Land Acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.
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IMPORTANT DATES
2024-2025

August 30, 2024
Move-In Day (by appointment).

September 30, 2023
Balance of Fall Session Residence Fees due.

November 15, 2024
Last day to register for residence accommodation over winter break period.

November 30, 2024
Winter Session Residence Fees due.

December 23, 2024
Last day to receive mail/parcels for Fall session.

December 24, 2024 by 12:00 P.M.
(Or 24 hours after your last exam, whichever comes first)
Last day for Residents to leave for winter break.

Between December 23 - January 5
Winter room inspection.

December 24, 2024 at 12:00 P.M. - January 5, 2025 at 10:00 A.M.
University closed; Residence closed.

January 5, 2025
Residence re-opens at 10:00 A.M. for Winter session.

April 25, 2025
Last day of academic year Residence operations.

April 26, 2025 at 12:00 P.M.
(Or 24 hours after your last exam, whichever comes first)
Last day for residents to move out.
Dear Residents,

Welcome to the UTSC Residence community! We are so happy that you chose to live on-campus and are delighted to welcome you to UTSC.

Living in residence is more than just having a place to live – it’s a place where you belong. It’s about becoming part of a vibrant, diverse community where each of you plays a crucial role. Here, you will meet people from different backgrounds, forge lasting friendships, and create memories that will be a cornerstone of your university experience.

Our residence life is built on the values of respect, inclusion, and support. We encourage you to explore, engage, and make the most of every opportunity to connect with your fellow residents. From social events to study groups, there are countless ways to get involved and contribute to our thriving community.

Our team is dedicated to providing a welcoming and enriching environment where you can feel comfortable, safe, and inspired. We are here to support you, whether you need a helping hand or simply a friendly face.

Embrace this opportunity to grow both academically and personally. We can’t wait to see how each of you will enrich our community with your unique experiences and perspectives.

Welcome to a year full of possibilities, growth, and unforgettable moments!

Warmest regards,

Greg Hum
Director, Housing and Residence Life
YOU BELONG HERE.

The residence community at the University of Toronto Scarborough, situated in Canada’s most diverse city, is a vibrant home to hundreds of students from around the world. This multicultural environment fosters communication and interaction that enhance awareness, learning, and understanding of the rich diversity within our residence, the University, and both the local and global communities.

As a community, we celebrate and take pride in the enriching opportunities that arise from our varied backgrounds, unique ways of knowing, diverse ideas, perspectives, and experiences. We believe in the power of learning from one another, which helps us develop a deeper understanding and appreciation of our fellow community members.

Our values are reflected in our actions, and we hold ourselves accountable for our behaviour. We are committed to maintaining a safe and respectful environment where any form of abuse, harassment, threat, or violence is unacceptable and will not be tolerated.

Every member of our residence community is expected to uphold these principles, ensuring that our shared space remains welcoming, inclusive, and supportive for all.
WELCOME TO RESIDENCE
IMPORTANT INFORMATION

RESIDENCE AGREEMENT
Your Residence Agreement is your housing contract. By submitting a Residence application and accepting your Residence offer, you confirm that you have read and understood the conditions outlined in the Residence Agreement and related documents. This is required to apply for and live in Residence at the University of Toronto Scarborough.

The policies in this handbook are also part of the agreement. Make sure you read everything carefully. The Residence Agreement outlines the terms and conditions of your stay in Residence.

UNIT CONDITION REPORT
Each resident is required to complete a unit condition report verifying the condition of their residence room at move-in. This is an opportunity for students to identify and report any damaged or missing elements so that they can be fixed and to ensure that they are not held responsible for any damage they did not cause. This form must be completed within one (1) business day.

If you do not submit a form, your accommodation will be deemed to be in satisfactory condition and damage-free.

UNIT ENTRY
SHRL will notify residents when their unit and/or bedroom has been (or will be) entered by a member of our staff for non-emergency matters. Please note if you have a vacant space in your unit or room, our staff may require access to ensure it is prepared for a new arrival.

MANDATORY TRAINING MODULE
To foster safe and welcoming residence communities, all students living in residence will receive information on how to complete a mandatory online sexual violence education and prevention training module prior to move-in.

COMMUNICATING WITH STUDENTS DURING THE YEAR
Student Housing & Residence Life (SHRL) will communicate with students primarily through emails. Students are responsible for checking their university-issued email account regularly and reading all emails thoroughly to be informed about residence. SHRL will email students regularly regarding residence updates.

Residence Life events and programs will be communicated to residents through social media and email. Notice of repairs that will require entrance by the Facilities Staff will also be emailed to students. Student Housing & Residence Life is located in the Residence Centre and Harmony Commons.

