



UFV Student Housing Handbook 2026-27

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

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

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



Welcome to UFV Student Housing

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

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

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

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

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

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

Best wishes for a successful and happy stay at UFV.

Your UFV Student Housing
Student Housing Team



Table of Contents

Hours of Operation and Contact Information	8
Part 1: General Terms and Conditions.....	9
1.01 Definitions and Interpretation	9
1.02 Binding Contract.....	10
1.03 Contract term	10
1.04 Housing closure — Winter Holiday Break.....	10
1.05 Request for Additional Nights	12
1.06 Eligibility.....	12
1.07 Eligibility – Additional terms applicable to Aviation students.....	13
1.08 Room & Roommate assignments.....	13
1.08.1 Community Living and Shared Housing.....	14
1.08.2 Roommate or room assignment changes and preferences	14
1.09 Room transfer requests.....	15
1.10 What to bring.....	15
1.10.1 Prohibited Items.....	16
1.11 Move-in and Orientation	17
1.12 Early move-in	18
1.13 Late move-in.....	18
1.14 Moving out.....	18
<i>Summer Storage.....</i>	<i>19</i>
1.15 Unit Condition Reports (UCR) for move-ins and move-outs	19
<i>Unit Contents</i>	<i>19</i>
<i>Move-out cleaning</i>	<i>20</i>
<i>Cleaning or replacement Fees:.....</i>	<i>20</i>
1.16 Cleanliness Standards while living in housing	21
1.17 Abandoned accommodation and personal property	22
<i>Personal property after move-out date</i>	<i>22</i>
1.18 Rates and payment.....	23
1.19 Non-housing furniture.....	23
1.20 Pets and Guide Animals	23
<i>Authorization for a Fish Tank</i>	<i>24</i>



<i>Guide and Service Dogs</i>	24
1.21 Health and Safety room inspections	25
1.22 Pest control	25
1.23 Repairs and alterations	26
1.24 Construction and maintenance	26
1.25 Room entry	27
1.26 Security	28
1.27 Assignment and unauthorized occupancy	28
1.28 Cancellation of the Housing Contract before move-In date	28
<i>Exemptions</i>	29
1.29 Termination of the Housing Contract after move-in date	29
There are no appeals for exemptions after the move-in date.	29
1.30 Termination of the Housing Contract by the University	30
1.31 Overholding	31
1.32 Housing Contract changes	31
1.33 Contractual relationship	32
1.34 Compliance with Laws and University Policies	32
1.35 Protection of privacy	32
1.36 Force Majeure	33
1.37 Liability	33
1.38 Insurance	34
1.39 Damages and costs	34
1.40 Denial of other University services	34
1.41 Schedule of Fees	34
1.42 Special Provisions Regarding Infectious Diseases	36
Part 2: Your Housing Community	38
2.01 Who We Are	38
2.02 Campus Living Team: Community Assistant Support	38
2.03 Housing Operations Team: Housing Desk Service(s)	38
2.04 Our Core Values	39
2.05 Housing Operations	40
2.06 Business Hours	40



2.07 Important dates	40
2.08 UFV Campus Card	40
2.09 Living in a Community.....	41
2.10 Finding a balance: Rights and Responsibilities.....	41
2.11 UFV Safe Student Learning Community Policy	42
2.12 Dispute Resolution	42
2.13 Cooking Regulations.....	44
2.14 Community Kitchens.....	44
2.15 Barbeque and outdoor grilling.....	45
2.16 Bookstore Convenience	46
2.17 Vending.....	46
2.18 Garbage, recycling, and composting.....	46
2.19 Internet services.....	47
2.20 Televisions.....	48
2.21 Laundry.....	48
2.22 Lock outs	49
2.23 Lost or stolen keys or access devices	49
2.24 Room decoration	49
2.25 Study rooms and Common Areas	50
<i>Study Room Bookings.....</i>	<i>50</i>
<i>Lounge Bookings</i>	<i>50</i>
<i>Multi-use Space Bookings</i>	<i>50</i>
2.26 Printing Services.....	50
2.27 Equipment for Purchase.....	50
2.28 Bike storage.....	51
2.29 Transportation and parking services	51
2.30 Parking regulations	51
Part 3: Community Living Expectations	53
3.01 Definitions.....	53
3.02 Community Standards.....	54
3.03 Controlled Substances.....	55
3.04 Smoking, incense, candles and flammables	57



3.05 Illegal drugs and substances.....	58
3.06 Hazing.....	58
3.07 Weapons.....	58
3.08 Prohibited behaviour – respectful environment.....	58
3.09 False or vexatious Incident Report	59
3.10 Unauthorized possession, damage, and vandalism to property.....	59
3.11 Unauthorized access/entry and/or presence	59
3.12 Keys and access devices.....	60
3.13 Disruption of Services	60
3.14 Disturbing the peace	60
3.15 Quiet hours	61
3.16 Musical instruments.....	61
3.17 Fire Safety.....	61
3.18 Evacuation.....	62
3.19 Elevator tampering	62
3.20 Advertising.....	62
3.21 Commercial use.....	63
3.22 Cooperation with Staff and others.....	63
3.23 Floor and Community Meetings	63
3.24 Guests and Room Capacities	63
3.25 Sanctions for violations of The Community Standards.....	64
3.26 Campus Living non-academic conduct process.....	65
3.27 Recommendation for eviction.....	65
3.28 Appeals.....	65
3.29 Appeal of evictions	66
3.30 Records of violations and sanctions	66
Part 4: Contact information	66
4.01 UFV Student Housing.....	66
Campus Living Office.....	66
UFV Housing Operations Office	67
4.02 Emergency Numbers	67
4.03 Non-Emergency Numbers.....	67



4.04 Student Support	68
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Hours of Operation and Contact Information

Housing Service Desk: Housing Desk Assistants

Location: Lá:léms Ye EverGreen Front Desk (Main Lobby – J150)

Academic Year Monday to Friday from 8:00 am to 10:00 pm
Saturday and Sundays from 4:00 pm to 10:00 pm
**closed Statutory Holidays*
**hours subject to change*

Summer

Monday to Friday 9:00am to 6:00 pm

Saturday and Sundays 12:00 pm to 4:00 pm
**Summer hours subject to change*
** Statutory Holidays – closed*

Phone Direct: 604-557-4063 or Toll Free: 1-888-504-7441 ext. 4063

Need assistance after hours?

Please call the Community Assistant On-call at 604-302-2362

Student Housing Offices

Offices (J144, J145, J147, J148, J149):

Monday to Friday 8:30 am to 4:30 pm

**Closed Saturday, Sunday and Statutory holidays*

Community Assistants On-Call Schedule

Academic Year: Monday to Friday 7:00 pm to 8:00 am
Saturday and Sunday 24 hours

Summer: Monday to Friday 7:30 pm to 8:30 am **subject to change*
Weekends and Statutory holidays – 24 hours

PHONE: 604-302-2362



Part 1: General Terms and Conditions

1.01 Definitions and Interpretation

In this Handbook:

- the resident will be referred to as “you”, “your”, “community student,” “resident”, “residents”, “student”, or “students”;
- “accommodation” and “your room” refers to the unit within the Building that has been identified by UFV Housing Operations for you to reside in, and may be changed from time to time in accordance with the terms of this Housing Contract and, in particular, it refers to your entire living space including your bedroom and any shared kitchenette, bathroom(s), or living room in your unit;
- an “assessment” means a bill for an amount, determined by the University, that you owe to the University on account of one or more of the following: any damage to, repair of or loss of University property (including your keys) or extraordinary services, cleaning, administrative or other costs you or your guests cause to H or J Building whether through accident, neglect, or intent;
- “Lá:lém te Baker” is defined as all residential units, common areas (shared kitchen, laundry rooms, study rooms), parking garage, bicycle storage, barbeque patio areas and the grounds immediately surrounding H Building;
- “Lá:léms Ye EverGreen” is defined as all residential units, common areas (shared kitchen, laundry rooms, study rooms), storage, courtyard areas and the grounds immediately surrounding J Building;“
- Student Housing” is defined as Lá:lém te Baker, Lá:léms Ye EverGreen and, as set out in the description of each above, includes all residential units, common areas such as shared kitchens, laundry rooms, study rooms, storage, courtyard areas, parking garage, barbeque patio areas and grounds immediately surrounding H & J Buildings.
- “fees” means the housing fees plus all other amounts payable by you pursuant to this Housing Contract, including, without limitation, the room offer acceptance fee, all assessments, costs, interest, and amounts owing as a result of any breach of this Housing Contract;
- “guest” refers to anyone whom a housing student accompanies, invites, or admits into UFV Student Housing. For greater clarity, external guests are considered to be a non-resident of UFV Student Housing. Internal guests are residents of UFV Student Housing, but not the occupant of the unit they have entered.
- “move-in date” unless otherwise agreed in writing by you and an authorized representative of UFV Student Housing, means the date sent to you by email from Housing Operations;
- “move-out date” unless agreed in writing by an authorized representative of UFV Student Housing, means 24 hours after the last day of final exams listed by the UFV Registrar. Final project,



assignment, or exams listed by instructors on course outlines will not be considered for the purpose of determining the move-out date.

