



THE UNIVERSITY OF
WINNIPEG

Campus Living
CONTRACT

2019-2020

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1.0— ADMINISTRATION

1.1 DEFINITIONS

In this Contract, the following Definitions are used:

Affordable Housing — Apartments in residence subject to the Affordable Housing Agreement between The University and Manitoba Housing.

Campus Living — The University of Winnipeg department that administers its residence program.

Deposit — The payment made as part of the application process to reserve a room in residence and held by Campus Living during the resident's occupancy. See **Section 1.14** for full definition.

Diversity Foods, Diversity Food Services — Diversity Food Services is Contracted by The University to provide meal options to residents.

Eviction — When a resident's occupancy is terminated by The University for severe or repeated violations of The Contract.

Fine — A charge levied against a student because of Contract violations.

Occupancy Period — An occupancy period defines the time period a resident has right of occupancy to a specific residence room and for which the resident is financially responsible to The University. See also **Section 1.10**.

Occupant — Any person authorized by Campus Living to share right of access to a resident's room during the resident's occupancy.

Outcome, Sanction — Any penalty imposed against a resident by Campus Living for Contract violations determined by Campus Living.

Portal, StarRez Portal — The website through which the resident applies to live in residence, makes online payments, updates personal information, and reports room maintenance issues.

Residence — Buildings or subdivisions of buildings owned, leased, or otherwise administered by Campus Living to provide rooms to students.

Residence Agreement — The document that defines a resident's occupancy details, including occupancy period and residence room, in exchange for adhering to the terms of the Campus Living Contract. See also **Section 1.9**.

Residence Fees — Charges payable by the resident to the University for room fees, tenant insurance, and meal charges.

Resident — The student who enters into a Residence Agreement with The University.

Resident Advisor, RA — Residents employed by The University to act as agents of Campus Living while living in residence.

Room, Residence Room — The private physical space in residence a resident and their occupants are authorized to access and occupy, as indicated on the Residence Agreement.

Senior Resident Advisor, SRA — Residents employed by The University to act as agents of Campus Living while living in residence. SRAs work in a supervisory capacity to RAs.

Student — A person who has a student number and is registered for academic courses at a Winnipeg post-secondary academic institution or The Collegiate.

Term — The time periods according to which residence fees are charged to the student, including Fall, Winter Break, Winter, and Spring terms.

The University, UWinnipeg, UW — The University of Winnipeg. Campus Living is a department of The University and has the power and authority to act on behalf of The University with respect to this Contract.

Violation — Any action contrary to the policies outlined in The Contract determined by Campus Living to have been committed by a resident, occupant, or visitor.

Visitor — An individual admitted to any residence area for which they have neither signed a Residence Agreement nor been approved as an occupant; this definition is applicable to both resident and non-resident visitors.

Winter Break — The period between Fall and Winter term (from December 20, 2019 at noon to January 1, 2020 inclusive) not included in the standard Academic Year and 1st Year Guarantee occupancy periods. To extend occupancy to Winter Break the resident must select this option on the application or from Campus Living and pay the Winter Break fee with Fall residence fees. Fall-only students are not eligible for Winter Break.

1.2 BINDING CONTRACT

This Contract applies to Residence Agreements between The University of Winnipeg Campus Living and its residents for occupancy periods between August 22, 2019 and August 22, 2020.

1.3 COMPLIANCE WITH LAWS

The resident and Campus Living will abide by all applicable Federal, Provincial, and Municipal laws.

1.3.a Exclusion from Residential Tenancies Act

According to Part 1, Section 3(1)(g) of the Residential Tenancy Act of MB, the Act does not apply to ‘living accommodation provided by an educational institution to its students’, such as those provided by The University of Winnipeg.

1.3.b FIPPA Disclaimer and Exceptions

Campus Living collects personal information from students under The University of Winnipeg Act and 36(1)(b) of The Freedom of Information and Protection of Privacy Act (FIPPA) for the purpose of administering The University of Winnipeg’s Campus Living program. Personal information may be shared with other departments of The University of Winnipeg, and disclosed to third parties, for the same purpose. If you have any questions regarding this collection, please contact The University of Winnipeg’s Information and Privacy Officer at 515 Portage Avenue, Winnipeg, MB, R3B 2E9, 204.988.7538.

If a resident would like to release their Campus Living information to a third party (e.g. Parents, Band Sponsor), they must fill out a FIPPA Exception Form at the Campus Living office and from uwinnipeg.ca/campus-living/forms-downloads.

1.4 UNFORESEEN CIRCUMSTANCES AND RESIDENCE SERVICE INTERRUPTIONS

In the case that Campus Living is unable to fulfill its obligations due to forces beyond its control, Campus Living will provide an alternate room (subject to room availability) or provide a prorated refund of residence fees (excluding tenant

insurance) for the remainder of the resident’s occupancy. Except as specifically provided herein, Campus Living will not be liable for damages, losses, or its inability to provide the contracted services and room.

On-going maintenance, renovation and construction projects may happen in and around residence. Campus Living will take measures to ensure that prudent construction practices are followed, but there may be noise, dust, and temporary interruption of some services, including food services. Residents may be required to relocate to facilitate construction or renovations to their residence area.

1.5 ELIGIBILITY

To be eligible to live in residence, one must be registered in academic courses at a Winnipeg post-secondary academic institution or The Collegiate during their occupancy.

Campus Living may verify the academic status of UWinnipeg students periodically in the student database.

Students of schools other than UWinnipeg will not be admitted into residence without proof of enrollment at their academic institution. Campus Living may request and keep a copy of the student’s identification card and/or course registration.

1.5.a Eligibility of Minors

Minors (persons under age 18) are under Manitoba’s legal age of majority and must have a custodian sign and submit a Custodianship Form as part of the application process. The custodianship requirements are detailed in **Appendix C**. All minors are able to select room preferences during application, however they may be assigned to a room and building that allows for appropriate residence supervision.

1.5.b Eligibility for New Resident Priority

UWinnipeg students who receive their first UWinnipeg acceptance letter and will attend UWinnipeg for the first time in Fall are eligible to select New Resident Priority Room Offer on the Academic Year Application.

1.5.c Eligibility for Family and Affordable Housing

Family Housing is available to either (a) married or common-law couples, living with or without their children or (b) single parents living with their children.

The Affordable Housing Program is designed for lower-to-moderate income households whose Total Household Income is below the Program Income Limit. Residents in Affordable Housing must comply with the conditions in **Appendix B**.

Affordable Housing rooms are subject to additional criteria, which can be obtained from uwinnipeg.ca/campus-living/rooms-affordable-housing.

1.6 APPLICATION REQUIREMENT

Students must complete an online application prior to signing a Residence Agreement and occupying a residence room.

1.7 GENDER INCLUSIVE HOUSING

Applicants for double dorms have the option to select their roommate gender preference:

- Same-gender male and same-gender female options allow residents to live with a roommate matching their own gender identity.
- The mixed gender option allows residents to live with a roommate of any gender identity.

Applicants with preferences that do not fall under the above options may contact Campus Living with their specific requests.

1.8 ROOM OFFER

A room offer is sent by email to the student specifying the room type, occupancy period, and a deadline to accept the room offer.

Students who miss their offer deadline will have their application and room offer cancelled. The student may reopen their application by contacting Campus Living.

Students may cancel a room offer in writing as per **Section 1.15 “Cancellation”**.

1.9 RESIDENCE AGREEMENT

The Residence Agreement lists the residence room, occupancy period, and conditions of the student’s occupancy in residence. Changes to Residence Agreements must be made in compliance with **Sections 1.15** through **1.16** of the Contract.

1.10 OCCUPANCY

Only the resident, and occupants approved by Campus Living, have right to access and occupy a residence room. Residents who are temporarily alone in a double dorm do not have right of entrance or occupancy to the vacant room. (See also **Section 2.33 “Trespassing”**)

Standard occupancy periods are based on the application type completed by the resident as listed in **Appendix A**.

A Residence Agreement for a specific occupancy period does not guarantee an extension to additional periods.

1.11 ROOM REASSIGNMENTS BY CAMPUS LIVING

Campus Living reserves the right to reassign residence rooms, with notice to the resident, in order to assign or change roommates, consolidate vacancies, resolve booking conflicts, and/or accommodate room closures and facilities maintenance. This may require a resident to move to a different room or residence building.

1.12 ROOM CHANGE REQUESTS BY RESIDENTS

All room change requests from residents are subject to Campus Living approval. Approved room changes require the signing of a new Residence Agreement, and are subject to a \$100 fee, plus meal plan termination fee where applicable (See **Section 1.16.c “Termination Fees”**). Room change requests made in August, September, January, or April will be considered only in exceptional circumstances.

Meal termination policies and fees outlined in **Section 1.14 “Transfer and Termination of Residence Agreements”** apply to residents who cancel their meal plan due to a room change from a room type with mandatory meal plan to one without.

1.13 RESIDENCE FEES AND PAYMENTS

Residence fees are charged and are payable by the resident according to the pricing and payment schedules in **Appendix D** of The Contract. Residence fees are payable in full except for compassionate reasons and as described in **Section 1.14 “Transfer and Termination of Residence Agreements”**.

1.13.a Payment Violations

Late payments are when a resident has an outstanding balance after any applicable payment deadline. This applies to standard, monthly, and alternative payment schedules. Late/incomplete payments are subject to late fees; multiple late fees may be classified as non-payment.

Non-sufficient funds (NSF) cheques are cheques returned from the bank due to insufficient funds in the issuer’s account. Multiple NSF cheques may be classified as non-payment.

Non-payment is when a resident has not paid according to an overdue payment letter, or has accumulated multiple late or NSF payments within an 8-month period. In such cases, an eviction warning letter is issued and a hold is applied to the resident’s student account.

1.13.b Consequences of Payment Violations

Late Fees — The day after a payment deadline, incomplete or absent payments are subject to a \$75 late fee and an overdue payment letter. Multiple late payments may result in non-payment status and/or payment plan cancellation.

NSF Fees — NSF payments incur a \$45 NSF fee, a late fee, and an overdue payment letter. If two NSF payments are made within an eight-month period, payment plan cancellation applies and the student will be required to pay their residence fees for the current term. Additional NSF payments will be treated as “non-payment”.