PROHIBITED ITEMS
A list of prohibited items can be found on our website here.
MAIL
The Residence Services Desk is happy to sign for, and process, mail/parcel(s) but will only do so if the mail is properly labeled with the correct name that matches your file in ACORN and the correct address. SHRL takes no responsibility for mislabelled, misplaced or damaged packages. Students living in residence will be notified to their official University of Toronto email address (@mail.utoronto.ca) once the Student Housing & Residence Life office has processed mail/parcels into our system.

Mail Pickup:
- Townhouses and Joan Foley Hall: Residence Office at the Residence Centre
- Harmony Commons: Service Desk on the main floor in Harmony Commons.

Mailing Address Template:
Please visit our website to view how to label your mail property to ensure it does not get lost or denied.

CLEANING
All townhouse and apartment units receive monthly cleaning in common areas included in their residence fees. Professional contract cleaners clean kitchens, living rooms, bathrooms and hallways only. Students are notified via email in advance of their cleaning date and must work together as housemates in advance to prepare for this cleaning.

TENANT INSURANCE
The University is not liable for damage or loss of residents’ personal property. In the case of an event such as, but not limited to, theft, fire, infestation, or flood, residents are solely responsible for the cost of replacing their own items. Therefore, tenant insurance is strongly recommended for University of Toronto Scarborough residence students.

POSTERING AND HANGING DECORATIONS
You are welcome to bring items to personalize your space such as posters, pictures, plants and other decorative items, but they must be affixed to walls using painter's tape only.

Students will be responsible for all repair costs resulting from using these products. Posters and pictures may only be affixed to walls. They are not permitted to be affixed to windows.

LAUNDRY
Laundry rooms are located in designated areas accessible to all residents, and is at cost to the student. As a courtesy to other residents, we ask that you collect your laundry from the machines as soon as it’s done. This ensures all residents have convenient access to laundry machines, and reduces the chances of your laundry being moved by another resident who needs to use the machine. In residence, you need to load TBucks onto your TCard to operate laundry machines.

TCARD
It is important to register for your TCard and carry it with you at all times. Your TCard is your valid identification on campus for academic purposes and access to all other campus services and amenities. In residence, you will need to present your TCard for help at the Residence office, picking up your mail, using your meal plan, and operating the laundry machines.
A great deal of time and effort is spent on house assignments. A variety of contributing factors means that Student Housing & Residence Life cannot accommodate all of the housing and housemate preferences requested. It is important to remember that applicants can note preferences, but these preferences are not a guarantee. Student Housing & Residence Life is committed to meeting documented accessibility and health-related needs.

**ACCESSIBILITY AND ACCOMMODATIONS IN RESIDENCE**

Student Housing & Residence Life is committed to meeting the accessibility and accommodation needs of students. To determine how best to accommodate you while living in residence, we encourage students to share specific information relating to your disability related needs. Disability related needs can be reported through the Accessibility in Residence form.

**Religious/Other Accommodations**

If you have any specific religious or other accommodations, please contact Student Housing & Residence Life as soon as possible.

**RE-ADMISSION INTO RESIDENCE**

A portion of residence beds may be available to upper-year students. There is a minimum Grade Point Average (GPA) requirement of 1.6 cumulative to be re-admitted to the residence. Applications generally become available online in the winter semester. Residence fees from the previous year must be paid in full by August 1st to be re-admitted to the residence.

Residents wishing to re-apply to Residence must be in good conduct standing.
PERSONAL WELLNESS

Personal wellness is different for everyone. As students embark on and continue their university journey, they will learn what a positive sense of physical, mental, emotional and spiritual wellness means for them.

Student Housing & Residence Life supports that journey by providing a space where residents can interact, connect, and learn from each other while building healthy relationships, resiliency, and a sense of balance.

Students will...

- Identify the factors that impact their own personal wellness.
- Develop strategies to support their wellness.
- Apply skills to manage challenges in healthy and productive ways.
COMMUNITY ENGAGEMENT

Student Housing & Residence Life provides not only a space for students to live, but a space to belong. An engaged community member understands the impact one has on their community.

Student Housing & Residence Life facilitates opportunities for students to actively participate in their community, providing enriching learning experiences that benefit residents, their current community, and their future communities.

Students will...

- Recognize ways they have an impact on their residence, campus, local or global communities.
- Understand how to meaningfully and responsibly participate in their community.
- Demonstrate the ability to consider multiple perspectives when interacting with others.

LIFE SKILLS

University is a time of transition, exploration, and self-discovery.

Building life skills is the process of developing strategies to solve problems that students will face in their everyday life.

Student Housing & Residence Life provides a space where residents can grow positively, safely, and independently.

Students will...