- “room transfer date” means the date set by UFV Student Housing to move-out of your current unit into a new unit either at your request or the discretion of Student Housing. Room transfer dates are subject to room transfer fees as well as potential move-out charges.
- “housing fees” means the housing fees applicable to your accommodation, as published by Student Housing from time to time at <https://ufv.ca/housing/incoming-students/fee-information/> but does not include the cost of a meal plan (if any).
- “University” and “UFV” mean The University of the Fraser Valley. Housing Operations and Campus Living are departments of the University and have the power and authority to act on behalf of the University in respect of this Housing Contract.
- “Winter Holiday Break” means the period of time when the University officially closes between the fall and winter semesters. It typically begins December 24, and typically ends on the date the University officially reopens in the new year, usually January 2. Exact dates and times are as communicated by UFV from time to time.

1.02 Binding Contract

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

1.03 Contract term

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

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

1.04 Housing closure — Winter Holiday Break

The Winter Holiday Break is defined in section 1.01, above. We welcome Academic Year students who wish to remain in housing during the winter holiday break. Students may submit a [Housing Break](#)



[Application](#). Upon approval and payment of the Holiday Break Fee, continued access to their accommodation will be granted for the duration of the break. Forms must be submitted within two weeks of the start of the exam period or they will be subject to an additional administrative fee.

All food, service centre, custodial, and maintenance services at the University and housing operations are suspended during the winter holiday break.

The optional Holiday Break Fee applies whether a student resides in their accommodation for the entirety of the holiday break period or not. If a student is found to have resided in their unit during this period without submission of a form or notice to return, the full Holiday Break fee will be applied to their Housing Account.

If your Housing Contract is for Fall only, you must **move-out** of your accommodation no later than 24 hours after the last final exam on the UFV Registrar's final exam schedule. Between the move-out date of 24 hours after the last day of final exams on the Registrar's final exam schedule and December 24, Fall only students may request to stay for additional nights as per section [1.05 Request for Additional Nights](#) but are not permitted to pay the Holiday Break Fee and remain in housing during the Winter Holiday Break.

If your Housing Contract is for the Academic Year, and you do not wish to stay in housing over the winter holiday break, you must vacate your accommodation no later than 24 hours after the last day of final exams on the UFV Registrar's final exam schedule. Between the move-out date and December 24, students with Academic Year contracts are not permitted to access or reside in their accommodation, Academic Year students may request to stay for additional nights between the move-out date and the Winter Holiday Break as per section [1.05 Request for Additional Nights if needed](#). For clarification, students who pay the Holiday Break Fee are not required to make any other payment for the additional nights between the move-out date and the beginning of the Winter Holiday Break.

Students with Academic Year contracts that are returning for the Winter semester can leave their possessions in their accommodation during the winter holiday break.

If you fail to vacate your accommodation during the winter holiday break without having paid the Holiday Break fee then you are in breach of your Housing Contract, and the University may pursue its remedies pursuant to [Section 1.30 \(Termination of the Housing Contract by the University\)](#).

In accordance with [Section 1.25 \(Room Entry\)](#), during this period of closure authorized personnel of the University may enter your accommodation, **without prior notice**:

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



1.05 Request for Additional Nights

Students may apply to extend the term of the Housing Contract beyond the move-out date by submitting a Request for Additional Nights Form (including a reason for the extension request) at least **two (2) weeks prior to the start of the UFV Registrar's final exam period**. Request for Additional Nights forms shall be submitted [online](#). Such requests shall be subject to approval of Housing Operations at their sole discretion. Rates for additional nights are set separate from standard housing fees. Contact the Student Housing team for current rates.

Overstays not approved in accordance with this section will result in additional nightly and administration fees, e.g. a \$200 Improper Move-out fee for failure to notify or submit a request for additional nights form. All provisions of the Housing Contract shall apply to any extension period in accordance with this section. *You will be assessed an administrative fee for late forms. Extensions for Housing Contracts beyond the student's move-out date are assessed a nightly rate.*

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

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

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

1.06 Eligibility

To be eligible to reside in housing a person:

- a) must be a student enrolled in at least six (6) credits for the semester in which they are wishing to stay in housing; or
- b) for the Summer Semester period only, students are not required to be enrolled in any credits; or
- c) be an approved participant in a UFV Guest Housing, Athletics, International, or other program with housing included; or
- d) have been granted permission in writing from the Director of Housing.

UFV may, from time to time, at its sole discretion, provide temporary visitor accommodation within housing to visitors or guests. Typically this is offered from Mid-May to Mid-August each year. Any such accommodation shall be subject to separate terms and conditions.



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

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

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

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

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

Community students who do not meet one or more of the eligibility requirements, will receive a letter outlining the reasons and may be denied a room offer and/or placement on the waitlist. A room offer may be rescinded if a student no longer meets one or more of the eligibility requirements. A student can choose to meet with a Housing Operations and/or Campus Living professional staff member to further discuss their eligibility requirements.

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

1.07 Eligibility – Additional terms applicable to Aviation students

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

1.08 Room & Roommate assignments

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



roommate request, and your personal characteristics. Housing Operations reserves the right to allocate room assignments based on availability, Health and Safety, financial, accessibility, and behavioural concerns. Summer roommate selection may be limited or restricted due to consolidation of students during the summer months.

Requests for specific floors, room locations, room types, or roommates are considered, *but not guaranteed*. The University will not discriminate in room or roommate assignments based on race, colour, religion, place of origin, ancestry, or sexual orientation.

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

1.08.1 Community Living and Shared Housing

You are moving into community living and shared housing.

Moving into a currently occupied shared space

If your room assignment is shared, you may be moving in with a student(s) who has been living in housing for an extended period. Housing Operations requests that students prepare for a new roommate; however, only your private bedroom area will be professionally cleaned prior to your arrival.

It is your responsibility to communicate with your roommate(s) regarding managing your shared living spaces. Campus Living will provide Shared Living Agreement sessions during Orientation and can be reached at campus.living@ufv.ca to initiate a dispute resolution process as outlined in [Section 2.12](#).

Moving into an unoccupied shared space

Both private and shared spaces are cleaned entirely in fully unoccupied shared spaces. Fully vacated spaces cannot be requested as a preference.

1.08.2 Roommate or room assignment changes and preferences

Housing Operations reserves the right, without notice, to assign/change roommates, to change accommodation assignments and/or to consolidate vacancies by requiring you or other residents to move from one accommodation to another. This may include requiring you to move to a different residence area, floor, building or different type of room or unit. If this happens to you, you are required to pay the housing fees stipulated for the new room type assigned. If a student requests a room type change after move-in and the fees associated with the room type are lower, *no refund of the difference will be made*.

Housing Operations will attempt to honour, but does not guarantee, your request for a particular room type, floor, roommate(s) or location. Failure to provide your preferred room type will not invalidate this Contract. If this happens to you, you are required to pay the housing fees stipulated for the room type assigned.



1.09 Room transfer requests

To transfer or change rooms you must submit a [Room Transfer Request](#) to Housing Operations and Campus Living. For operational reasons, room transfers are not guaranteed. Some points to consider:

- Room transfer requests are only accepted for review during the following dates:
 - Fall semester: Nov 1 to 30
 - Winter semester: Feb 1 to 27
 - Summer semester: June 15 to July 15
- We will do our best to accommodate your requests, but cannot guarantee your request, or a move to a specific floor or to live with a specific roommate.
- All transfer requests must be approved by Housing Operations.
- Transfer requests are processed in order of the date received and based on operational considerations. Housing Operations will contact you if your request is approved.
- Room transfers are fulfilled the following semester unless required due to the roommate dispute resolution process or other circumstance approved by Student Housing.
- Whenever possible, Housing Operations will attempt to coordinate cleaning services for the room transfer (for the bedroom being vacated and the bedroom being transferred to). When cleaning services are available, students making the request will be charged at \$25 administration fee and a \$25 cleaning fee. If Housing Operations is unable to provide cleaning services, the student will only be charged a \$25 administration fee. Students may also opt out of the room transfer cleaning service and choose to only pay the \$25 administration fee.
- Failure to complete a room transfer on the date given by Housing Operations and/or failure to follow move-out procedures when transferring rooms is subject to a \$200 improper move-out fee.

A [room transfer request](#) must be completed.