Holds — A residence hold is applied in cases of non-payment. Holds prevent making changes to course registration, obtaining transcripts, graduating, and applying for residence. Holds are removed only when the overdue balance is paid. Residence-specific holds may be applied indefinitely in some cases (see Non-renewal, below).

Meal Plan Suspension — Meal Plan suspensions may be applied in conjunction with residence holds and prevent residents from using their meal cards. These suspensions are removed only when the overdue balance is paid.

Salto Card Suspension — Salto Card Suspensions may be applied in conjunction with residence holds and where a resident fails to contact Campus Living, Salto card access may be temporarily deactivated.

Eviction Warning — An eviction warning is issued in cases of non-payment. It gives a resident a final deadline to pay outstanding residence fees, after which an eviction notice may be issued and the resident’s occupancy terminated by the University (See **Section 1.17 “Termination by the University (Eviction)”**).

Eviction — When a resident fails to comply with an eviction warning, an eviction notice may be issued specifying a date by which the resident’s occupancy is terminated. Reasons for eviction are listed in **Section 1.17 “Termination by the University (Eviction)”** and the eviction process is outlined in **Section 3.5 “Eviction Process”**.

Payment Plan Cancellation — Payment plans may be cancelled when 2 or more late payments occur within an 8-month period. When a payment plan is cancelled, the student is required to pay the remainder of unpaid residence fees for the current term immediately, and becomes ineligible for payment plans in future terms.

Non-renewal — Non-renewal is when a residence-specific hold is applied indefinitely to prevent the student from applying to live in residence.

Collections — Overdue charges still outstanding at the end of a term may be sent to a collections agency, affecting the credit rating and student status of the resident.

1.14 DEPOSITS AND ROOM RESERVATIONS

1.14.a Application Deposit Requirement

Payment of a deposit is a mandatory part of the application process for new and returning applicants. The deposit reserves a room until the resident's occupancy is scheduled to begin and is held by Campus Living throughout the resident's occupancy. After the resident's occupancy begins, the deposit is retained or refunded by Campus Living as per the policies below.

1.14.b Deposit Refunds & Deductions

Deposits are refundable only when a resident moves out of residence according to **Section 1.22 "Move Out Process"**. Outstanding residence fees owed by the resident at their move out date will be deducted from the deposit before it is refunded. In the event that the outstanding fees exceed the deposit value, the resident will be responsible to pay the difference in amount, or financial sanctions in **Section 1.13.a "Payment Violations"** apply.

Refunds issued by wire transfer have a processing fee deducted from the refund total.

Deposits are forfeited to Campus Living in cases described in **Section 1.14.c "Forfeit of Deposit"**.

1.14.c Forfeit of Deposit

A deposit is forfeited to Campus Living in the following cases:

- The student cancels an upcoming room offer as described in **Section 1.15.a "Cancellation Before Start of Occupancy"**;
- The resident terminates their Residence Agreement as in **Section 1.14 "Transfer and Termination of Residence Agreements"**;
- The resident is evicted as in **Section 1.17 "Eviction"**;
- The resident abandons the room as defined in **Section 1.19 "Abandonment"**;
- The student does not move into a room for which a deposit is paid as described in **Section 1.18 "Late Arrivals & No Shows"**;
- The resident moves out of residence and does not complete the move-out procedure (as defined in **Section 1.22 "Move Out Process"**) within six months of the move out date;
- A refund has been issued to the resident but has not been cashed or deposited within six months of the refund's date of issue.

1.15 CANCELLATION AND FALL-ONLY OCCUPANCY

1.15.a Cancellation Before Start of Occupancy

Students may cancel an upcoming occupancy for which no Residence Agreement has been signed by contacting Campus Living in writing and forfeiting their deposit. After the scheduled start of occupancy or a Residence Agreement has been signed, termination fees outlined in **Section 1.14 "Transfer and Termination of Residence Agreements"** apply.

1.15.b Fall-Only Occupancy: Visiting & Graduating Students

Students registered for classes in Fall term only, as defined below, are eligible to request Fall-only occupancy on the Academic Year application without paying termination fees. Fall-only students who identify themselves after completing the application are subject to termination fees outlined in **Section 1.16** below. Approved fall-only students must move out by the end of Fall term and are not eligible for Winter Break occupancy.

Eligible Fall-only students include the following:

- Visiting students admitted to The University on a Letter of Permission for fall term only. A copy of the student's admittances letter may be required.
- Students whose program ends in fall term. Such students must provide documentation confirming their program end date.

1.16 TRANSFER AND TERMINATION OF RESIDENCE AGREEMENTS

The policies in this section apply after a Residence Agreement has been signed and/or the scheduled occupancy period has begun.

1.16.a Option 1: Transfer of Residence Agreement

The primary option for ending a residence occupancy is to transfer the Residence Agreement to another UWinnipeg student approved by Campus Living.

The new applicant must meet eligibility criteria in **Section 1.5 "Eligibility"**, must be a registered UWinnipeg student at time of application, have no holds or outstanding balance on their student account, and not be a current resident or applicant of Campus Living. The new student must complete the appropriate online application, including application fee and deposit, and sign a Residence Agreement, to be approved by Campus Living.

The current resident pays the following fees when transferring their Residence Agreement:

- Termination fees as outlined in **Section 1.16.c "Termination Fees"**;
- Rent fees prorated to start of the incoming resident's scheduled occupancy;
- Meal plan fees, if applicable: the greater of the actual dollars spent or the term amount prorated to the end of the month of termination, plus the administrative fee;
- The full per-term insurance fee;

1.16.b Option 2: Termination of Residence Agreement

If no eligible student is available to transfer the Residence Agreement, the resident may terminate their Agreement by the applicable deadline (see **Section 1.16.c “Termination Fees”**) by paying the following fees:

- Termination fees as outlined in **Section 1.16.c “Termination Fees”**;
- Rent prorated to the end of the month of termination;
- Meal plan fees, if applicable: the greater of the actual dollars spent or the meal plan amount prorated to the end of the month of termination, plus the administrative fees;
- The full per-term insurance fee;

1.16.c Termination Fees

- Non-refundable fees: Fees paid for submitting an application, tenant insurance, and meal plan administration are non-refundable.
- Deposit: The Deposit is forfeited when terminating as per **Section 1.16.b “Termination of Residence Agreement”**.
- Residence Termination: A \$100 Termination Fee applies in cases outlined in **Section 1.16.a “Transfer of Residence Agreement”**, while a \$400 Termination Fee applies in cases defined in **Section 1.16.b “Termination of Residence Agreement”**.
- Meal Plan Termination: When cancelling a meal plan, the \$50 meal administration fee is non-refundable and a \$150 meal termination applies:
 - › when terminating or transferring the Residence Agreement, or
 - › when changing from a room type with a mandatory meal plan to one without, or
 - › after receiving a meal card for an optional meal plan.

1.16.d Termination Deadlines

Residence Agreements may only be terminated before the applicable deadlines:

Academic Year & Family Housing

Thu, Dec 5, 2019

Winter

Fri, Feb 14, 2020

Spring

Wed, Jun 17, 2020

1.17 TERMINATION BY THE UNIVERSITY (EVICTION)

The resident's occupancy may be terminated by the University for the following reasons:

- Non-payment as defined in **Section 1.13.a “Payment Violations”**;
- Non-compliance with Eligibility criteria defined in **Section 1.5 “Eligibility”**;
- Abandonment as described in **Section 1.18 “Abandoned Room and Personal Property”**;
- Level Three violations of Community Standards;
- Other severe or repeated violations of The Contract.
- Details regarding the eviction process are found in **Section 3.5 “Eviction Process”**.

1.18 LATE ARRIVALS AND NO-SHOWS

Residents who plan to arrive more than five days after their standard occupancy start date must notify Campus Living in writing. If the resident fails to move in within five days of their occupancy start date without notifying Campus Living or paying their residence fees, their occupancy will be terminated according to **Section 1.16.b “Termination of Residence Agreement”**.

1.19 ABANDONMENT

The resident is considered to have abandoned their room if the following two conditions apply:

- The resident has not accessed their room in 10 days or more and/or the resident appears to have vacated the room;
- The resident has not responded to Campus Living within five days of a request for a response;

In such cases, the resident's occupancy will be terminated as per **Section 1.17**. The resident may be charged for cleaning and/or removal of possessions as per **Section 4.6 “Removal of Items”** where applicable.

1.20 OVERHOLDING THE ROOM

Residents who do not move out by the end of their occupancy without prior Campus Living approval are not granted new right of occupancy thereby. In such cases Campus Living may, without notice, enter and take possession of the room, remove the resident and all other persons and property, and use such force and assistance as deemed necessary to retake possession of the room.

1.21 MOVE IN PROCESS

Instructions related to the move in process are posted on the Campus Living website at uwinnipeg.ca/campus-living/rel-moving-in.

The standard move in date is the beginning of the occupancy period as stated on the Residence Agreement.

A scheduled move in time will sent by email. If a student requires an alternate move in time, they must contact Campus Living at least 15 business days in advance. Note that early move ins are subject to Campus Living approval.

1.22 MOVE OUT PROCESS

Residents must remove their belongings from their room and residence building by the end of their occupancy period as per **Section 4.6 “Removal of Belongings”**.

A scheduled move out time will be emailed to outgoing residents. If a resident requires an alternate move out time, they must contact Campus Living at least 15 business days in advance. Note that late move outs are subject to Campus Living approval.

Additional instructions related to moving out are posted on the Campus Living website at uwinnipeg.ca/campus-living/rel-moving-out and in **Appendix F**.

1.23 MANDATORY MEAL PLAN

A meal plan from Diversity Food Services is required for residents of McFeetors Hall dorms. More information on specific meal plans is available in **Section 5.0 “Meal Plans”**.

1.24 LIABILITY

The University is not responsible for loss of, damage to, or theft of residents' personal belongings. The resident is solely responsible for any damages to property not owned by The University, and is protected by the tenant insurance purchased through Campus Living.

1.25 TENANT INSURANCE

A mandatory tenant insurance fee is included in residence fees each term. This fee is not prorated for residents with non-standard occupancy periods.

Copies of the Insurance Contract are available from Campus Living and on the Campus Living website. Specific questions about the tenant insurance policy should be directed to the insurance provider.



