuming alcohol on residence property or returning to residence while under the influence of alcohol.

Behaviour Agreement	A written agreement between Residence and Housing and the student that outlines specific conditions under which the student will be permitted to continue to remain living in residence for the remainder of the current term or contract. A Behaviour Contract may be required as a result of an incident or series of violations of the Community Standards. The Behaviour Contract will usually include restrictions, and/or conditions that the student must meet and any consequences for the student if they fail to fulfill them.
Community Service	An assigned community-focused activity or project that involves service and learning by the student within residence, as a consequence of certain violations of the Community Standards. The form of community service must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.
Educational Sanction	An assigned activity, meeting, project, or submission with the learning objective of engaging the student in reflection and dialogue surrounding the behaviour(s) at hand. The details of the educational sanction must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to; reflection essays, educational pamphlets, apology letters, and meeting(s) with campus partners.
Parent/Guardian Involvement	In situations where Residence and Housing is concerned for the health and well-being of a student, parental/guardian involvement may occur. Wherever possible, the student will be involved in this process.
Relocation/Assigned Room Transfer	A mandatory and permanent move from a room in one residence building to a room in another, assigned by a Residence and Housing staff as a result of violations of the Community Standards. Once a student has been relocated/transferred they may be prohibited from entering the building where they previously lived.
Restitution for Damages	A requirement of the student to pay a fine for damage repair, clean-up, or replacement charges, for violations of the Community Standards or Residence Contract that affect residence and/or University property.
Removal of Privileges	The student may not be permitted to visit residence for the standing or following academic year. The student may also not be eligible to return to live in residence for the following year.
Referral of Case to Alternate Offices	The student's conduct records may be referred to: Office of Student Support, Rights and Responsibilities Campus Public Safety, Burnaby RCMP, or Vancouver Police, and/or other law enforcement agencies in cases of illegal activity Bullying and Harassment Central Hub The University's Human Rights Office Sexual Violence Support and Prevention Office Alternative University discipline procedures Investigation under any other applicable policy of the University or Fraser International College
Termination of Residence Contract	The student's Residence Contract is terminated, and the student is required to leave residence. This includes a minimum one- year ban from residence property.

Summary of Process

INITIATION OF FOLLOW UP

Violations of the Community Standards are typically reported within 24 hours of the incident. Residence and Housing then notifies the parties involved of the alleged Community Standard violations typically within four (4) business days of the reported date through their **SFU Email** with Community Standard meetings scheduled typically within 10 business days of the incident. Although Residence and Housing is committed to timeliness of our process, resources, time of year or complexity of the incident report may vary the above timeline.

Residents may witness or bring forward issues of suspected Community Standards violations by reporting to:

- a Residence and Housing Staff member
- emailing the Residence Life Office at residence_life@sfu.ca

Residence and Housing reserves the right to take on the role of a witness or address community standard violations as required, if the report is from a guest/visitor of the community.

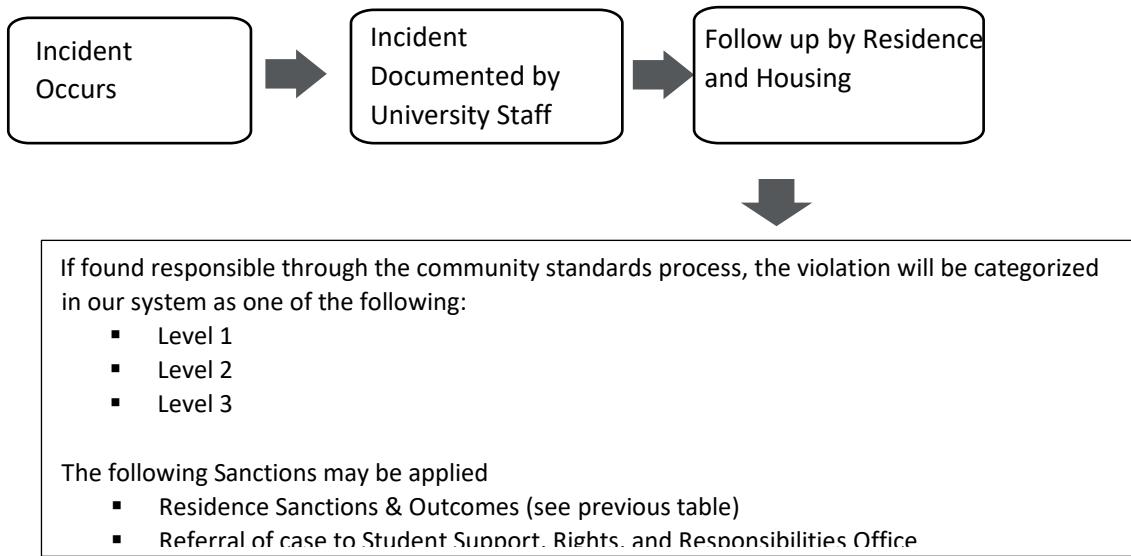
The information provided will be treated in accordance with the Residence Contract and Handbook and will be investigated appropriately.