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

1.10 What to bring

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

Single Units (J Building): All listed cooking equipment is prohibited for use in single units. Shared common kitchens to store food and personal cooking items and meal plans are available.

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



1.10.1 Prohibited Items

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

- ***Single Units (J Building): All cooking equipment is prohibited for use in units. Shared common kitchens to store food and personal cooking items and meal plans are available.***
- LED light strips the glue to the wall
- No dry erase markers used on fridges unless it is your own magnetic dry erase board
- Halogen lights, including lava lamps
- Bidets that require installation/altering of equipment (see [Section 1.23 Repairs and Alterations](#))
- Furniture
- Toaster ovens
- Grills with an open heat element
- Window mounted air-conditioners
- Hot plates; including induction
- Any personal mobility device with a lithium-ion battery, such as e-Bikes, one wheels, scooters, hover boards, etc. While regular bikes are not prohibited, they cannot be stored in the student housing buildings. Both bikes and e-transportation devices can be stored in ATH:
 - UFV offers an Active Transportation Hub (ATH) which includes secure storage for bikes, scooters, e-bikes, and e-scooters, with 24/7 access, security camera monitoring, and secure entry using your campus card. Amenities include showers, changerooms, and a bike repair station. To use ATH, click [here](#).
- Fridges and Freezers **Doubles and Quads are furnished with a fridge with freezer. Studios are furnished with a mini-fridge only. Singles have access to a shared fridge in the common kitchen.*
- Space heaters, electric blankets.
- Pets
- Candles, incense
- Pets
- Candles, incense, sparklers
- Hair and other inks/dyes: please note that students are responsible for stains that cannot be removed from property
- Microwaves (Provided in Doubles, Quads, and Studios. Singles have access to microwaves in the common kitchen)
- Fireworks
- Firearms/Weapons
- Wi-fi routers (Doubles have individual wifi routers. Quads, Singles, Studios have wifi in the building)
- Fireworks
- Firearms/Weapons
- Wi-fi routers (Doubles: wifi router is provided. Singles, Studios, and Quads have building-wide wifi)

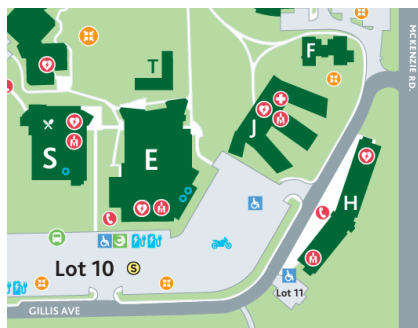


1.11 Move-in and Orientation

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

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

UFV Housing is located along Gillis Rd., on the Abbotsford Campus in Buildings H and J. For Maps, enter address: 1385 McKenzie Road, Abbotsford, BC, V2S7N6. Students checking in during business hours report to the main housing desk located in the lobby of J Building. If you are checking in after business hours, please call the Community Assistant on Call at 604-302-2362. A Campus map can be located here: [Maps | UFV.ca](#)



When you check in, you will receive:

- A temporary access card
- A physical key to your bedroom (Quads, Doubles only)
- Access to the parking garage (if applicable)
- A Move-In Unit Condition Report (UCR) - *by email*
- Optional items may be available for purchase at the Front Desk

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



Attending information sessions, labs and floor meetings built into Housing Orientation is essential to getting the information you need to know while living in UFV Student Housing. We have designed sessions for students new to living in UFV Student Housing, as well as sessions for returning students. All students must attend their designated sessions. Students who do not attend *may be subject to a \$150 breach of contract fine.*

1.12 Early move-in

A [Request for Early Move-in](#) may be granted in certain exceptional circumstances for a nightly charge of \$30. **A \$200 administrative fee will be applied for unscheduled early move-ins. Please do not show up unscheduled!**

1.13 Late move-in

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

1.14 Moving out

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

Moving out of your accommodation means:

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

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

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

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

- \$100 to change the locks if you do not return your room/unit keys
- \$25 for each common area key/access device not returned



- See Fees schedule for a complete list of possible fees

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

Summer Storage

Housing Operations may offer a summer storage service for students moving out for the summer semester, but are returning for the subsequent Fall/Academic Year. To be eligible for to use summer storage, the student must have paid their Room Offer Acceptance Fee for the subsequent Fall/Academic Year. Students must submit a [Summer Storage Request](#) form by March 31 and will sign an agreement. Summer storage costs are a flat rate of \$250, fee subject to change.

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

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

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

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

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

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

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

Unit Contents

Leave these items in your unit (items vary between buildings):

- Mattress with mattress cover, bedframe, and drawers,
- Blinds, roller shades, and screens,
- Desk, hutch, and desk chair,
- Ethernet cord, internet modem, splitter, and cables,
- Nightstand and/or dresser(s),



- Kitchen chairs (2) and table,
- Living room area couch, two chairs, and coffee table,
- Microwave and fridge,
- Wall sign(s)/instructions

Move-out cleaning

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

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

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

Cleaning or replacement Fees:

Fees will be assessed based on the time required by our janitorial staff to clean the unit or room at the current rate of \$28.84/hour/person **rate subject to change*. Two staff are normally allocated to clean rooms. Cleaning charges are normally between 1 and 3 hours.

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

ADDITIONAL CLEANING FEES*



Garbage removal (<i>from inside or outside units or improper disposal of personal garbage or mail</i>)	\$30 per per 25 litre bag
Adhesive material removal	\$25 per removal
Repair or repaint of walls	\$30 to \$2500 (<i>subject to extent of damage and cost of repair</i>)
Moving furniture to original position	\$30
Mattress cover replacement	\$40
Shaw modem replacement	\$150
Ethernet cord replacement	\$50
Window screen replacement	\$20
Window clip replacement	\$3 each
Wall sign missing	\$5
*Please see Fee Schedule for a further list of Fees. *All fees are subject to change and will be determined by Housing Operations if not listed here. Costs not listed will be sourced by Housing Operations and the student provided an estimate for repair.	

1.16 Cleanliness Standards while living in housing

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

If one of the bedrooms is vacant, the student living in the unit will maintain cleanliness within common/shared spaces in preparation for any new student that moves in and shall not access the empty bedroom. Failure to prepare for a new roommate after receiving a courtesy notice from Housing Operations will result in a \$200 Improper Notice Fee.

Each student is responsible for ensuring the entire unit is cleaned at the end of their Housing Contract, regardless of the date upon which they have moved out of the unit. ***All students are responsible for discussing and establishing a cleaning schedule with their roommate. Housing Operations will not entertain roommate disputes regarding unit cleanliness charges upon move-out.***

Recommended Cleaning Schedule				
Task	Daily	Weekly	Twice/Month	Other



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

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

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

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

1.17 Abandoned accommodation and personal property

Personal property after move-out date

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

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



1.18 Rates and payment

You agree to pay the applicable housing fees no later than the due dates as published by Housing Operations at: <https://www.ufv.ca/housing/fees-payments/>. Please note that Housing Operations does **not** defer any fees paid to future term applications. [Student loan deferral requests](#) can be sent to housing@ufv.ca and are at the sole discretion of Housing Operations. ***Payment plans for fees payable are not permitted.***

Campus Living Fee

The Campus Living Fee includes a Fitness and Recreation Membership with UFV Campus Recreation and is subject to the Cancellation and Termination policies as listed in sections 1.28 and 1.29 of this Handbook. More information on what the Fitness and Recreation Membership includes can be found at [Campus Recreation](#).

Meal Plan

A mandatory meal plan is required for any student moving into UFV on-campus housing for their first academic year (or semester) in housing, regardless of year of study. The meal plan will be required for two semesters as described in the [Meal Plan Terms & Conditions](#). The meal plan is provided by UFV [Food Services](#). ***Please be aware that the meal plan does not typically operate until the first day of classes, students arriving for Student Housing Orientation will be required to make alternative meal arrangements, cooking facilities are available in housing.***

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

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

1.19 Non-housing furniture

Students may bring a limited amount of additional furniture (e.g., portable storage). All items must be able to be safely lifted and moved by one person and must be removed by the student at move-out. This supports the University's pest prevention and maintenance efforts. ***If you have extenuating circumstances and require specialized furniture, you must obtain prior written authorization from Housing Operations.*** Unauthorized furniture or appliances will be removed and stored at a cost determined by Housing Operations.