2.0— COMMUNITY STANDARDS

2.1 STATEMENT OF RIGHTS AND RESPONSIBILITIES

The well-being of all members in a residence community depends on the balance of the community's ability to meet the needs of every individual and vice versa. This balance is best achieved when everyone is aware of their rights and accompanying responsibilities to themselves, others and the community.

2.2 RIGHTS OF A RESIDENT

- The right to sleep, socialize and study in a clean and safe living environment
- The right to privacy and confidentiality from the Campus Living Department regarding all personal and student conduct-related information. For exceptions regarding the disclosure of information, please refer to **Section 1.3.b "FIPPA Disclaimer"**.
- The right to have all reported residence violations or concerns addressed in a timely and efficient manner
- The right to a living environment that is free from unwelcoming, discriminatory or threatening behaviour that is physical, verbal or emotional in nature as outlined by The University's Respectful Working and Learning Environment Policy.
- The right to expect Campus Living to abide by the terms and conditions outlined in The Contract and follow departmental policies and procedures.
- The right to be accompanied by a representative of The University of Winnipeg Students' Association during disciplinary procedures.

2.3 RESPONSIBILITIES OF A RESIDENT

As a member of the residence community, each resident has the following responsibilities:

- To read, understand and abide by The Contract Community Standards and follow Campus Living policies and procedures
- To treat all members of the residence community with respect and consideration
- To behave in a responsible manner and to accept responsibility for inappropriate behaviour or damages, including the corresponding consequences
- To accept the responsibility of personal and community health and safety, including but not limited to the misuse of life safety equipment, losing/sharing keys, failing to lock doors and windows.
- To report violations, damages or safety concerns to the Campus Living department in a timely manner
- To contribute positively to the residence community and cooperate with all members, including staff.

2.4 PROCEDURAL FAIRNESS

The University adheres to standards of procedural fairness when investigating and making decisions about alleged incidents. Procedural fairness is comprised of four core principles:

- The right to know the case against you;
- The right to an impartial and unbiased decision maker;
- The opportunity to be heard;
- The right to a decision and the rationale for that decision.

2.5 COMMUNITY STANDARDS PROCESS

When a suspected incident occurs, an incident report is written by University staff, security personnel, and/or other witnesses. These reports are then reviewed by Campus Living management to conduct an appropriate investigation.

If the investigation requires further information, Campus Living management will contact the individual(s) involved through e-mail to set up a meeting. The email will request the individual to book a time to meet with Campus Living management to discuss the details of the alleged incident. During the meeting, the individual will have the opportunity to give their own statement regarding the incident in question. The individual will receive incident related information and will be able to ask questions that may arise during the meeting. Failure to promptly respond to Campus Living may waive an individual's right to provide testimony and/or their own version of events. This timeframe may be reduced during circumstances where the safety or wellbeing of an individual or the Residence community is at risk. As a result, all decisions and accompanying sanctions will be determined based solely on the information that Campus Living has previously received.

Based on the information obtained during the conduct meeting, Campus Living management will decide whether the individual was responsible for the incident that violated Campus Living policies. If the individual is found responsible for violating Campus Living policies, they will receive documentation regarding the outcome of the conduct meeting and any accompanying sanctions.

All Residents have the right to appeal the decision in writing to Campus Living within five business days of receiving documentation. Students have the choice of pursuing one of two appeal processes: to the Director of Campus Living or the Local Appeals Committee (LAC). See **Section 3.6 “Appeals”** for more information.

2.6 ALCOHOL (LEVEL 1, 2, 3)

Residents who choose to consume alcohol while on University property, including residence, must do so responsibly and in compliance with municipal, provincial and federal laws.

2.6.a Alcohol Glorification

Displaying items in residence that glorify alcohol consumption is prohibited. Beer can walls, beer case displays, and displays of alcohol bottles or any other large collection of recyclables are not to be kept in a resident's living space and must be removed immediately.

2.6.b Common Source Alcohol

Possession or consumption of ‘common source’ alcohol including kegs, Jell-O shooters, mini-kegs or other very large containers of alcohol (defined as anything larger than 14oz of beer / 60oz hard liquor / 1.5L of wine) is prohibited in residence.

2.6.c Drinking Games and Binge Drinking

Participating in drinking games in residence is prohibited. Drinking games constitute any activity involving skill, chance or endurance, which one or more persons play according to a set of rules involving the consumption of alcohol, e.g. flip cup, beer pong, etc. The University reserves the right to confiscate alcohol-related paraphernalia (i.e. funnels) deemed to be associated with mass consumption of alcohol or its promotion in residence.

2.6.d Overconsumption of Alcohol

Consuming alcohol to the point of intoxication, where a student becomes a burden to staff or other community members, or is a danger to themselves or the community, is prohibited.

2.6.e Prohibited Areas for Consumption (Open Alcohol)

Alcohol consumption may only occur within a resident's room or residence lounge/common area. Residents are permitted to have in their possession up to two drink servings in common areas at a time. A standard drink serving is equal to, a 5oz glass of wine, a 12oz beer, 1.5oz spirit.

Alcohol may not be consumed in public areas of residence buildings, which includes but are not limited to elevators, hallways, washrooms, laundry rooms, McFeetors Hall lobbies, the Balmoral yards, or any exterior residence areas.

Residents are not permitted to store alcohol in common areas in residence, e.g. cupboards, counters or fridges.

2.6.f Transport of Open Alcohol

Alcohol may only be transported in a closed container in residence. Alcohol that is defined as closed should be able to be tipped upside down without spilling upon request.

Non-glass containers are recommended for alcohol storage whenever possible.

2.6.g Underage Alcohol Consumption

Alcohol may only be consumed by those students who have reached the legal drinking age (18 years). Underage drinking is not permitted in Residence. Students may be found in violation of this law when the evidence demonstrates that a student has used, is about to use or will use alcohol illegally/inappropriately in the future. This includes being under the influence of or possessing alcohol. Students/visitors who provide alcohol to those who are under the legal drinking age will also be held accountable.

2.7 SUBSTANCE ABUSE AND ILLEGAL DRUGS (LEVEL 3)

The use, possession or trafficking of illegal, prescription or non-prescription drugs for recreational purposes is strictly

prohibited in residence. Trafficking includes but is not limited to the manufacture, sale, giving, transportation, administration, sending, delivery, or distribution of any of the aforementioned substances.

Any involvement, whether direct or indirect, in any illegal substance or related activity is prohibited. The preponderance of evidence that a student has used, is about to use or might use illegal substances in the future, such as paraphernalia or the smell of an illegal substance in residence will be assumed to be conclusive of use or possession.

Possession of any paraphernalia that is associated with the possession, use or trafficking of illegal substances is prohibited in residence. Campus Living reserves the right to confiscate and dispose of all illegal substance-related paraphernalia deemed associated with use or promotion of illegal substances.

Illegal substance-related violations will not be tolerated and may result in eviction from residence or referral to the police. For further details regarding residence probation, refer to **Section 3.4.1 “Residence Probation”**.

2.8 SMOKING (LEVEL 2)

As The University is a smoke-free campus, smoking is not permitted in any areas of residence buildings, including all main entrances, front porches and backyards in Balmoral, exterior stairwell doors and apartment balconies/terraces in McFeetors Hall. Residents and visitors who wish to smoke must do so on the sidewalk or other non-University property. The smell of smoke coming from a resident or residence room be interpreted as conclusive of smoking in residence.

The act of smoking includes without limitation: smudging, smoking cigarettes, joints, cigars, pipes; smoking using hookahs, shishas, vaporizers, electronic cigarettes or any other smoking device.

2.9 CEREMONIAL USE OF SACRED MEDICINES

All ceremonial and/or spiritual practices in which combustion or smoke will occur in residence are subject to review and approval by the Campus Living Office. For more information regarding the University's Ceremonial Use of Sacred Medicines Policy refer to uwinnipeg.ca/institutional-analysis/policies-and-procedures/index.

2.10 CANNABIS/MARIJUANA (LEVEL 1, 2, OR 3)

'Cannabis' is as defined in the Cannabis Act.

A 'cannabis product' is any substance that contains cannabis, including, without limitation, marijuana, seeds, hashish, and their derivatives (for example, edible products, oils, lotions, tinctures, topicals, etc.) that contain cannabis.

'Cannabis equipment' is any equipment or device used to prepare or consume cannabis products. For example, bongs, vaporizers, scales, and grinders.

Residents are bound by and should familiarize themselves with Federal and Provincial laws surrounding cannabis, cannabis products, and cannabis for medical purposes. Where the terms of this Contract are more restrictive than Federal and Provincial laws, Contract terms apply. Residents age 19 years and older may possess up to the legal limit of cannabis for personal use but may not provide any amount to residents under age 19. Residents under age 19 may not possess or consume cannabis or cannabis products. The smell of cannabis coming from a resident or a residence room will be interpreted as conclusive of use in residence.

Cannabis, cannabis products, and related equipment must be stored in your residence bedroom in airtight sealed containers that ensure the smell is undetectable. Containers must be clearly labelled indicating they contain or are used to prepare or consume cannabis.

The following are prohibited anywhere on University property, including residences:

- Smoking, vaping, bong use, or any other form of cannabis inhalation; this extends to cannabis for medical purposes.
- Cooking, baking, and other forms of cannabis preparation for edible consumption.
- Possession or cultivation of cannabis plants.
- The sale and distribution of cannabis or cannabis products.

2.11 COOPERATION AND COMPLIANCE WITH STAFF (LEVEL 1, 2, OR 3)

Residents and visitors shall cooperate and comply with staff members, including but not limited to Campus Living staff, Facilities staff, contractors, emergency/police personnel, and security services.

Failure to cooperate or comply the aforementioned may result in disciplinary sanctions and/or referral to the University's non-academic misconduct policy.

2.12 DISCRIMINATION, HARASSMENT AND BULLYING (LEVEL 2 OR 3)

The University does not condone behaviour that is likely to undermine the dignity or productivity of any of its members, and prohibits any form of discrimination or harassment, whether it occurs on University property or in conjunction with University related activities. The University and all members of The University community share the responsibility of establishing and maintaining a climate of respect within this community and of addressing any situation(s) in which respect is lacking.

Harassment is defined as inappropriate comments or conduct in relation to a person or group of persons that has the effect or purpose of creating a hostile or intimidating living, working, or educational environment. This includes any attention or conduct by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome, unwanted, offensive, or intimidating-this includes online conduct through social media platforms, including but not limited to Facebook, Twitter, email, Instagram, Snap Chat etc. Harassment based on a person's race, culture, creed, sexual orientation, gender, age, abilities, or appearance, or any protected characteristic under the Manitoba Human Rights Code will not be tolerated.