RESIDENCE COMMUNITY STANDARDS MEETING

In order to learn specific details about alleged/potential Community Standards violation(s), and to provide residents with the opportunity to respond to any allegations, a Community Standards Meeting will be offered. Residents who have been invited to Community Standards Meeting are welcome to bring a support person with them to the meeting, as long as they provide advance notice to the Residence Life Office.

Residence and Housing schedules Community Standards Meeting around academic requirements and will attempt two (2) times to arrange a meeting with participants involved in an incident. It is important to note that failure to attend or respond to a required Community Standards Meeting will result in additional sanctions, and/or a decision being made without input from the resident.

Please take the time to attend meetings, should you be involved in an alleged Community Standards violation(s), and/or to respond to efforts to communicate with you regarding alleged incidents. This process is an important part of each individual having the opportunity to respond, explain, and/or have a dialogue with a member of the Residence and Housing team. It is also a great opportunity to ask questions about the Community Standards process.



Appeal Process

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

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

PROCESS FOR APPEALING LEVEL 1 TO 3:

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

Process:

1. A resident may appeal the level and/or assigned sanctions on the following grounds:
 - a. Lack of procedural fairness or bias/unfair treatment or discrimination
 - b. The sanction does not suit the infraction/behaviour; and/or
 - c. New information has come to light rendering the original decision unreasonable due to new evidence
2. Once an appeal has been submitted, one of the following outcomes will result:
 - a. No change and the original decision is upheld
 - b. The original decision is overturned
 - c. The decision/sanction is modified, which may result in increasing/decreasing the sanctions already levied
3. A resident has three (3) University business days from the receipt of their decision letter to submit a request for an appeal. To initiate this process the resident is required to e-mail the Manager, Residence Life with the following information:
 - a. Ensure the title of the email is: Residence Community Standards Appeal (Incident Report #) b. In the body of the email indicate
 - your full name, building/cluster unit, and room number
 - your reason for entering an appeal (based on the requirements above)
4. Once your email has been received, you will be contacted within three (3) University business days with a decision as to whether an appeal meeting will be scheduled.
5. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Residence Life, or designate.
 - a. Your case will be considered in conjunction with other reports and information presented by SFU
 - b. staff
 - c. You will be informed of the outcome of the appeal meeting within three (3) University business days
 - d. The decision of the Manager, Residence Life, or designate is final and not subject to further appeal

PROCESS FOR APPEALING TERMINATION OF CONTRACT (EVICTION FROM RESIDENCE COMMUNITY) BY SFU:

Avenue of Appeal

1. Committee Process: Residence and Housing Community Standards Appeal Board, or
2. Administrative Process: Director, Residence and Housing (or Designate)

Whenever possible the avenue of appeal for a termination of contract will be the Residence and Housing Community Standards Appeal Board. In circumstances where the Appeal Board is unable to convene, or, this avenue of appeal is not appropriate (e.g., sensitive nature of the case; confidentiality required, case involves Residence Student Staff, etc.) the Director, Residence and Housing will act as the Administrative Avenue of Appeal. Both processes are outlined below:

1. Avenue of Appeal: Committee Process: Residence and Housing Community Standards Appeal Board

The Residence and Housing Community Standards Appeal Board consists of:

- Director Residence and Housing (or designate)
- Two University Administrators (or designates)
- Two student representatives

Process for Appeal: Residence and Housing Community Standard Appeal Board

- i. A Resident is required to vacate the residence community by the deadline indicated in their termination of contract notice.
- ii. A Resident has three (3) University business days to submit a letter of appeal to the Director on the following grounds only:
 - a. That there is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process.
 - b. That there is new information available potentially rendering the original decision unreasonable in light of new information presented
 - c. The severity of the termination sanction reasonably exceeds the nature of the misconduct.
- iii. The Director, Residence and Housing (or designate) will call an Appeal Board hearing within five (10) University business days of the receipt of the appeal.
- iv. Once the Appeal Board has made a decision, the resident will be informed of the decision in writing within one full business day (24 hours) of the meeting.
- v. The decision of Appeal Board is final and not subject to further appeal

2. Avenue of Appeal: Administrative Process: Director, Residence and Housing (or designate)

Process for Appeal: Director Residence and Housing (or designate)

- i. A Resident is required to vacate the residence community by the deadline indicated in their termination of contract notice.
- ii. A Resident has three (3) University business days to submit a letter of appeal to the Director on the following grounds only:
 - a. That there is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process.
 - b. That there is new information available potentially rendering the original decision unreasonable in light of new information presented.
 - c. The severity of the termination sanction reasonably exceeds the nature of the misconduct.
- i. The Director, Residence and Housing (or designate) will make a decision within five (5) University business days of receiving and/or hearing the appeal. The Director, Residence & Housing may also choose to meet with the resident in person to hear the appeal.
- ii. Once the Director has made a decision, the resident will be informed of the decision in writing within one full business day (24 hours) of the meeting.
- iii. The decision of the Director, Residence and Housing is final and not subject to further appeal