1.20 Pets and Guide Animals

Except for an **authorized** freshwater fish tank and guide animals (defined below) students are not permitted to keep pets, or animals in their accommodation or on housing property - even temporarily. In exceptional circumstances, UFV Housing Operations may, in its sole discretion, grant an exception to



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

Authorization for a Fish Tank

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

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

Guide and Service Dogs

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

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

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

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



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

1.21 Health and Safety room inspections

Housing units may be inspected twice per semester. Scheduled inspections are mandatory without exception, opting out is not permitted. Students are given advance notice to prepare. ***Housing Operations will not intervene in roommate disputes related to Health & Safety inspections and will conduct inspections as notified.*** The condition of units deemed unsanitary, or unprepared for inspection (little/no effort to clean/tidy) by Housing Operations are brought to the attention of the students living in the unit, and a follow-up inspection arranged. After the *second* inspection, if the accommodation is still deemed unsanitary, the University will hire professional cleaners and assess the student cleaning fees and a \$100 administration fee *per student*. A pass or a fail of the inspection is determined at the discretion of UFV Housing Operations.

Units with multiple students (doubles, quads) are assessed as a complete unit. ***All students in a unit share responsibility for Health and Safety inspections.***

Students who consistently do not pass health and safety inspections, or do not clean their units regularly may:

- ***receive notice of regular monitoring inspections at the discretion of Housing Operations,***
- ***receive notice that they are no longer eligible to reapply for housing,***
- ***receive notice that they are being relocated to a different unit type,***
- ***receive notice that they are no longer eligible for a specific room type; or,***
- ***may be notified of eviction***

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

Housing units occupied by students who have left for the Holiday Break are also inspected at the beginning of the Holiday Break. Any perishable foods left out and garbage will be disposed of, open windows will be shut, thermostats will be turned down and fridges checked to ensure they remain plugged in. Please follow all Holiday Break procedures given to you by email, failure to do so may result in additional fees. ***Garbage is removed at a cost of \$30 per 25 litre garbage bag.***

1.22 Pest control

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

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

There is a sealed blue cover on your mattress. It prevents bed bugs and other pests from living inside the mattress. This cover must remain on the bed, and be free from damage, to ensure maximum protection.



If the cover is removed or damaged, please report it immediately to Housing Operations. We will bring up a spare mattress. If you damage the blue cover on the mattress, you may be assessed for the replacement cost of the mattress, the blue cover, or both.

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

About Bed Bugs

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

What to look for

Small reddish bumps similar to mosquito bites in rows or clusters on exposed areas

Bloody spots on bed sheets

Dead or living bugs

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

1.23 Repairs and alterations

You may **not** repair or alter your room or unit (this includes the installation of bidets by altering sink or toilet equipment). The University will perform all repairs and alterations to accommodations. Report any required repairs using a UFV Housing Operations Online Student Housing Maintenance Report at <https://www.ufv.ca/housing/hub/forms/>.

1.24 Construction and maintenance

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



1.25 Room entry

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

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

1. To ensure the health and safety of any member of the community,
2. To investigate or to take action to address an ongoing source of disruption or nuisance to the community,
3. To make emergency repairs to the unit or to investigate the need for urgent repairs to any portion of the building,
4. To make repairs in the unit that have been requested by you, a previous student, or Housing Operations staff,
5. To inspect for pests as described in [Section 1.22 \(Pest control\)](#),
6. To investigate a possible breach of the Housing Contract,
7. To provide access to emergency responders, and
8. Where a student has moved out of a shared unit, Housing Operations staff may enter the shared unit at any time to perform the move-out inspection.
9. Where a student has moved out of a shared unit, custodial staff may enter the shared unit at any time to clean the vacated bedroom.
10. To deliver a written notice or communication to the bedroom door of a student occupying the shared unit, and
11. Where a student has failed a second health and safety inspection, custodial staff may enter the shared unit at any time to clean upon request from Housing Operations.

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

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

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

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



1.26 Security

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

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

1.27 Assignment and unauthorized occupancy

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

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

1.28 Cancellation of the Housing Contract before move-In date

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

Refund amounts and cancellation dates are set out below.

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

Academic Session	Written Notice	Refund	No Refund
Fall & Full Academic Year	Before June 30	Housing Fees Campus Living Fee	Housing Application Fee Room Offer Acceptance Fee
Winter	Before October 31		



Early Summer	Before April 30th		
Late Summer	Before April 30th		
Full Summer	Before April 30th		

Exemptions

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

You must demonstrate that:

1. You are not admitted to the University; or
2. You have a substantiated medical condition preventing attendance at the University; or
3. You were not approved for a study permit/visa – e.g., denial/rejection. ****late approvals do not apply – e.g., students are subject to the fee payment deadlines and our refund/cancellation policies listed in the Handbook, exemptions for late study permit/visa's do not apply***
4. The University has cancelled your courses.

1.29 Termination of the Housing Contract after move-in date

After Move-In Date, you may only terminate this Housing Contract with approval. Written notice of cancellation can be sent to Housing Operations via an [Early Check-Out Notification form](#) to be approved by Housing Operations and by completing the move-out procedures. If you do not complete the move-out procedures, the Housing Contract will continue in force, and you will be assessed housing fees until the move-out date. For greater certainty, this section applies regardless of whether you have moved in or not moved in, e.g. if a student is waiting for visa approval until after the move-in period and has not moved in; or, e.g. the student has moved in but decides to vacate early.

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

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

Refund amounts and cancellation dates are set out below.

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



Academic Session	Written Notice	Refund	No Refund
Fall & Full Academic Year	Before October 31	Second Installment of Fees	Housing Application Fee Housing Fee Campus Living Fee Room Offer Acceptance Fee
	After October 31		Housing Application Fee Campus Living Fee Room Offer Acceptance Fee Second Installment of Fees
Winter	After 1 st day of class		Housing Application Fee Housing Fee Campus Living Fee Room Offer Acceptance Fee
Early Summer	After May 1 st		Housing Application Fee Campus Living Fee Room Offer Acceptance Fee Housing Fee
Late Summer	After July 2 nd		Housing Application Fee Campus Living Fee Room Offer Acceptance Fee Housing Fee
Full Summer	After May 1 st		Housing Application Fee Room Offer Acceptance Fee Housing Fee Campus Living Fee

1.30 Termination of the Housing Contract by the University

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

1. You fail to pay when due any of the housing fees stipulated in this Housing Contract,
2. You fail to pay when due any assessments or damages assessed pursuant to the terms of this Housing Contract,
3. The University becomes aware that the offer of accommodation made to you was based on incorrect information or a mistake as to your eligibility for housing in your accommodation,
4. You no longer meet the eligibility requirements for housing in your accommodation, and/or,



5. You have breached any provision of this Housing Contract or any other University rules, policies, or procedures as may be issued, amended, supplemented, or replaced from time to time.

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

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

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

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

1.31 Overholding

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

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

1.32 Housing Contract changes

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



1.33 Contractual relationship

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

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

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

1.34 Compliance with Laws and University Policies

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

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

1.35 Protection of privacy

Personal information collected as a result of entering into your housing contract with UFV is collected and will be protected in compliance with the provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia). The information collected will be used to create and maintain UFV Housing Operations records. This information is used to determine and verify your eligibility for housing accommodation and for uses consistent with this purpose. If your application is accepted, this personal information will be used to operate and administer the services provided by Housing Operations and Campus Living and for uses consistent with this purpose.

If you have questions regarding the collection or use of this information, please contact us at housing@ufv.ca. *My personal information may be shared with UFV employees if it relates directly to and is necessary for fulfilling the requirements of their role. **Except as set out herein, personal information will not be released to parents, family members or friends without the written consent of the Student unless permitted or required by law. UFV Student Housing has a Release of Information form that can be completed on the student's Housing Account.***



1.36 Force Majeure

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

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

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

1.37 Liability

The University is not responsible for property belonging to you or any of your guests which is lost, stolen, or damaged in any way, regardless of cause, whether it occurs in student housing or otherwise. The University is not responsible for any injury, death, damage, or loss whatsoever caused to you or your guests while in or about student housing or the University campus or while engaged in activities organized or sponsored by the University. Without limiting the generality of the foregoing, the University will not be responsible for injury, damage, or loss to you or your guests due to:

- The use of student housing facilities and equipment,
- Taking part in socials, dances, plays, or other organized or sponsored activities,
- Taking part in organized or sponsored off-campus activities including ski trips and tours, and
- Ordering meal and grocery delivery
 - Students are responsible for tracking delivery times and meeting couriers at the time of delivery. **UFV is not responsible for loss of meal and grocery delivery and will not investigate related incidents.** UFV Janitorial Services will dispose of food-related deliveries that have not been picked up within a timely manner.
- Mail and package delivery
 - Students are responsible for ensuring that package delivery times are within business hours. **UFV is not responsible for loss of packages and will not investigate related incidents.**



- Please be aware that once you move-out, Housing Operations does not forward mail, it will be returned to sender. It is the student responsibility to setup mail forwarding through [Canada Post](#).