The University is committed to meeting its obligations as an employer under both the Manitoba Human Rights Code and the Workplace Safety and Health Act, and will ensure, so far as it is reasonably practicable, that no member of The University community is subject to human rights discrimination or harassment, sexual harassment or personal harassment as defined by law and in Respectful Working and Learning Environment Policy (RWLEP).

Campus Living will levy residence-related sanctions for residents who are found violating this policy, aside from the possible outcomes that could arise from the RWLEP.

The complete RWLEP is accessible from uwinnipeg.ca/respect/respect-policy.

2.13 CLEANLINESS (LEVEL 1)

Residents are expected to maintain the cleanliness of their residence room and adhere to proper disposal and removal of garbage and recycling. All Residents are expected to participate in general cleaning, which includes but is not limited to taking responsibility for their own dishes, disposal of unused items, and communal cleaning of floors, kitchens, and bathrooms. In addition, residents are responsible for

proper food storage, such as the use of sealed plastic or glass containers when not in use, to avoid contamination, pests and odour. Inappropriately stored food may be discarded by Campus Living or cleaning staff.

For details regarding Health and Safety Inspections, refer to **Section 4.13 "Cleanliness & Room Maintenance"**.

2.14 COOKING (LEVEL 1, 2, OR 3)

Residents are required to abide by and comply with all expectations outlined in **Section 4.9 "Cooking"**.

2.15 DANGEROUS MATERIALS AND WEAPONS (LEVEL 3)

Residents and visitors are not permitted, at any time to possess any items that are created, intended or used to cause harm or that could be viewed as threatening to others in residence. This includes the possession and/or use of any of the following:

- Real or replica projectile weapons, including but not limited to firearms, air/water/paintball guns, cross bows, sling shots and ammunition
- Blades of any kind including but not limited to bayonets, swords, knives not used for food preparation, and martial art related blades
- Any other weapons, whether used for martial arts or other forms of combat training such as tactical gear, or otherwise
- Explosive or flammable materials, including but not limited to fireworks, pepper spray, hazardous chemicals, gasoline, propane tanks, or other such materials.

2.16 DANGEROUS OR VIOLENT BEHAVIOUR (LEVEL 3)

Whether intentional or accidental, participating in behaviours, actions or activities that are dangerous or potentially harmful to any person or property, regardless of whether it is a resident, visitor, or staff is prohibited.

Examples of dangerous or violent behaviours include damage or destruction to any property, anything that may cause a fire of any size on University property, dangerous roughhousing, and/or use of harmful or derogatory language. Anyone who is involved in act of physical and/or verbal aggression may face consequences regardless of who initiated the behaviour.

2.17 GAMBLING (LEVEL 2 OR 3)

Participating in or running an illegal gaming or gambling operation in residence is prohibited. Games of skill or chance where money or property changes hands are prohibited under this policy.

2.18 ILLNESS

Due to the communal nature of living in residence, persons suspected of being infected with a communicable disease will be required to seek medical attention. Depending on the nature of the illness, the resident may have to be quarantined or removed from residence to maintain the safety of other residents.

Health concerns that are brought forward to Campus Living will be documented on the resident's account.

2.19 KEYS AND CARDS (LEVEL 2)

For the safety of the residence community, residents are not permitted to copy, tamper with, lend or give their keys or cards to anyone. Residents are responsible to keep their keys with them to avoid being locked out of their room and must report lost keys to the Campus Living Office within 24 hours. The repeated need to have a Campus Living Staff member give a resident access to their room may be considered an abuse of this privilege.

2.20 SCENT/SMELLS (LEVEL 1 OR 2)

In alignment with the University of Winnipeg Scent Free Guidelines, Campus Living strives to reduce the impact of scents/smells in residence. As a guideline residents are permitted to use scented products but scents/smells should not be detectable outside of a resident's room.

Scents/smells include but are not limited to; perfumes, scent warmers, scented sprays, cleaning products, cleanliness issues, personal body odour, cigarette smoke, cannabis.

2.21 NOISE (LEVEL 1 OR 2)

Consideration with regard to noise is imperative to maintaining a respectful environment that allows all students the ability to study and sleep while in residence. Any individual within a building has the right to request the termination of unreasonable noise whether this is done by a Campus Living staff member, Campus security or a student directly. Unreasonable noise includes but is not limited to, loud volume of any type of speakers, stereos, amplifiers, sub woofers, instruments or an individual's voice. In addition to being considerate at all times, Campus Living has implemented quiet hours in all residence buildings.

2.21.a Quiet Hours

Quiet Hours are times during which residents are prohibited from making noise that can be heard outside of their room, or may disturb a roommate or any other resident in the building.

General Quiet Hours are as follows:

Sunday to Thursday: 11:00 PM – 8:00 AM
Friday and Saturday: 1:00 AM – 8:00 AM

2.21.b Exam Periods

Extended quiet hours are implemented during December & April Exams. During the exam period in December and April, 22 hour quiet hours are in effect, allowing moderate noise during the hours of 7:00 PM–9:00 PM on a daily basis. Parties or gatherings in residence will not be permitted during exam periods.

2.22 PETS (LEVEL 1 OR 2)

Residents are not permitted to keep pets or animals of any kind in Residence, even temporarily. Visitors may not visit the accommodation with pets or animals.

2.23 SERVICE ANIMALS (LEVEL 1 OR 2)

Residents are not permitted to keep pets or animals of any kind in Residence, even temporarily, except as outlined in **Appendix H “Service Animals”**.

Visitors may not bring pets or animals into residence buildings.

2.24 PORNOGRAPHY AND GRAPHIC MATERIAL (LEVEL 2 OR 3)

Posting, displaying or making available for viewing any pornographic materials, photos, images, graffiti, including electronic means in public areas such as hallways, common areas, lounges, stairwells, washrooms, or any interior area of a resident's room that can be seen from an open door is prohibited (in accordance with the Criminal Code of Canada, Section 163). This also applies to the use of computers or network infrastructure to display or distribute such material. Refer also to The University's Respectful Working and Learning Environment Policy.

2.25 PRANKS, RAIDS, AND HAZING (LEVEL 2 OR 3)

Initiating, encouraging, supporting or participating in raids or pranks that are inappropriate, destructive, messy, offensive or hostile towards residents and/or staff, or that jeopardize the safety and security of others is prohibited.

2.26 ROOM CAPACITY (LEVEL 1)

Residents are expected to abide by the established maximum capacity for each room type in residence. The maximum capacity for a single room in McFeetors Hall and Balmoral Houses is four people. The maximum capacity for a double room in McFeetors Hall is eight people. For the maximum capacity of apartments, please contact Campus Living.

2.27 EVENTS (LEVEL 2)

An event is defined as a gathering of 15 people or more in residence, or when a resident wants to book a space for a private function. Permission to hold events in residence must be requested from Campus Living at uwinnipeg.ca/campus-living/rel-party-and-event-request.html.

2.28 SEXUAL VIOLENCE (LEVEL 3)

Sexual violence towards staff, residents or visitors is not tolerated in residence. Sexual violence encompasses all unwelcome conduct of a sexual nature that is prohibited by The University of Winnipeg and Canadian law. Sexual violence may include behaviours such as sexual harassment, stalking, sexual assault and the threat of sexual assault. Sexual violence is covered by the Sexual Violence Prevention Policy (SVPP) and is a violation of the Respectful Working and Learning Environment Policy as well as a violation of applicable federal and provincial laws. For further details, The University of Winnipeg's SVPP is accessible from uwinnipeg.ca/askfirst.

2.29 SOLICITATION/COMMERCIAL/PROMOTIONAL USE (LEVEL 2)

The use of a room, residence and/or University services for any commercial purpose is prohibited including but not limited to a resident's mailbox, data connections, common areas of residence buildings & commercial hosting of visitors (see **Section 2.33.f** for more info). Door-to-door selling and solicitation of any kind is prohibited in residence.

Permission from Campus Living Management must be obtained prior to posting advertisements and other printed materials in residence. Materials posted without approval will be removed. Materials damaged or disposed of by Campus Living staff prior to approval will not be compensated for or replaced.

2.30 SPORTS/PHYSICAL ACTIVITIES IN RESIDENCE (LEVEL 1 OR 2)

Activities that are potentially destructive, disruptive and/or may cause physical injury or property damage are not permitted in residence common areas including but not limited to; lobbies, hallways, stairwells, elevators, lounges. These activities may

involve throwing, kicking or shooting an object (such as ball hockey, football, golf, soccer, Frisbee, hacky sack), or games/activities that may result in participants running (such as tag, water fights), cycling, skateboarding etc.

2.31 THEFT & REMOVAL (LEVEL 3)

Theft or possession of another person's property without permission is prohibited and may result in restitution and/or referral to the police.

Removing or relocating University furniture or equipment from its original or intended location is considered theft and is not permitted. This includes the relocation of furniture from lounges or common areas.

2.32 TRESPASSING AND UNAUTHORIZED ENTRY (LEVEL 2)

Residents are permitted to access their room and designated common areas only. Residents are not permitted access, or to provide access, to restricted areas such as other rooms (including other bedrooms in double rooms), roofs, and mechanical rooms without the proper authorization. (See also **Sections 2.34.e "Unauthorized Visitors"** and **2.19 "Keys & Cards (Level 2)"** and **1.10 "Occupancy."**)

A restricted area being open or unlocked does not grant permission to the area. Residents are asked to report a security breach to Campus Living.

2.33 VISITORS IN RESIDENCE (LEVEL 1, 2 OR 3)

A visitor is an individual admitted, by a resident, to any residence area for which they have neither signed a Residence Agreement nor been approved as an occupant; this definition includes residents visiting other rooms and buildings.

The resident who hosts the visitor is accountable for the visitor's behavior during their visit. Visitor privileges may be revoked if Campus Living determines that a resident has abused their privileges through excessive use or violation of Community Standards.