- Identify everyday skills fundamental for living independently.
- Understand the various resources and services that can support their student experience.
- Develop strategies to manage everyday independent living situations.
- Integrate knowledge and skills to manage challenges of everyday life.
SOCIAL RESPONSIBILITY

Student Housing & Residence Life understands social responsibility to be an essential component of inclusive excellence. Social responsibility means being accountable for how we engage with the environment around us and being conscious of how our actions may impact individuals and society.

Student Housing & Residence Life provides space for residents to collaborate, explore new and different perspectives, and consciously make decisions that positively impact their communities and others.

Students will...

- Identify the impact they have on the land or people around them.
- Recognize the responsibility of all individuals in creating sustainable, equitable, inclusive societies.
- Develop strategies to address systemic barriers to equity and inclusion.
- Engage critically with social justice issues that impact themselves and others in ways that are meaningful for them.

ACADEMIC ACHIEVEMENT

Academic achievement refers to students' academic performance and accomplishments as they engage in transformative learning. UTSC Residence enhances the academic experience of students by fostering vibrant intellectual living and learning communities.

Residents will have opportunities to engage in academic initiatives and programs designed to develop study skills, promote academic peer bonding and networking, and foster student-faculty interactions outside the classroom.

Student Housing & Residence Life supports academic achievement by facilitating student participation and engagement within UTSC and promoting academic peer and faculty connections that support a successful academic transition.

Students will...

- Identify the factors that contribute to their academic achievement.
- Create an academic network of peers, faculty, and campus support services.
- Exhibit a growth-oriented and optimistic attitude towards academic challenges.
- Demonstrate effective learning strategies to advance their academic pursuits.
LIVING WITH OTHERS

ENGAGING WITH YOUR RESIDENCE COMMUNITY

Whether this is your first time living in residence or you have lived in residence before, living with housemates can be challenging. If you can maintain healthy communication channels and work out differences patiently, it can also be enriching. As long as the agreements made between housemates adhere to the Residence Community Standards, you have a lot of flexibility to create a comfortable living environment for everyone.

ROOMMATE AGREEMENTS

Residents are required to complete a roommate agreement within the first week of the academic year.

Since no two of us are exactly alike in our habits or day-to-day living routine, we require that you meet with your suitemates to discuss and agree on some group expectations about cleaning, noise, overnight guests, garbage and recycling, etc. Once you have reached consensus on the basic ground rules, document them in this formal agreement that will be signed by all the suitemates. This process must be repeated each time a new suitemate moves in.

The process of talking about issues in an honest and open discussion before they become a problem will save you much time and frustration at a later date. If you encounter problems in trying to come to an agreement, your RA is available to facilitate your conversation. Sometimes, all it takes is someone not directly involved in the matter to assist you in reaching an agreement.

HOUSE MEETINGS WITH YOUR RESIDENCE ADVISOR (RA)

The RAs facilitate house meetings with every unit in their area. You must attend this meeting. It is the RA’s opportunity to get to know you and tell you about residence life if this is your first year here or tell you about any new developments if you have lived here before. The RA will also facilitate some exercises that will help you learn more about each other and communicate openly throughout the year.
COMMUNICATION

The key to maintaining a positive environment while living with housemates is open communication. Misunderstandings happen all the time between close friends and strangers, and they must be cleared up before tension builds.

THINGS TO CONSIDER WHEN COMMUNICATING

- Everyone has a different communication style. What’s your style? What style does each of your roommates prefer?

- A rotating chore schedule can help ensure that everyone does their part to keep the house clean. Your RA will have a chore schedule template for you to use.

- It will be natural for members of the house to develop strong friendships, but everyone in the house may not necessarily become close. Please be mindful that one member is not excluded from the house.

- When you disagree with someone, try looking at the situation through their perspective before reacting.

- Meeting up as a house regularly can be fun and productive. Informal meetings where you eat a meal together or hang out in the living room can lead to meaningful discussions about house issues. Formal regular house meetings can also work if this is what you and your housemates prefer.

EXAMPLE DISCUSSION POINTS FOR ROOMMATE AGREEMENTS

- How will the cleaning schedule be established?

- When you’ll bring guests over and who these guests may be (example, family members, friends from out of town staying for a weekend).

- Everyone has a different standard for cleanliness and noise. What are standards that you can all agree on?

- Whose room is closest to the living room/kitchen/bathroom, and how sensitive are they to noise?

- Who gets what space in the refrigerator and cupboards? What food can be shared? Who has food allergies, and how severe? What other dietary needs do people have?

- What objects can be shared (plates, cutlery, stereo in the living room, etc) and what should not be touched?

- How does each person feel about alcohol and alcohol consumption?

- How much privacy/personal space does each person need?

- What do we need to compromise on?
STEPS FOR WORKING THROUGH CONFLICT

1. Attend and actively participate in an RA-facilitated house meeting to develop a roommate agreement with your roommates at the beginning of the semester.