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

1.38 Insurance

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

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

1.39 Damages and costs

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

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

1.40 Denial of other University services

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

1.41 Schedule of Fees

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

Description	Amount*
Move-out & Move-in	
Power outage, emergency signage, and/or plumbing signs missing	\$5 each
Cleaning charges	\$30 /hr/person *rate subject to change
Improper Notice Fee (e.g. Improper move-in/move-out fee, improper room transfer, failure to prepare for new roommate, etc.)	\$200
Admin fee for early/late move ins	\$200
Additional Stay Nightly Rate	\$30/night
Paper contract/Handbook fee (if contract has not been electronically signed and uploaded)	\$20
Wire transfer fee	\$30
Keys and cards	
Key replacement	\$25/key
Card replacement	\$25
Room rekeying	\$100
Lock outs (after 3)	\$15 each
Bike replacement (see section 2.27)	\$300
Bike repair fee (+ actual costs)	\$50+ or actual costs if above \$50
Bike lock replacement	\$50
Health and Safety	
Admin Fee for failure to clean room after second inspection	\$100 per person
Cleaning charges	\$30/hr/person *rate subject to change
Community Safety Violation Charge	
Unattended Cooking	\$150

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

Propping fire exit doors open	\$150
Not evacuating the building during a fire alarm	\$150
Other	
Late Fee (e.g. form submission, overdue accounts, late payment for events, etc.)	\$50
Holiday Break housing fees	\$215
Room transfer requests (if approved)	\$25 admin fee and \$25 cleaning fee (if cleaned prior to transfer)

Optional purchase items	
Underground Parking	\$220 per semester <i>*subject to change</i>
Summer storage (full summer semester)	\$250
Swiffer floor cleaning cloths	\$1
Cot Rental	\$10/night
Fan	\$35
Laundry	\$1.50 each for wash and dry
Ping pong balls	.25
Mounting tape	1.25 per sheet
Bedding package (pillow, fitted sheet, flat sheet, comforter, pillow case)	\$85
<i>*Fees subject to change based on costs to provide the service. Quantities limited.</i>	

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

1.42 Special Provisions Regarding Infectious Diseases

1. The following provisions relate to public health emergencies arising from outbreaks or potential outbreaks of communicable or infectious diseases, including any mutations, variants, or recurrences thereof, whether declared or undeclared by government authorities (the “Infectious Disease Emergency”).
2. During an Infectious Disease Emergency, UFV Student Housing will follow all health and safety requirements mandated by government authorities, including Provincial Health Authorities, the Provincial Health Officer, and WorkSafe BC (each referred to as “Government Authorities”). UFV Student Housing will implement these health and safety requirements and may choose to implement additional measures beyond those required by Government Authorities. These measures are intended for the benefit of students, their guests, UFV employees, and the broader community and may be modified from time to time.
3. To Address an Infectious Disease Emergency, notwithstanding any other provision of this Contract:



- a. Students must fully comply with all relevant UFV rules regarding communicable and infectious diseases, as well as any additional measures required by Student Housing. Examples of these additional measures could include, but are not limited to:
 - i. Closing or limiting access to common areas on the Residential Property.
 - ii. Requiring handwashing or other hygiene routines to be followed while on Residential Property.
 - iii. Requiring the use of personal protective equipment such as masks or gloves.
 - iv. Requiring special cleaning procedures or other procedures to be followed in a resident's accommodation, particularly with respect to shared spaces, kitchen facilities, and washrooms.
 - v. Being required to be tested for the infectious disease, with the results of such test reported to a unit of UFV or Government Authorities.
 - vi. Following any requirements for quarantine or self-isolation established by law, regulation, or order of the Government of Canada or any of the Government Authorities. If applicable, you may be required to obtain accommodation off-campus at your sole cost.
 - b. UFV Student Housing may move accommodation, change the configuration of your accommodation, and change the physical layouts of units.
 - c. UFV Student Housing may be required to close the Lá:lém te Baker UFV Student Housing building. In such case it may terminate this Contract and require you to vacate your accommodation without offering you alternate accommodation.
4. Measures may be imposed restricting the number of persons permitted in kitchen facilities or closing them entirely.
5. You acknowledge that although UFV Student Housing will take steps to be in alignment with directives of Government Authorities, it cannot guarantee that other residents will consistently follow them, particularly when in their accommodation.
6. **You acknowledge that UFV Student Housing cannot guarantee that residents will not be exposed to any communicable or infectious disease, including any mutations, variants, or recurrences thereof, while on properties controlled by UFV, including UFV Student Housing. The resident waives any and all claims that they have or may in the future have against UFV (UFV Student Housing), its governors, senators, officers, employees, agents, students, or representatives (collectively the "Releasees") and releases the Releasees from any and all liability for any loss, damage, or injury that the resident may suffer, arising from or as a result of the transmission of any communicable or infectious disease to the resident, directly or indirectly, arising from the services provided pursuant to this Contract due to any cause whatsoever, including negligence, breach of contract, or breach of any statutory or other duty of care.**
7. You acknowledge that UFV Student Housing shall provide other units of UFV as well as Government Authorities with any information required by them regarding the resident,



including resident's health information, in relation to their management of the Infectious Disease Emergency.

8. Notice to residents of any measures may be given by email, by posting of notices, or verbally by the staff of UFV Student Housing.

Given the risks of non-compliance, failure to comply with any measures required could result in immediate termination of this Contract.

Part 2: Your Housing Community

2.01 Who We Are

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

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

2.02 Campus Living Team: Community Assistant Support

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

Community Assistants (CAs) are peer educators who live within the housing community and act as your primary resource for living in UFV Student Housing.

Community Assistants:

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

2.03 Housing Operations Team: Housing Desk Service(s)

The Housing Operations Team works to provide excellent service through the application and move-in process as well as during your stay in UFV Student Housing Housing Desk Assistants (HDAs) are the



friendly faces at the main Housing Desk located in Lá:léms Ye EverGreen. HDAs support the day-to-day operations of UFV Student Housing by providing clerical, information, and customer services to students that are related to supporting and developing a student housing community as well as upholding Community Standards and Operational policies.

Housing Desk Assistants can assist you with:

- UFV Student Housing services (e.g. parking, laundry, purchase items)
- Mail/package services. Your mailing address is:
1385 McKenzie Rd
H Building (or J Building) <-- **this is important!**
Abbotsford, BC V2S7N6
- Maintenance/repair requests
- Storage, building access
- Community Standards and Operational Policies
- Campus and regional directions
- Referrals to campus services

2.04 Our Core Values

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

Student success

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

Integrity

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

Inclusive Communities

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

Responsible decision making

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



2.05 Housing Operations

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

2.06 Business Hours

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

2.07 Important dates

There are important dates and deadlines to remember. Make sure you are up to date with all your contractual obligations by checking your student.ufv.ca email and/or the email address on your housing account regularly. You are required to update your StarRez Housing Portal profile to include your UFV student email account by no later than June 30 for Fall and Academic Year contract terms or October 31 for Winter contract terms.

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

2.08 UFV Campus Card

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

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

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

- University ID,
- Building and room access,
- Garage access *optional,
- Print services,



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

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

- The Campus Card office, S1101, and use debit, credit or cash
- The Abbotsford or Chilliwack Bookstore, and use debit or credit
- Load your card [online](#)

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

2.09 Living in a Community

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

2.10 Finding a balance: Rights and Responsibilities

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

You Have the Right To	You Have the Responsibility To
Expect consideration and respect.	To conduct yourself in a civil manner and to show respect for the rights of every other person in the community.
To be and feel safe.	To conduct yourself in a way which does not endanger yourself and others.



	To report any unsafe behavior.
	To uphold the security of access to UFV Student Housing buildings and report suspicious activity promptly to campus security and/or housing staff.
To expect fair and consistent service from Campus Living and Housing Operations staff.	To treat Campus Living, Housing Operations staff, and Security staff, with respect and to address any questions or concerns through appropriate channels.
To expect clear standards of behaviour.	To know and ask questions if you do not understand a community standard.
To live in an environment where your possessions and the communal space are shown respect by everyone in the community.	To show everyone respect and to respect the property of others.

Housing Operations and Campus Living require that you:

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

We ask that you:

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

2.11 UFV Safe Student Learning Community Policy

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

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

2.12 Dispute Resolution

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

Student Dispute Process



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

Roommate Dispute Process

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

If a room transfer request is being made based on a roommate dispute, or lifestyle differences, it is expected that both students will:

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

Should the problem continue there are 2 processes for requesting a room transfer based on a roommate dispute or incompatibility.

- Fill out and submit a room transfer request for the next term. With this process, you are resigning to living with things as they are, knowing you **may** be moving in a few weeks or months. It is important to remember not all requests are guaranteed, therefore there is a risk you will continue to live with the person while navigating unresolved disagreements.
- Speak to a Community Assistant (CA) about having a Restorative Meeting with your roommate. A Restorative Meeting is a meeting in which a facilitator supports you and your roommate to discuss what's happening, what behaviors are causing harm, and how to resolve the situation so that the harm stops. This is a voluntary process and both you and your roommate must be willing to participate in it. If this does not help ease the tension, we will support a room transfer for the next term.