2.33.a Arrival and Movement of Visitors

Visitors must be met by their residence host at the front entrance of the residence building (rather than entering and wandering through the building unaccompanied). It is the responsibility of the host to ensure that their visitor follows the proper sign-in procedure and accompany the visitor at all times. Visitors may never be left unaccompanied in residence or given key/card access to residence buildings. For residents in double rooms or Balmoral Houses, the resident must receive consent from their roommate(s) prior to having an overnight visitor.

2.33.b Visitor Sign-In Procedure

All residents must accompany their visitors to sign in via the sign-in sheets that are found with each Resident Advisor. For the safety of the residence community, all visitors who are staying overnight or will be present between the hours of 11:00pm – 6:00am are required to sign-in and be able to provide basic identification information. Non-registered visitors will be asked to leave the building or will be escorted from residence immediately.

2.33.c Duration of Visits

A resident may host up to two visitors at a time in their own residence building. Overnight visitors may stay up to 6 nights per month, with no more than three consecutive nights per month. Overnight visitors may not sleep outside the host's room. Daytime visitors may stay up to four hours per day for up to two days per week.

In case of extenuating circumstance, residents may ask permission from Campus Living Management to increase the above visiting allowances. Violation of visitor policies may lead to the loss of visitor privileges.

2.33.d Visitor Behavioural Expectations

During their visit, all visitors are the responsibility of the residence host. In the event that the visitor causes damages, is disruptive or conducts themselves inappropriately, they will be asked to leave the building and their host will be held accountable for their actions regardless of whether they participated, condoned or were aware of the behaviour or not. If a resident is concerned about their visitor's behaviour or actions, it is imperative that they instruct their visitor to leave before it becomes an issue, or contact a Resident Advisor or Security Services for assistance.

2.33.e Uninvited/Unauthorized Visitors

In the event that an uninvited visitor arrives, residents are still required to follow the sign-in procedure and will be held accountable for their behaviour during their stay. A resident who facilitates entry and access (opening a locked door or allowing an individual to follow or 'tailgate' through a locked door) to any individual that does not live in the designated building will be considered the host of that individual and will be held accountable for their actions as if that person was their visitor.

2.33.f Commercial Hosting of Visitors

Residents may not promote their room on hosting sites for visitors. Residents may not charge visitors to stay in their room, such as through Airbnb or Couchsurfing hosting services.

3.0— ENFORCEMENT AND DISCIPLINE

3.1 OBJECTIVES OF ENFORCEMENT

Breaches of the Residence Contract are dealt with through a variety of mechanisms depending on the severity of the incident. Any sanction that is applied against an individual is applied for a number of purposes, including but not limited to changing behaviour, restitution for damages or cleaning, reparation of harm to the community, and protecting the safety of the individual or others.

Considerable care is taken to ensure that any resident who has been accused of a violation is treated in a fair and just manner. Accordingly, the discipline process is designed to be both flexible and accountable.

3.2 DISCIPLINE PROCESS

When a suspected incident occurs, an incident report is written by University staff, security personnel, and/or other witnesses. These reports are then reviewed by Campus Living management to conduct an appropriate investigation.

If the investigation requires further information, Campus Living management will contact the individual(s) involved through e-mail to set up a meeting. The e-mail will request the individual to book a time to meet with Campus Living management to discuss the details of the alleged incident. During the meeting, the individuals are given an opportunity to give their own statement regarding the incident in question and to ask questions that may arise. Failure to meet with Campus Living management within five business days of the meeting request may waive individuals' right to provide

testimony and/or their own version of events. This timeframe may be reduced during circumstances where the safety or wellbeing of an individual or the residence community is at risk. As a result, all decisions and accompanying sanctions will be determined based solely on the information that Campus Living has previously received.

Based on the information obtained during the meeting, Campus Living management will decide whether the individual was responsible for violating Campus Living policies. If the individual is found responsible, they will receive documentation regarding the outcome of the meeting and any accompanying sanctions.

Campus Living staff are unable to discuss any discipline matters under investigation by Campus Living or pending evictions without written permission from all involved. This is a strict regulation due to FIPPA (Freedom of Information and Protection of Privacy Act).

This Section attempts to provide examples of sanctions that may be applicable for particular behaviours. This does not limit the possibility of other sanctions being imposed, should the situation warrant. All financial costs incurred as a result of a violation of the contract will be applied to the resident's Campus Living account. All sanctions are considered to be in effect once the resident(s) has been notified in writing following their meeting with Campus Living management.

3.3 THREE VIOLATION LEVELS

The three different violation levels are determined based on the severity of the incident. Possible violations levels for breaches of community standards are outlined next to each section heading.

3.3.a Level One Violations

Level One violations include the least dangerous or serious violations of the Community Standards. These violations refer to actions that interfere with the rights of another individual(s) to the peaceful use and enjoyment of his or her space in residence.

Any resident's third Level One violation is treated as a Level Two violation, regardless of the nature of the violation.

3.3.b Level Two Violations

Level Two violations represent actions that pose a greater risk to the safety and/or property of residents, The University, or the integrity of the residence community.

Any resident's third Level Two violation is treated as a Level Three violation, regardless of the nature of the violation.

3.3.c Level Three Violations

Level Three violations are actions by an individual(s) that endanger the safety and security of themselves or others; compromise personal or University property; attack the dignity/integrity of an individual; and/or contravene municipal, provincial or federal laws. Level Three violations warrant the highest degree of sanctioning determined by Campus Living management, which can include residence eviction.

3.4 POSSIBLE DISCIPLINARY OUTCOMES

The following sanctions can occur as consequences for violating the Community Standards of The Contract (alone or in combination). All sanctions will be documented through an outcome letter that is sent to the student following their student conduct meeting with Campus Living management.

3.4.a Written Warning

A written warning is meant to ensure that students are aware of the Community Standard(s) that have been violated. A written warning is recorded and tracked by Campus Living and typically issued for a Level One minor violation.

3.4.b Fine

A fine is a monetary sum of money charged to a resident's account. Fines can be issued by Campus Living Management. Residents will be expected to pay the amount by the deadline outlined in the outcome letter. Fine amounts can vary depending on the severity of the violation.

3.4.c Collective Billing/Fine

Communities of residents (i.e., a specific floor or house) may be billed collectively for damages or cleanliness issues that occur to the common areas they occupy. This is only done after attempts have been made to find the individuals responsible for the damage. This includes but is not limited to additional cleaning, building or furniture damages, and missing residence property.

Residents responsible for damages will be charged the cost of replacement or repair. Residents will be expected to pay the amount by the deadline outlined in the outcome letter.

3.4.d Financial Restitution

Restitution is monetary compensation required of students who have taken, misused, damaged, lost, or destroyed residence property. The amount of restitution is assessed based on costs to repair, replace, recover, clean, or otherwise account for the property or services affected.

3.4.e Loss of Visitor Privileges

Residents who abuse their visitor privileges or whose visitors violate Community Standards can be denied having visitors in residence for as short as one week to a maximum length of their entire stay in residence.

3.4.f Community Service

Community service hours are an allotted amount of time that a resident will be required to complete within The University or residence to repair any harm done and positively give back to their community.

3.4.g Room Inspection

In some cases, mandatory room inspections may occur. Room inspections may be performed by Campus Living, Security, and/or Facilities.

3.4.h Assessment from Other Units

In some cases, residents may be asked to see other units, professionals, or off-campus partners. Examples of these professionals include Clinic Health Services, Student Intake & Conduct, Counselling services, Human Rights and Diversity Officer, Winnipeg Police Services, or Security Services.

3.4.i Outcome from Registrar

In cases involving non-academic misconduct Campus Living may consult with the Registrar. Outcomes levied by the Registrar may supersede decisions made by Campus Living and may impact a student's residence occupancy.

3.4.j Alcohol Probation

Residents who are placed on alcohol probation may not possess or consume alcohol in any residence building, or return to residence intoxicated. Alcohol probation can be imposed for as short as one week to a maximum length of a resident's stay in residence.

3.4.k Cannabis Probation

Residents who are placed on cannabis probation may not possess or be associated with the smell of cannabis in any residence building, or return to residence under the influence of cannabis. Cannabis probation can be imposed for as short as one week to a maximum length of a resident's stay in residence.

3.4.l Residence Probation

Residence Probation is defined as a resident's last chance to remain in the community. Any subsequent violation that is serious in nature may result in immediate eviction from residence. Residence Probation also means that a resident is ineligible to return to residence for as short as one academic year (including Spring term) to indefinitely. If a resident has continued to be incident free since their probationary status was levied, a request can be made to Campus Living Management to review eligibility. Probationary status may be extended to the next academic year, if a resident is permitted to return to residence.

3.4.m Incident Hold

A student may receive an Incident Hold when placed on Residence Probation (See **Section 3.4.l. "Residence Probation"**) or have failed to comply with disciplinary sanctions and deadlines. Incident Holds restrict students from applying to live in residence.

Incident Holds may be removed temporarily or permanently after the student has met with Campus Living management and/or has successfully completed their outlined sanctions.

3.4.n Academic Hold

A student may receive an Academic Hold on their university account if they fail to comply with disciplinary sanctions and deadlines. An Academic hold restricts students from University services such as applying, registering for or changing classes, requesting a transcript, and graduating.

3.4.o Salto Card Suspension

Salto card access may be temporarily deactivated where deemed necessary by Campus Living management.

3.4.p Ban/Barring

If a resident and/or visitor(s) present a threat to another resident or the residence community, they may be asked to leave residence immediately and could be banned/barred from residence. This ban/bar can be imposed for as short as one academic term to indefinitely.

3.4.q Eviction

In the event that a resident significantly impedes on the rights of others to access, enjoy, and feel safe in residence, or in the event that a resident consistently fails to abide by Community Standards, the resident may be considered for eviction. Eviction may be imposed as the result of a single Level Three violation or multiple lower level violations.

3.5 EVICTION PROCESS

Eviction Notice & Termination of occupancy. In the event of an eviction, the resident will be issued a written eviction notice with a timeframe to move out of the room. A minimum of 48 hours to a maximum of five-days notice to vacate the room; however, in some cases an immediate eviction can be levied by the Director of Campus Living.

Move-out Process for Evictions. The resident must comply with the move out process outlined in **Appendix F**. The move-out time will be determined by the eviction notice issued by Campus Living.

Financial Outcomes. Residents whose occupancy is terminated by The University forfeit their deposit and are held liable for all residence fees implicated by their Residence Agreement, plus incidental costs for room cleaning, repairs, and removal of belongings if necessary (See **Section 4.6 "Removal of Belongings"**).

Holds and other Restrictions. Evicted residents will have a residence hold placed on their account. If charges are outstanding at the end of the fiscal year, the account may be sent to a collections agency. Additionally, evicted residents are ineligible to reapply for residence for a minimum of one academic year. In some cases, the resident may be banned from Campus Living residence property.

3.6 APPEALS

All Residents have the right to submit a written appeal of a sanction levied by Campus Living Management. Appeals must be received within five business days of the outcome letter being sent.

To submit a notice of appeal residents must follow the appeals procedure outlined at uwcampusliving.com.



4.0— FACILITIES

4.1 BED LINEN

Residents are responsible to provide their own bed linens.

4.2 ENTRANCE TO ROOM

4.2.a Entrance with Notice

University of Winnipeg staff or its authorized contractors have the right to enter a resident's room, whether or not the resident is present, in the following situations:

- The resident has given written or verbal permission for a specific purpose or occasion, such as by reporting a maintenance issue.
- Campus Living has given the resident 24 hours' notice of intention to enter the resident's room or apartment for inspections and related issues.

4.2.b Entrance without Notice

Campus Living may authorize, without notice, entry to the resident's room by University employees, Facilities staff, emergency personnel (e.g. police, fire, and paramedics), authorized contractors, support workers, or Mobile Crisis Unit in the following circumstances:

- There is evidence of an emergency, a violation of residence policy, or criminal activity within the room.
- There is evidence or suspicion of pests within the room.
- It is known or suspected that someone within the room is at risk and requiring immediate intervention.
- Facilities staff require access to the adjoining room in a double room for repairs.

- Cleaning staff require access to the adjoining room in a double room for cleaning.

4.3 APPLIANCES IN RESIDENCE

The University Small Appliances Policy applies to all University of Winnipeg property, owned or leased, including all University of Winnipeg sponsored events, and requires that all members of The University community (students, employees, volunteers, contractors and visitors to the campus) comply with the Policy. The full policy is available from The University website.

4.3.a Safety Standards

All appliances used in residence must meet the following safety standards:

- be CSA approved
- have grounded plugs
- be in good working order
- have original, undamaged cords and plugs
- operate within limits of electrical circuit used
- be operated in accordance with manufacturer's instructions
- if heat generating, not be left unattended
- not be used with extension cords or tap outlets (CSA approved power bars are acceptable)
- be unplugged or shut down when not in use

4.3.b Designated Areas for Kitchen Appliances

Residents may not install or use any major appliance not provided or installed by Campus Living.

Kitchen appliances that are open-coil, open-flame or gas-based, including but not limited to hot plates and butane-burners, are not permitted in any residence building.

Kitchen appliances with an enclosed heat source such as toasters, slow cookers, microwaves, and kettles can only be used within the following designated areas: McFeetors Hall common area kitchens, Balmoral House kitchens, and Family Housing apartment kitchens, unless if included as an amenity of the room.

Residents may store approved kitchen appliances in their room, provided they are only used in designated areas.

4.3.c Rules for Specific Appliances

Appliances such as hair dryers, shavers, and cooling fans may be used in the room if compliant with the standards outlined in **Section 4.3a "Safety Standards"**.

Unless included with the room or otherwise specified by Campus Living, appliances such as window air conditioners, fridges, or freezers may not be used in residence.

4.4 REPAIRS AND ALTERATIONS

All repairs and alterations to rooms will be carried out by The University. Residents are prohibited from repairing or altering the exterior or interior of their room and should report any maintenance issues as described in **Section 4.7 "Reporting Maintenance Issues"**.

4.5 DAMAGE & DESTRUCTION TO PROPERTY

Damage or defacement to the personal property of other residents, residence building or residence-associated property, including behavior that has potential for damage, is not permitted and may result in financial restitution.

4.6 REMOVAL OF BELONGINGS

The resident is required to remove all personal belongings from residence by the end of their occupancy period. Any items left in residence will be removed and stored by the University for 10 business days. If the resident does not pick up their belongings within 10 business days, the University will dispose of them. Costs incurred by The University for the storage, removal, and/or disposal of a resident's personal belongings will be assessed to the resident.

4.7 REPORTING MAINTENANCE ISSUES

The resident is responsible to report any maintenance issues affecting the room during the contract period, such as those affecting plumbing, windows, locks, furniture, etc. Maintenance issues should be reported on the Campus Living StarRez Portal. Residents may be held responsible for damage caused by failure to report maintenance issues.

Campus Living is responsible to ensure that reported maintenance issues are repaired in a timely manner. Issues that may result in permanent damage, such as water leaks, are given first priority. Due to unforeseen circumstances, Campus Living cannot guarantee specific turnaround times for repairs. In cases where repair of the reported maintenance issue is out of Campus Living control, such as structural issues in buildings rented by The University, Campus Living will make every effort to ensure a resolution.

4.8 FIRE SAFETY (LEVEL 2 OR 3 VIOLATION)

4.8.a Fire Safety Standards

It is the resident's responsibility to ensure that:

- Flammable items such as clothing, paper, etc. are not over-accumulated as determined by Campus Living.
- Exits are in working order and free of obstructions.
- Windows are free of obstructions and accessible to Facilities staff and emergency personnel.
- No halogen lamps, flammable liquids, candles, or incense are present.
- Flammable liquids and aerosols are not to be disposed of in garbage.
- Smoke detector is in place and uncovered.
- No more than 20% of walls and no part of ceiling is covered (e.g. with posters)
- Lint is removed from the laundry dryer before and after each use.

4.8.b Open Flames

Open flames, including but not limited to attended or unattended lit candles, lamps requiring combustible fuel and incense are not permitted in residence. Residents who require the use of candles or incense for religious purposes should contact Campus Living.

4.8.c Alarms & Emergencies

Residents are not permitted to keep personal items of any size in any stairwell, hallway, common area, as they could become hazards in the case of an emergency. In the event of a fire alarm or other emergency, residents are required to evacuate the building and remain in designated areas until permission to re-enter the building has been granted

by Campus Living staff, emergency or security personnel. Failure to evacuate during these situations is prohibited. Please see **Section 4.20 "Emergency Evacuation Policy"** for further details regarding evacuation procedures and protocol.

4.8.d Smoking

As per **Section 2.8 "Smoking (Level 2)"**, smoking is prohibited anywhere on University property, including University residences.

4.9 COOKING & COMMUNITY KITCHENS (LEVEL 1, 2, OR 3)

Cooking and the use of kitchen appliances is only permitted within the designated areas listed in **Section 4.3.b. "Designated Areas for Kitchen Appliances"**. Use of residence kitchens must comply with the standards outlined in **Appendix I "Community Kitchen Use"**.

4.10 TAMPERING WITH LIFE SAFETY EQUIPMENT (LEVEL 3)

Life Safety equipment includes sprinklers, smoke detectors, fire exit signs, fire extinguishers, fire alarm pull stations, alarm bells, AED machines, elevators, surveillance system and any other safety-related equipment which is necessary to safeguard all residents. Discharging, interfering with the normal operation, tampering with, or using any life safety equipment for any other purpose other than an emergency is strictly prohibited and may result in assessment for damages. Examples include but are not limited to covering, removing wires or batteries, hanging objects from sprinklers, striking equipment with an object, propping emergency doors or activating an alarm outside of an emergency.

It is also the responsibility of all residents to report a non-functioning life safety device to Campus Living.

4.11 WASTE DISPOSAL AND RECYCLING

Residents are responsible for disposing of their waste in all buildings and are encouraged to recycle waste as much as possible using the facilities available in each building. Extra charges may be assessed to, and shared by, residents if waste management, disposal, and/or cleaning services are required.

4.11.a McFeetors Hall

McFeetors Hall residents are responsible to dispose of their garbage bags in the large bins between McFeetors Hall and the Richardson College building. The garbage and recycling bins in common areas are not to be used for personal waste disposal.

4.11.b Balmoral Houses

Balmoral Houses residents are responsible to remove garbage and recycling material to the outside collection bins. Residents are also responsible to move the collection bins to the back alley, on a rotating basis. RAs will keep residents informed about the procedures and schedules for their specific house.

4.12 ROOM INSPECTIONS AND COMPLIANCE WITH STANDARDS

The resident is expected to maintain room and common area cleanliness and compliance with fire and electrical safety standards. Room Inspections may be periodically scheduled and conducted by Campus Living or its approved Contractors, to ensure compliance with these standards. Each of the room inspection items is graded on a pass/fail basis. Failure to pass room inspections may result in sanctions specified by Campus Living.

4.13 CLEANLINESS AND ROOM MAINTENANCE

It is the resident's responsibility to ensure that:

- Surfaces are clean and sanitary (e.g. countertops, sinks, bathtubs, appliances, etc.).
- Flooring is clean and free of food and garbage.
- All areas clean, tidy, and free from overcrowding.
- Only white sticky tack is used to mount posters (i.e. no tape is used).
- No items (such as posters, banners, flyers, etc.) are visible from outside the room. This includes but is not limited to hanging items in windows or on room doors.
- No modifications are made to the room or its items (e.g. furniture, walls, floors, etc.).
- Existing furniture and wall coverings are in place, undamaged, and unmodified.
- No used/second-hand furniture is present.
- Perishable foods are stored in sealed containers.

4.14 WINDOWS AND DOORS

It is the resident's responsibility to ensure that:

- Building and residence room doors are clear of obstructions and not left open.
- Doormats, shoes, or other personal belongings are not left outside of the residence room.
- External windows and doors remain closed during hot, cold, windy, rainy, or any type of inclement weather.
- Windows in McFeetors Hall remain shut at all times for proper operation of the HVAC system.

Residents may be held financially liable for damages or higher HVAC operation costs resulting from unattended or improperly closed windows and doors.

4.15 SECURITY

Residents are responsible for taking reasonable precautions to secure their room and residence buildings from a breach of security; for example, by keeping doors and windows locked, not permitting unknown persons into residence, and reporting suspicious activity to Security Services and/or Campus Living

4.16 PEST TREATMENT

If pests are suspected the resident must contact Campus Living immediately. Campus Living will arrange to have the room inspected and treated as soon as possible. To prevent the spread of pests, residents will not be moved to another room during pest treatment. The University is not responsible for the cost of replacing furniture and other personal items damaged as the result of pests. In cases where the room must be treated multiple times and Campus Living suspects negligence on the part of the resident, Campus Living may charge the resident for the cost of pest treatments.