In circumstances where the tension is causing harm, we will consider a mid-semester transfer.

If it is not operationally possible, we work with both parties to set up and follow a mandatory living agreement until the end of the term. This often requires both parties to compromise and follow a set of rules that are intended to make the environment comfortable enough to live in until the next term.



2.13 Cooking Regulations

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

These include but are not limited to:

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

Single Units (J Building): Cooking and cooking equipment is prohibited for use in units. Shared common kitchens for personal cooking equipment and meal plans are available.

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

2.14 Community Kitchens

There are community kitchens on each floor of both buildings. The use of the community kitchens is limited and supervised by Student Housing, and UFV Maintenance and Janitorial staff as well as CCTV cameras.

Use of the community kitchens is a privilege. It is the collective responsibility of all users to keep this space clean and use the kitchens safely.

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

- **Never leave cooking unattended. If a student needs to leave the kitchen, they must turn off the stovetop element or oven heating. Any unattended cooking that is found will be turned off and reported by staff. Community kitchens are monitored by CCTV and unattended cooking may result in a loss of kitchen privileges and may be subject to a Community Safety Charge**
- Lá:léms Ye EverGreen (J Building):
 - Single wing kitchen fridges and cupboard space: Shared fridges and cupboard space are the responsibility of students to maintain. Please leave space for other students on your wing to store their food. This includes ensuring any rotten or expired foods are disposed of immediately and cleanup any spills or leaks. When moving out, please remove all belongings from the cupboards. ***Single wing kitchens are for use by students in Single room types only.***
 - Main common kitchens/lounges: Shared fridges are the responsibility of students to maintain. Please leave space for other students on your wing to store their food. This includes ensuring any rotten or expired foods are disposed of immediately and

cleanup any spills or leaks. **Main common kitchen/lounge fridges are intended for use by students in Studio room types only.**

- **Great Room (J132) kitchen: the Great Room kitchen is for programming use only and at the discretion of UFV Student Housing bookings approval.**
- Shared fridges in common kitchen/lounge areas are for shared use by students in Single and Studio room types only as noted above. Students in Quads are expected to only use the shared fridge and cupboards in their unit only.
- **UFV is not responsible for any lost and/or stolen cooking equipment and/or personal items left in common areas.**
- Immediately clean up any spills on the counter, table, stove top, or floor.
- Do not discard any food waste or oil down the sink.
- If food scraps end up in the sink stopper - clean them up immediately.
- Wash dishes immediately after use (including pots & pans, utensils, etc.)
- Put away clean dishes.
- Clean out the microwave after each use.
- Dispose of all garbage and food scraps in the appropriate bins (garbage, recycling, or compost).
- Personal garbage found in common rooms will be subject to additional fees.
- Return your ingredients and leftover cooked food to your room. Any food that is left out will be common property and may be consumed or thrown away.
- Put all used cloths in the dirty laundry hamper.
- It is your responsibility to operate appliances safely. For assistance, ask your friendly front desk staff.
- Turn off equipment after its use.
- If you require more cloths, soap, a broom, or scrubbers for cleaning a mess, ask the front desk team!

Failure to comply may result in disciplinary action, including:

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

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

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

2.15 Barbeque and outdoor grilling

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

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

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

2.16 Bookstore Convenience

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

2.17 Vending

Vending machines are located on the first floor of J Building in the Great Room area.

2.18 Garbage, recycling, and composting

Garbage

You are responsible for the disposal of your own garbage, mail packaging, compost, recyclables, and all other unwanted items. It is expected that the disposal of these items is done in accordance with UFV's waste management strategy. Dispose your garbage **IN** the garbage bins located:

- **Outside the Bookstore for Lá:lem te Baker (H Building)**
- **In the garbage rooms on each floor in Lá:lems Ye EverGreen (J Building)**

Do not put your garbage, or mail packaging in the hallway outside of your unit door, in the common rooms, laundry rooms, in the garbage bins outside of the front entrances, parkade, or on the patio.

Students who put garbage in those areas will be fined \$30 per item. Please note that there are CCTV cameras in the common rooms and various public areas of the buildings.

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

Recycling

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

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

Other recyclable material and recycling from your room such as plastic, glass jars, and tin cans must be put in a blue bag and placed in the appropriate locations for garbage disposal for H or J Building.

RECYCLE:

In the cardboard recycling bin:	In the waste bin (blue bagged):
Paper	Glass bottles and jars

Newspapers	Food/condiment jars
Office/school paper	Tins and aluminum
Corrugated/cereal/cracker boxes	Rigid #1, #2, and #5 containers
Tissues	Bottles, tubes, and milk jugs

DO NOT RECYCLE:

- Plastic bags
- Compost (please use the compost bins located in common rooms)
- Bathroom waste
- Pop cans (put these in the appropriate recycling bin in the common rooms)

Organic Disposal

There are also bins for organic waste in each of the common rooms. You are permitted to deposit organic waste from your unit in these bins. ***Organic waste must be sealed in an organic waste bag.***

2.19 Internet services

All students in housing must abide by UFV Policy 14, [Appropriate Use of Computing and Network Resources](#).

Hardwired Internet – H Building

H Building has hardwired internet services provided by Rogers. An internet router and an Ethernet cord are in each private room in H Building. You must abide by the Rogers Acceptable Use Policy found [here](#). ***If you have questions or problems with the internet connection, you must contact Rogers directly at 1-844-235-7429 so that a technician can troubleshoot with you over the phone. In some cases, they may set an appointment with you to send a technician.***

When you contact Rogers, you will be asked for the following information:

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

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

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

Only Shaw modems and routers can be used to connect to the WIFI in Lá:lém te Baker (H). Using external equipment to connect to the Wi-Fi can bring down the network within Lá:lém te Baker (H) and

the surrounding community. External routers can be used for LAN connections; however, you must register the equipment with the Manager, Housing Operations. Unregistered equipment will be confiscated until you move-out.

Wireless Internet

Wireless Internet: UFV-wireless is available in both H and J Building, as well as Rogers wifi. To connect your devices to Rogers wifi:

H Building

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

J Building

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

For devices that are unable to connect to eduroam, UFV Student Housing has a separate network. Send your MAC address(es) of the device(s) you would like to connect to UFV-Gamer to housingdesk@ufv.ca. Multiple devices can be activated. Addresses must be typed out with colons (not hyphens) in your email, pictures of MAC addressed will not be accepted. E.g. MAC: 0A:1B:2C:3A:44:5C.

2.20 Televisions

There are smart televisions in the 2nd, 3rd, and 4th floor common rooms in Lá:lém te Baker and in all common lounges in Lá:lém's Ye EverGreen Televisions are connected to the internet so that you can access streaming services. If you do not have your own streaming services, there are select apps available for use on each TV.

There is a TV connection **without cable services** in each bedroom in Lá:lém te Baker only. To access cable on a tv in your bedroom you must open a personal cable TV account with Rogers and pay all associated fees.

2.21 Laundry

Laundry rooms are on floors two, three, and four of Lá:lém te Baker and all floors of Lá:lém's Ye EverGreen.

H Building - Lá:lém te Baker

The machines are operated with your UFV Campus Card (Cascade Cash). Your UFV Campus Card can be loaded with funds at the UFV Bookstore or the Campus Card Office. The cost is \$2.25 for washing and

\$2.25 for drying (prices are subject to change). ***We strongly suggest putting \$150-\$200 on your Cascade Cash account within 1 week of moving in to be used for laundry throughout the year, this way, you will not run into any issues when going to do laundry in the evenings or on weekends.***

J Building - Lá:léms Ye EverGreen

As a pilot for Fall 2026, machines are free to use, no Campus Card or coins required.

Please use liquid detergent only, wash in cold water, and do not overload washers to help reduce energy consumption and machine wear. All students must be respectful to each other when sharing the laundry facilities, please remove your laundry when a load is finished so that the next student can use it.

Janitorial Services will dispose of laundry left in laundry rooms for an inordinate amount of time.

2.22 Lock outs

If you are locked out of your room, you must contact the Front Desk or the Community Assistant on call to let you in prior to quiet hours. Quiet hours are from 11 pm – 8 am Sunday to Thursday, and 1 am to 8 am on Friday and Saturdays. During quiet hours, you will need to contact UFV Security at [1-855-239-7654](tel:1-855-239-7654) and wait for a security guard to arrive. You will need to show identification. Students locked out more than three times per semester will be assessed a \$15 lock out fee each time thereafter.

2.23 Lost or stolen keys or access devices

Any key or electronic access device from Housing Operations is solely for your use. You are responsible for locking your doors when leaving your unit. UFV Student Housing will provide information on locking mechanisms in H and J buildings and the various room types through mandatory orientation materials and in-person orientation sessions.

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

2.24 Room decoration

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

Mounting Squares can be purchased at the Front Desk.

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

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

2.25 Study rooms and Common Areas

Study rooms or quiet individual or group studying are located on most floors of each building. For non-academic activities, there are lounges on each floor. You can book a study room, a lounge, or the multi-purpose room in J-Building (J161) using the online booking form found on the housing [website](#).

Study Room Bookings

- A maximum of 2 hours can be booked for academic purposes,
- To ensure other students have access to other study rooms, only one room can be booked at a time,
- Must be requested a minimum of 10 days in advance to receive approval from Student Housing,
- Cannot be during exam periods, and
- The student booking the study room accepts responsibility for any damages, lost property, or extraordinary service or administrative costs you or your guests cause to the room whether through accident, neglect, or intent as per section [1.39 Damages and Costs](#).

Lounge Bookings

- A maximum of 2 hours can be booked for social purposes
- Be only for one room at a time, to ensure other students have access to other common rooms,
- Be requested at least 10 days in advance and receive approval from Student Housing,
- Cannot be during exam periods, and
- The student booking the common room accepts responsibility for any damages, lost property, or extraordinary service or administrative costs you or your guests cause to the room whether through accident, neglect, or intent as per section [1.39 Damages and Costs](#).
- For licensed events, requests must be submitted at least 3 weeks (15 days) prior to the event. Please refer to section [3.03 Controlled Substances](#) of the Handbook.

Multi-use Space Bookings

- A variety of multi-use spaces are available in J Building and can be booked by students as well as the UFV community. Requests are subject to Student Housing approval. Student Housing reserves the right to book spaces in H & J for Student Housing programming as a priority.

2.26 Printing Services

A student access printer is available in Lá:léms Ye EverGreen for students living in housing or at the library or in various computer labs on campus. Printing funds can be loaded onto your Campus Card using the machine in the library or in the UFV Bookstore. The housing desk does not provide printing services. ***If the printer is not working, or out of ink or paper, please contact the housing desk only during business hours for assistance.***

2.27 Equipment for Purchase

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

- Swiffer mops
- Swiffer cleaning sheets
- Box fans
- Brooms with dustpans
- Removable wall mounting squares (for hanging posters/pictures on walls)

- Bedding
- Cleaning products
- Household products (hangers, sponges, laundry detergent pods, etc.)

Is there something else you would like to have available from Front Desk? Let us know and we will look into stocking additional items.

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

The housing desk does not offer cleaning equipment borrowing services.

2.28 Bike storage

Personal mobility devices with a lithium-ion battery, such as e-Bikes, one wheels, scooters, hover boards, and regular bicycles must not be stored in units, hallways, lounges, or in areas which prevent exit from the building. UFV offers an Active Transportation Hub (ATH) which includes secure storage for bikes, scooters, e-bikes, and e-scooters, with 24/7 access, security camera monitoring, and secure entry using your campus card. Amenities include showers, changerooms, and a bike repair station. To use ATH, click [here](#).

2.29 Transportation and parking services

UFV Housing Operations offers and assigns secure, underground parking in H Building for students living in housing. There are a limited number of underground parking spots available for \$220 per semester (fee subject to change). Students must fill out a Parking Pass Agreement on the Housing Portal Forms page along with paying the applicable fees for the semester.

2.30 Parking regulations

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

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

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

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

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

There are designated 10-minute Loading Zones at the front of UFV Student Housing that is strictly enforced. Vehicles parked in the loading zone will be towed at the owner's expense.

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

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

Part 3: Community Living Expectations

Part 3: Community Living Expectations

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

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

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

3.01 Definitions

In this Part 3 of the Housing Contract:

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

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

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

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

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

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

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

<https://www.ufv.ca/media/assets/secretariat/policies/BRP-201.02-Board-Policy-on-Harassment,-Sexualized-Violence,-Discrimination-&-Physical-or-Emotional-Abuse-Prevention-&-Resolution.pdf>

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

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

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

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

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

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

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

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

3.02 Community Standards

Community Standards are a set of rules that everyone living and working in UFV Student Housing are required to abide by. Community Standards exist to support learning and personal wellness, and to provide a safe environment free of discrimination, injustice, and violence.

They encourage students to take responsibility for their actions by providing opportunities for students to learn from their mistakes and modify their behaviour. Community Standards also support students to

develop life skills needed to rent an apartment, condo, or house when they move out of UFV Student Housing.

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

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

3.03 Controlled Substances

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

Responsible Use of Alcohol and Cannabis

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

Age of consumption

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

Excessive consumption

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

Public intoxication

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

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

Cooking with alcohol or cannabis

The community kitchens in UFV Student Housing are considered public spaces; therefore, cooking with alcohol or cannabis is not permitted in the community kitchens.

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

Areas of consumption

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

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

Transportation of Alcohol and Cannabis

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

Home brewing and growing cannabis

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

Cannabis equipment

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

Storage of Cannabis

Cannabis products and equipment must be stored;

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

Common sources of Alcohol and Cannabis

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

Alcohol may not be sold or brewed in housing. Common sources of alcohol are not permitted in UFV Student Housing. This includes, but is not limited to:

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

Licensed events

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

*Alcohol at a UFV Student Housing Event

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

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

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

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

3.04 Smoking, incense, candles and flammables

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

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

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

Burning of incense, candles and any other flammables are prohibited in UFV Student Housing

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

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

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

3.05 Illegal drugs and substances

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

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

3.06 Hazing

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

3.07 Weapons

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

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

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

3.08 Prohibited behaviour – respectful environment

Students are required to conduct their behaviour in a mature and responsible manner, consistent with the University and Student Housing mission, policies, procedures and regulations. Students are held accountable for their actions whether acting alone or in a group. Any behaviour that is unsuitable, disruptive, and/or has an adverse effect on the safety or well-being of any member of the housing or University community by any means (including verbal, physical and electronic) is considered misconduct and is not permitted.

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

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

- Puts people at risk.
- Damages or misuses UFV or personal property.
- Disrupts the housing environment.

Prohibited behaviour, may result in eviction from housing, and/or the incident being reported to the Student Rights and Responsibilities Office for investigation.

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

- Repeatedly following or attempting to make unwanted contact with another person.
- Publishing, displaying, or distributing posters, pictures, or other materials containing content defined above in public view.
- Using email, social media or other electronic messaging, voice mail, message boards, mail, computer networks or other mediums to repost or forward communications that contain content defined above.
- Publication or display of obscene material, described as having as a dominant characteristic the undue exploitation of sex, or of sex together with crime, horror, cruelty, or violence, is prohibited.

3.09 False or vexatious Incident Report

No student will knowingly make a false or vexatious incident report against any member of the housing or University community, including exaggerating details, fabricating events, or submitting complaints intended to harass or inconvenience others.

3.10 Unauthorized possession, damage, and vandalism to property

Immediately report all damage or vandalism to the Front Desk.

Students must not:

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

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

3.11 Unauthorized access/entry and/or presence

Students must not:

- Enter or remain in any university premises without proper authority or remain in any premises when asked to leave by an officer of the university.
- Bypass checkpoint on designated nights.
- Provide unauthorized access to non-students.
- Provide unauthorized access to non-housing students.
- Share, lend, or give access devices or keys to others to use.
- Invite or admit a guest who has trespassed or is banned from the area or facility.
- Make unauthorized room or roommate changes.

- Interfere with or render inoperable security, CCTV, and access control systems, door hardware, and locks. This includes propping open or otherwise preventing any building egress or exterior door from closing.
- Enter another student's room when the student of the room or unit is not present. See Section [1.25 Room Entry](#).
- Disturb another student's property without his or her permission.
- Tamper with electrical or mechanical services, smoke detectors, telecommunications equipment, vending and laundry machines, or pushcarts.
- Make unauthorized entry or meddle with contents of university storage rooms, offices, housing desks, cafeterias, mechanical rooms, or construction areas, or have possession of unauthorized keys.
- Manipulate any lock, door, or window to gain entry. Possession of devices or apparatus that can be used for gaining entry to another's room are strictly prohibited.

3.12 Keys and access devices

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

3.13 Disruption of Services

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

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

3.14 Disturbing the peace

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

There are three categories of noise in student housing:

1. **Reasonable Noise:** noise from a normal activity like talking, walking, cooking, water running, cupboards closing, brief knocks against the walls, and background music. Typically, the noise can be heard when standing outside of a unit door; voices, and music are muffled (you can hear the sound, but not what is being said or sung).
2. **Excessive Noise:** parties, groups of people laughing loudly and for long periods of time, loud music or an audible steady base, yelling or loud conversations/debates/arguments, heavy

walking/stomping, doors slamming, loud TV (shows, movies and games). Typically, the noise can be heard 3 feet or 6 meters from the unit.