Information on how to prevent pests is in **Appendix G**.

4.17 MAIL DELIVERY

Mail addressed to residents must include their full name, building address, room number, and postal code. Mail addresses including the words 'Campus Living' or 'University of Winnipeg' will not be successfully delivered to the resident and may be returned to sender.

4.17.a McFeetors Hall Mail Delivery

Canada Post delivers letter mail and parcels to McFeetors Hall. Campus Living staff are responsible to distribute mail and parcel notices to the residents' mailboxes. Canada Post will leave delivery notices for large parcels or parcels requiring a signature. For parcels too large to fit into the mailboxes, a parcel notice will be left in the mailbox. Residents can call the RA during the designated package pick up hours to retrieve their parcel from the McFeetors Hall office. Package pick up hours are displayed in the residence building and are subject to change based on time of year. Packages will be held by Campus Living for 30 days before being returned to the sender. If a package is non-returnable, Campus Living will dispose of it after 30 days.

4.17.b Balmoral Houses Mail Delivery

Canada Post delivers letter mail directly to each house's mailbox. For parcels, Canada Post will leave delivery notices in the mailbox indicating where they can be picked up.

4.18 LAUNDRY

Laundry facilities are available in each residence building. Laundry facilities are for residents only and may not be used by visitors. Laundry items should be removed promptly from machines and any items left for extended times may be discarded by maintenance and/or cleaning staff. Residents must remove lint from the dryers before and after each use.

4.19 BICYCLE PARKING

Bicycles are required to be stored in designated areas at all times and cannot be stored inside a residence room. Good quality locks or chains are recommended for all bicycles and are the responsibility of the resident as the University is not responsible for theft or damage to bicycles or contents stored on them.

4.19.a Balmoral Bicycle Storage

Residents living in Balmoral are required to keep bicycles locked to the metal railings, which are located outside on the property. If space is available, residents may store bicycles in the basement of the house by submitting a request to Campus Living. If approved, the resident will be required to pay a rental fee each term and sign a Bicycle Storage Agreement.

4.19.b McFeetors Bicycle Storage

Bicycle parking at Richardson College is administered by the University of Winnipeg's Parking Department for a monthly rate. Bicycle parking application instructions and details can be found at uwinnipeg.ca/parking.

4.20 EMERGENCY EVACUATION POLICY

Residents are required to follow the evacuation procedures posted in each residence building in event of a fire alarm or other emergency, unless otherwise noted. Failure to follow evacuation procedures may endanger the safety of residents and is prohibited. Use of elevators is prohibited in emergency fire situations.

4.21 WATER USAGE

In accordance with the University's Water Use Management policy, residents are required to minimize their water usage and reduce, as far as practicable, the University's demand for potable water. This includes not leaving taps or showers running when not in use.

Improper or negligent use of water, such as showering without the use of a shower curtain, has potential for causing significant damage to the room and residence building. Residents are responsible for damages resulting from improper use of water.



5.0— MEAL PLANS

5.1 MEAL PLAN REQUIREMENT AT MCFEETORS HALL

A meal plan is required for each term in which a student has occupancy in McFeetors Hall dorms. Meal Plans for non-standard occupancy lengths are prorated according to **Section 1.14 “Transfer and Termination of Residence Agreements”**.

Adjustments to meal plan requirements based on religious and/or exceptional dietary requirements are subject to terms outlined in **Section 5.4 “Meal Plan Adjustments”** below.

5.2 MEAL PLAN TYPES: TAXABLE & TAX-EXEMPT

There are two types of meal plan: taxable and tax-exempt. Residents with the taxable plans are charged taxes (GST and PST) on meal card purchases, while residents with tax-exempt plans are not. Tax-exempt meal plans are available only to UWinnipeg students selecting Meal Plans 1, 2, and 3.

5.3 MEAL PLAN SELECTION & CHANGES

Residents select a meal plan on the application. Residents of McFeetors Hall who do not select a plan will be assigned Plan 1 by default.

Residents may increase their meal plan at any time during their occupancy. However, switching to a lower plan (e.g. from 3 to 2) is allowed only within the first two weeks of each term, and students cannot change between taxable and tax-exempt plans within the same term.

5.4 MEAL PLAN ADJUSTMENTS

Residents with dietary requirements that cannot be met by Diversity Food Services are recommended to apply for rooms in Balmoral Houses. In the event that only McFeetors Hall dorms are available, residents may request a meal plan adjustment based on medical or religious documentation. A completed Meal Plan Adjustment Request Form (available at uwcampusliving.com) along with related documentation should be submitted to Campus Living prior to the resident receiving their first payment schedule. Meal Plan Adjustment Requests are subject to approval by Campus Living and will not be accepted after the meal plan change deadline for each term.

5.5 MEAL CARDS & MEAL DOLLARS

Diversity Foods issues a new meal card at the start of every academic year in September. Students cannot use cards from previous academic year once the new year has begun.

All meal plan pricing includes a non-refundable per-term administration fee. Meal plan options and pricing are listed in **Appendix E**. Meal cards operate on declining debit system: the value of each purchase is deducted from the dollars on the card. Meal dollars are loaded onto your meal card per-term, based on your selected meal plan.

5.5.a Lost or Damaged Meal Cards

Lost or damaged meal cards must be reported to Diversity Foods within 24 hours and replaced at the resident's expense. The resident is responsible for purchases made on missing cards up to the date reported, and replacement cards cost \$25 from Diversity Foods.

5.6 RESTRICTIONS ON MEAL CARD USAGE

Taxable meal plans: Taxable meal dollars may not be used to purchase Diversity gift cards.

Tax-exempt meal plans: Tax-exempt meal dollars may not be used to purchase food for others (cardholder can only purchase food for own consumption as per Manitoba provincial law), alcoholic beverages, or Diversity gift cards. Residents who breach the above restrictions are subject to disciplinary actions up to and including the forfeit of any remaining meal plan dollars. The University reserves the right to meet with the Resident in the case of any extenuating circumstances involving the meal plan.

5.7 ROLLOVER BETWEEN TERMS

Within the same academic year (Fall to Spring), unspent meal dollars are rolled over to the upcoming term. For example, if a student has \$100 unspent meal dollars at the end of Fall term, this \$100 will carry over to the student's Winter meal dollars.

Unspent meal dollars are rolled over only from Fall to Winter and from Winter to Spring. In other cases, unspent meal dollars are transferred onto a Diversity debit card, as described below.

Students in good financial standing who spend all their Fall meal dollars can request advance access to up to \$300 from their Winter meal dollars. If approved, the student pays for and uses part of their Winter meal dollars in Fall term. For example, a student who advances \$300 from Winter meal dollars will have \$300 more to spend in Fall but \$300 less to spend in Winter.

5.8 EXPIRATION OF UNSPENT MEAL DOLLARS

In the following two cases, unspent meal dollars are converted to taxable dollars that expire after five months of being converted. These converted dollars are non-transferrable and may only be used by the resident to whom it was issued.

- At the beginning of each academic year in September, for residents continuing from Spring term;
- When the resident's meal contract ends – either because residence occupancy ends or the student moves to a residence room without a meal plan requirement.

5.9 TERMINATION OF MEAL PLAN

When cancelling a meal plan, a \$150 meal plan termination applies (1) when terminating or transferring the Residence Agreement, or when changing from a room type with a mandatory meal plan to one without, or (2) after receiving a meal card for an optional meal plan.

6.0— APPENDICES

APPENDIX A: STANDARD OCCUPANCY PERIODS

All term end dates are by noon unless otherwise specified.

For all Academic Year students, Winter Break must be requested during the application process and requires payment of the \$95 Winter Break fee.

Application Type	Standard Occupancy Period
1st Time Residents	Aug 28, 2019 – Apr 23, 2020 (excluding Winter Break)
Upper Year Students	Aug 31, 2019 – Apr 23, 2020 (excluding Winter Break)
Winter Break	Dec 20, 2019 noon – Jan 2, 2020 (inclusive)
Winter	Jan 3, 2019 – Apr 23, 2020
Spring	May 2, 2019 – Aug 20, 2020
Family Housing	Sep 1, 2019 – Aug 20, 2020

APPENDIX B: FAMILY HOUSING ELIGIBILITY REQUIREMENTS

The Affordable Housing Program is designed for lower-to-moderate income households whose Total Household Income is below the Program Income Limit.

Income statements must be provided to Campus Living annually. Total family Household Income (the combined total incomes of all adults living in a room) must be below the Program Income Limits defined by Manitoba Housing at www.gov.mb.ca/housing/progs/pil.html.

The full names, ages, and genders of all occupants living in the room must be provided annually to Campus Living.

The resident and their occupants must meet the National Occupancy Standards.

APPENDIX C: MINORS IN RESIDENCE

Minors in residence are defined as a resident under the legal age of 18 years.

Custodianship Requirement for Minors Prior to Arrival

A custodian may be any resident of Canada who is 25 years of age or older who is willing to accept responsibility for the Residence Agreement on behalf of the resident until the resident turns 18. This custodian requirement also applies to international students.

The resident and custodian must provide Campus Living the following documentation:

- A completed Custodianship Form signed by both the resident and the Custodian; (in cases where the Custodian is not the legal guardian the legal guardians signature is also required)
- A copy of the Custodian's photo identification clearly showing their age and birth date.

Additional Requirements for Minors in Residence:

Campus Living may allocate minors rooms based on supervision or additional factors rather than room preferences selected on the application.

To ensure the wellbeing of minors in the community, minors are required to meet with Campus Living Management within 2 weeks of their move in date. This meeting will be a check in with the minor to see how they are adjusting to residence, a review of safety guidelines, address living expectations, and possible additional requirements the minor must follow. Additional requirements may include but are not limited to:

- Regular meetings with management
- Scheduled in room wellness checks
- Randomized cleanliness checks
- Visitor restrictions
- Set curfew

Discipline Process for Minors

When an incident involving a minor occurs, depending on the severity of the violation, there may need to be some communication between Campus Living and the custodian. The following process has been developed to ensure that all parties understand the discipline process:

- The residence Community Standards and Guidelines are listed in **Section 2.0 “Community Standards”**. Violations of these Standards, or actions that contribute to the violations of these Standards, may result in disciplinary action.
- Violations will result in a meeting with Campus Living management. Outcomes vary based on the severity of the violation and are listed in **Section 3.4 “Possible Disciplinary Outcomes”**.