3. **Unreasonable Noise:** banging against the walls, screaming and yelling, doors slamming, people jumping up and down, sports balls being bounced on the floor or off walls, overly excessive noise from too many guests in the unit, music with a lot of bass during quiet hours, excessive noise from video games during quiet hours.

An individual's right for reasonable, quiet study, and sleep takes priority over others' rights to make noise. Excessively loud playing of radios, televisions, stereos, other audio equipment, or musical instruments is not permitted. In the event of a dispute, Housing Operations and Campus Living staff will determine what is reasonable.

3.15 Quiet hours

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

Regular quiet hours

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

Final Exam quiet hours

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

3.16 Musical instruments

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

3.17 Fire Safety

Compliance with Regulations

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

Unattended Cooking

Students must always be present when cooking in the community kitchens. Unattended cooking is a serious fire safety hazard and may result in a loss of kitchen privileges and/or a \$150 fine.

Fire Safety equipment

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

Flammable materials

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

Hallways and Fire exits

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

3.18 Evacuation

You must evacuate the building in the case of an active alarm. When you hear an alarm, immediately leave the building, and go to the noted evacuation point. When you hear an alarm, **you must leave the building** through the side stairwells and meet at the far side of parking lot 10 (P10) beside Lá:léms Ye EverGreen (J Building). Non-evacuation may result in a \$150 fine.



The **muster point for evacuation: lot 10 parking lot (P10), far end of** Lá:léms Ye EverGreen (J Building) .

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

3.19 Elevator tampering

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

3.20 Advertising

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

To qualify for approval, advertised events and programs should:

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

Prohibited advertising includes but is not limited to:

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

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

3.21 Commercial use

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

3.22 Cooperation with Staff and others

Students and guests must cooperate with requests from UFV Student Housing staff, UFV Security, emergency personnel, and police. This includes reviewing and responding to email communications from UFV Student Housing.

In the event of no response from the student after attempts to contact a student through email,, UFV Student Housing has the right to deactivate access devices. UFV Student Housing will notify the student via email that their access device is being deactivated until the student meets with the Manager of Housing Operations or the Manager of Campus Living.

3.23 Floor and Community Meetings

Students must attend emergency floor and community meetings.

3.24 Guests and Room Capacities

When you bring a guest(s) into housing you accept responsibility for their conduct, and **you must be present and always accompany external guest(s) anywhere in UFV Student Housing. You must also accompany internal guests in your unit.**

There are room capacities for each type of unit:

- Lá:léms Ye EverGreen studios and singles: maximum of 2 guests or 3 people in the unit
- Lá:léms Ye EverGreen quads: maximum 4 guests or 8 people in the unit
- Lá:lém te Baker doubles: maximum of 2 guests or 4 people in the unit
- The term “guest” refers to anyone whom a housing student accompanies, invites, or admits into UFV Student Housing. For greater clarity, external guests are considered any non-resident of UFV Student Housing. Internal guests are residents of UFV Student Housing, but are not the occupant of the unit they have entered.

Overnight guests: Students living with a roommate must secure their roommates permission to host an overnight guest

- A student can have only one (1) overnight guest at one time,
- **There is a maximum of eight (8) overnight guest stays per month.** Cot rentals are available through the Front Desk.
 - Students can request a guest stay over 8 nights by emailing housing@ufv.ca. The request will be subject to approval by Student Housing and your roommate(s). The maximum length of stay will be at the discretion of Housing Operations and Campus living on a case-by-case basis. A guest stay over 8 nights will be charged at \$30/night to the student responsible for the guest, if approved.
 - If a guest is found to be staying over 8 nights without proper notice, Housing Operations will charge the student responsible for the guest a \$200 improper notice fee and a \$30/night fee for the entire stay, including the first 8 nights.
- **All overnight stays require permission from a roommate(s) prior to guest arrival.**
- No person may be the guest of more than one resident in succession.
- Housing Operations or Campus Living, at their sole discretion and for any reason, have the right to request a guest leave the building.

Students that have recently moved out or are not staying for the Holiday Break period are not permitted to circumvent fees for additional nights or Holiday Break by staying as a guest of another resident whose move-out date is later or is staying for the Holiday Break to avoid paying additional night or holiday break fees. For example, if the move-out date is April 26, a student wishing to stay until April 29 is unable to stay as a guest of another student staying for the summer or as a guest of another student who has paid to extend during that period. Another example is that a student staying for the Holiday Break cannot have another student who is returning or moving into housing in January as a guest. These students would be overholding in accordance with [section 1.31](#) and would be subject to removal and associated fees as set forth in that section.

3.25 Sanctions for violations of The Community Standards

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

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

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

3.26 Campus Living non-academic conduct process

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

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

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

- Notify the student in writing of the alleged violation and provide an opportunity for the student to respond within 24 hours.
- Meet with the student.
- Investigate the alleged violation.
- Determine, based on probability of evidence, whether the student has committed a violation.

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

If a student does not respond to or participate in a investigative meeting request, it may result in a judicial hold being place on their student account, or the investigator may proceed with addressing the allegation without their having the opportunity to respond to it.

3.27 Recommendation for eviction

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

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

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

3.28 Appeals

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

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

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

Appeals of decisions made by the Manager, Campus Living shall be directed to the Director, Student Housing, within 10 working days of the date of receiving notice of the sanction.

3.29 Appeal of evictions

If an eviction is eligible for appeal, the appeal must be submitted to the Director, Student Housing, or designate in writing within ten (10) working days of receiving notice of the sanction. The appeal submission must contain the ground(s) for the appeal, the outcome sought, and all relevant supporting documentation.

The Director, Student Housing or designate will review the appeal submissions, meet with the student and the Manager of Campus Living, prior to making a decision. The decision of the Director, Student Housing will be to uphold or reverse the eviction.

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

3.30 Records of violations and sanctions

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

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

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

Part 4: Contact information

4.01 UFV Student Housing

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

Campus Living Office

H131

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

Community Assistant Hours

Monday to Friday 7:30pm – 8:30am

Saturday, Sunday, and statutory holidays – 24 hours

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

UFV Housing Operations Office

J149
1385 McKenzie Road
Abbotsford, BC V2S 7N6 Canada
Email: housing@ufv.ca
Website: www.ufv.ca/housing

Front Desk

J150
Phone: 604-557-4063
Toll Free: 1-888-504-7441 ext. 4063

FRONT DESK ACADEMIC SEMESTER HOURS (*SUBJECT TO CHANGE)

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

FRONT DESK SUMMER SEMESTER HOURS (*SUBJECT TO CHANGE)

Monday to Friday: 8:30AM to 7:30PM
Saturday and Sunday: 12:00PM to 4:00PM
Statutory Holidays: Closed

4.02 Emergency Numbers

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

4.03 Non-Emergency Numbers

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

4.04 Student Support

Advising Centre

Website: www.ufv.ca/advising/

604-864-4674

Toll Free: 1-888-504-7441 ext. 4674

Building S, Room S3117, Abbotsford Campus

Building A, Room 1318. Chilliwack Campus

Centre for Experiential and Career Education Website: www.ufv.ca/jobs/	604-854-4507 Toll Free: 1-888-504-7441 ext. 4507 Building S, Room 3123
Centre For Accessibility Services Website: www.ufv.ca/accessibility/	604-854-4528 press 2, then 3) Toll Free: 1-888-854-4528 (press 2, then 3) Building B, 214, Abbotsford Campus Building A, 1318 Chilliwack Campus
Academic Success Centre Website: www.ufv.ca/academic-success-centre/	Abbotsford Campus: Building G, 132
Financial Aid and Awards Website: www.ufv.ca/fineaid/	Abbotsford Campus: 604-864-4601 Toll Free: 1-888-504-7441 ext. 4601 Building B, Room 214a, Abbotsford Chilliwack Campus: 604-702-2618 Toll Free: 1-888-504-7441 ext: 2618
Indigenous Student Centre Website: www.ufv.ca/isc/	604-795-2835 Building A, Room 1441, Abbotsford Campus 604-795-2835 Building A, 1444 Chilliwack Campus
Student Support Centre	604-854-4528 Building S, Room 1111, Abbotsford
Student Wellness Centre Website: www.ufv.ca/student-wellness/centre/	Abbotsford Campus: 604-504-7441 Building S, 3127 Chilliwack Campus Building A, 1302
UFV-SUS Food Bank Website: www.ufv.ca/student-wellness/programs/ufv-sus-food-bank/	UFV-SUS Food Bank
UFV International Website: international.ufv.ca/	Building B, Room 223