- If the resident receives a warning for a lower level incident, confidentiality will remain intact between the resident and Campus Living.
- If the violation is a higher-level incident, there are repeated violations, or the behaviour poses a health or safety risk to themselves or their community, the incident(s) and related communications may be disclosed to the custodian. This disclosure may include a phone call, email, and/or a copy of the outcome letter(s).
- If the incident outcome is residence probation or eviction, the resident will be required to contact the Custodian in the presence of Campus Living Management or have management contact the custodian on their behalf.

APPENDIX D: RESIDENCE FEES

Winter Break	
All dorm room types (Does not apply to Family Housing)	\$95.00 (Due Sept 3, 2019)

Fall-, Winter-, and Spring-only Residence Fees

Residence fees amounts for Fall-, Winter-, and Spring-only residents are each the same as the "Fall Payment" amounts for Academic Year. Single-term residence fees have the following payment deadlines:

- **Fall 2019:** Sept 3, 2019
- **Winter 2020:** Jan 6, 2020
- **Spring 2020:** May 4, 2020

McFeetors Hall Dorms

Single or Double Dorm Academic Year & 1st Year Guarantee	Fall Payment Due Sept 3, 2019	Winter Payment Due Jan 6, 2020	Fall and Winter Residence Fees
with Meal Plan 1	\$4,455.00	\$4,455.00	\$8,910.00
with Meal Plan 2	\$4,830.00	\$4,830.00	\$9,660.00
with Meal Plan 3	\$5,455.00	\$5,455.00	\$10,910.00
with Taxable Meal Card	\$4,330.00	\$4,330.00	\$8,660.00

Balmoral Houses

Room Type	Fall Payment Due Sept 3, 2019	Winter Payment Due Jan. 6, 2020	Fall and Winter Residence Fees
Balmoral Room	\$2,365.00	\$2,365.00	\$4,730.00

McFeetors Hall Apartments

Room Type	Monthly Payments	Term Fees	Total Full Year Fees (3 terms)
1BR (Affordable)	\$745.25	\$3,008.00	\$9,024.00
2BR (Affordable)	\$943.00	\$3,799.00	\$11,397.00
3BR (Affordable)	\$1,201.75	\$4,834.00	\$14,502.00
2BR (Market Rate)	\$1,192.25	\$4,796.00	\$14,388.00
3BR (Market Rate)	\$1,289.50	\$5,185.00	\$15,555.00

APPENDIX E: MEAL PLAN OPTIONS AND PRICING

- As meal cards are based on meal dollars rather than meals per week, number of meals per week is approximate based on average spending.
- Meal pricing includes a non-refundable \$50 per term administrative fee.

- There is a minimum charge of 1 month per term for meal plans. If occupancy is less than a full term, meal dollars are prorated on a monthly basis, while the administrative fee is not prorated.
- A meal plan is required for each term in which a student has occupancy in McFeetors Hall dorms.
- Meal options pricing is listed in the table below and on the Campus Living website.

Academic Year Meal Pricing

Tax-Exempt Meal Plans (UWinnipeg Students Only)	Recommended for	Cost per term	Spendable dollars
Meal Plan 1 Approx. 10 meals per week	Students who are often away on weekends and those with light appetites—our most popular plan	\$1875.00	\$1825.00
Meal Plan 2 Approx. 12 meals per week	Students who are sometimes away on weekends and those with average appetites	\$2250.00	\$2200.00
Meal Plan 3 Approx. 15 meals per week	Students who rarely leave campus and those with hearty appetites	\$2875.00	\$2825.00
Taxable Meal Option	Recommended for	Cost per term	Spendable dollars
Taxable Meal Card Approx. 7.5 meals per week	Residents who are often off-campus or who want to supplement regular cooking	\$1750.00	\$1504.00

Spring Meal Pricing

Meal options and pricing may be reduced in Spring term to accommodate reduced locations and hours from the food service provider.

APPENDIX F: MOVE OUT PROCESS DETAILS

Request preferred move-out time from Campus Living. Residents can select their move out date and time by the assigned deadline. If the resident does not request a specific appointment, an appointment will be assigned between 7am and noon on the term end date. If the resident is unprepared for the scheduled move-out, late move-out fees may apply.

Update the deposit refund address on the Portal. Before moving out, the resident must fill out their “Deposit Refund Address” on the Portal’s “Profile” page. Residents who do not update their Refund Address are not be eligible for a deposit refund, as per **Section 1.14 “Deposits & Room Reservations”**.

Prepare room and shared spaces for the move-out inspection. Pack and/or remove all personal belongings from the room (and shared spaces such as fridges, cupboards, and basement storage where applicable). Any personal belongings left behind will be discarded as per **Section 4.6 “Removal of Belongings”**.

Thoroughly clean all surfaces of the room (including walls, floors, toilet, etc.). Any cleaning charges incurred by UWinnipeg for the room will be deducted from the deposit.

Be present for the scheduled move-out appointment. A staff member will arrive at the room to complete the move-out process with the resident. If the resident is not there or are unprepared, a late move-out fee may apply.

Have all applicable keys & cards. Residence room keys, mail keys, and laundry cards must be returned during the move-out appointment.

Be prepared to leave the room after moving out. Once the move-out is completed the resident must leave the residence unless approved by Campus Living.

Update your service providers. Residents are responsible to notify service providers of change of address and/or termination of service. Mail is not forwarded to residents who move out or change rooms. Campus Living may confirm the occupancy status of a resident with telecom providers in the following cases:

- A former resident has moved out without cancelling their cable or internet service;
- Both the service provider and Campus Living are unable to contact the former resident;
- An incoming resident is unable to register for cable or internet service until the previous service is cancelled;
- The service provider contacts Campus Living to verify that the former resident no longer lives in the room.

APPENDIX G: PREVENTING PESTS

- Used furniture items are not allowed in residence, primarily to prevent pests such as bedbugs. Pests can hide in even the smallest cracks of furniture and other items.
- The room must be kept tidy to reduce the number of hiding places for pests.
- The resident should report any cracks or holes in room walls to Campus Living as a maintenance request on the StarRez Portal.
- While travelling, protect luggage and its contents by encasing it in a plastic bag when not in use. Vacuum the suitcase upon return from a trip and dispose of the vacuum bag immediately after enclosing it in a plastic bag. Put dry clothes in a dryer on high heat for 20 minutes to kill any pests.

APPENDIX H: SERVICE ANIMALS (LEVEL 1 OR 2)

Only approved Service Animals will be permitted in residence.

It is the resident's responsibility to complete the "Service Animal in Residence" request form and submit all required documentation to Accessibility Services at the University prior to bringing an approved Service Animal into residence. To obtain the form, please contact Campus Living or download the form from uwcampusliving.com.

Depending on availability and the resident's accommodation request, Campus Living may require time to locate an appropriate room. Accordingly, it is best to provide all applicable documentation and information as described above as soon as possible. For residents already in room that require a Service Animal if the room shares a bathroom or cooking facilities with other residents you may be required to relocate to a self-contained unit.

Service Animals must be kept in such a manner so as not to disturb, threaten or create a nuisance to other persons including staff. Furthermore, the Service Animal must remain in compliance with all applicable expectations/standards outlined in the Contract and in the Service Animal Agreement.

Visitors who require a Service Animal must have the resident they are visiting contact Campus Living with all applicable documentation for review prior to bringing a Service Animal into residence.

APPENDIX I: COMMUNITY KITCHEN USE

It is the resident's responsibility to clean up after themselves. The use of the community kitchens is a privilege and a collective responsibility to keep clean. Residents who do not abide by expectations outlined below or set out by their Resident Advisor may be subject to disciplinary actions, including restricted access to the community kitchens, fines or removal from the residence community (eviction).

Kitchen Facilities

- Providing cleaning supplies (soap, wash/dry clothes, etc.)
- Washing, drying and putting away any dishes immediately after use. Dishes left out may be subject to disposal.
- Cleaning up messes/spills on the counter, table, floor or stovetop immediately after they occur.
- Cleaning out the microwave after every use.
- Disposing or recycling of garbage, containers or food scraps left behind.
- Residents are prohibited from:
 - › Leaving cooking unattended on the stovetop or in the oven. Any food product that is found unattended will be discarded by Campus Living staff.
 - › Discarding any food waste or oil down the sink. All waste must be discarded in the appropriate bin.

Kitchen Cupboards

- Personal items (dishes, utensils, food containers, non-perishable food items) can only be kept in the residents' designated cupboard. Items that cannot fit in the assigned cupboard space must be stored in the residents' room.
- If a cupboard is kept in unsanitary condition, Campus Living staff will intervene and require the resident to clean the space or dispose of the items.
- Never take or use items that do not belong to you.

Community Fridges

- All food items must be stored in airtight and leak-proof containers.
- Items kept in community fridges must be labelled with the residents' name and date the item went into the fridge.
- Improperly stored food items may be disposed of by the Campus Living staff without warning.
- If there is a food hazard or contamination in the community fridge, the fridge will be subject to cleaning. Hazardous or contaminated food items will be disposed of.
- Never take or use items that do not belong to you.

APPENDIX J: CRITICAL DATES AND DEADLINES

2019— Fall Term

Aug 28	New resident move in
Aug 31	Returning resident move in
Sep 1	Fall mandatory residence orientation
Sep 3	Fall payment deadline
Sep 16	Fall meal plan selection deadline
Dec 5	Contract termination deadline for Academic Year residents
Dec 5–9	Fall exam period (Quiet hours in effect)
Dec 20	Fall term move out

2020— Winter Term

Jan 3	Winter term move in
Jan 5	Winter mandatory residence orientation
Jan 6	Winter payment deadline
Jan 15	Winter meal plan selection deadline
Feb 14	Contract termination deadline for Winter residents
Apr 7–9	Winter exam period (Quiet hours in effect)
Apr 23	Winter move out

2020— Spring Term

Apr 25	Room change date
May 1	Deadline for New Resident Priority applications
May 2	Spring move in
May 3	Spring mandatory residence orientation
May 4	Spring payment deadline
Jun 17	Contract termination deadline for Spring residents
Aug 20	Spring move out

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