2. Discuss any concerns directly with your roommates and try to reach an agreement.

3. Meet with your floor/hall RA for tips on resolving conflicts with your roommates.

4. If needed, the RA may conduct a conflict mediation or additional house meeting. A Community Advisor (CA) may assist if further support is required.

5. If previous steps fail, request a meeting with the Residence Life Coordinator to discuss the room change process. The Coordinator may mediate the conflict or approve a room change if space permits and the conflict is unresolvable.

There will be times when a situation doesn’t seem like you will efficiently resolve it. The RAs have been trained in communication, mediation and active listening skills. They can approach the situation objectively to help all parties involved.

It’s best to ask for help as early as possible since tension can build if you wait too long. Student Housing & Residence Life will only consider room changes after housemates have gone through a mediation process facilitated by an RA, as per the outlined process below.

If the Residence Life Coordinator approves a room change, the resident will be charged a $250.00 administrative fee. Before a room change request is granted by the Residence Life Coordinator, residents must proceed through the following process/steps.
Our community in residence includes many different folks who all work together to ensure residence is the best space it can be. These community members include:

**YOU:**
Each and every student is a member of our residence community by choosing to live here.

**OTHER STUDENTS:**
You can expect to share your community with many other students. Some of them will have interests and lifestyles similar to yours, while others may differ.

**RESIDENCE LIFE STUDENT STAFF (RLSS):**
We have 49 upper-year student staff who manage our residence community to ensure the best experience for all residents. Learn more about specific roles on our website.

**STUDENT HOUSING & RESIDENCE LIFE STAFF (SHRL):**
These are the professional staff who manage the students and staff in the residence halls, and include our Residence Life Coordinators and our Residence Life Program Coordinator.

**COUNSELLOR IN RESIDENCE**
The Counsellor in Residence is a professional social worker who is available as a resource to support the wellbeing of any UTSC resident through individual counselling, group counselling, and programs throughout the year.

**RESIDENCE SERVICES REPRESENTATIVES (RSRs)**
Our RSRs staff the front desk at Harmony Commons and the South Residence Centre. They are available for general inquiries, concerns, and to receive mail.

**SCARBOROUGH CAMPUS RESIDENCE COUNCIL (SCRC):**
The SCRC is a group of students elected by their peers who are here to represent the interests of residents. SCRC offers events and services throughout the year for residents.
Community living works best when the rights of others are respected and individuals take responsibility for their actions.

**YOU HAVE THE RIGHT TO:**

- Sleep, study, and work in your room free of undue interference from residents or guests.
- Respect for your personal property.
- Live in a clean environment.
- Free access to your room without interference from roommates, housemates, Residents, or guests.
- Reasonable access to the residence and its facilities
- A reasonable amount of privacy.
- Have your concerns considered.
- Be free from fear of intimidation, physical and/or emotional harm.
- Enjoy the rights and freedoms recognized by law, subject only to restrictions necessary to ensure the advancement of the Residence Community in such matters as alcohol, smoking, fire safety and community safety.
- Be free from discrimination on the basis of race, ancestry, religious beliefs, physical and intellectual abilities, marital status, sexual orientation, colour, place of origin, gender, mental abilities, family status, source of income, socioeconomic background, or age.
- Enjoy an atmosphere intending to remain free from behaviour which is reasonably interpreted as unwelcome including, but not limited to, remarks, jokes or actions which demean another person and/or deny individuals their dignity and respect.
- To be treated fairly and have an unbiased conduct process.
YOU HAVE THE RESPONSIBILITY TO:

- Respect the rights, privileges and property of fellow residents and their guests, and of the neighbouring community.

- Maintain an acceptable level of cleanliness in all common and private areas of your residence unit.

- Behave in such a manner as to ensure the good condition of the Residence facilities and grounds.

- Be responsible for the behaviour of their guests.

- Recognize and respect the authority of the Staff in Student Housing & Residence Life and the Residence Life Team.

- Cooperate with residence procedures and investigations.

- Recognize the responsibilities and duties of the Student Residence Council outlined in the Constitution of the Council.

- Behave in such a manner as to permit Residence and University staff to perform their normal duties.

- Abide by the Residence Community Standards, Rights and Responsibilities of Residents and residence policies.

- Abide by the University of Toronto Code of Student Conduct.

AS A RESIDENT, STUDENT HOUSING & RESIDENCE LIFE REQUIRES THAT YOU:

- Check and respond to your student email account regularly.

- Follow all rules and regulations as established by Student Housing & Residence Life.

- Carry your student identification with you.
INTRODUCTION TO OUR COMMUNITY STANDARDS

As a resident, it is your responsibility to comply with the behavioural standards outlined in this document. Our Residence Community Standards are the foundation of successful community living. They uphold the rights and responsibilities of individuals and the community’s wellbeing. Each resident must understand their responsibility as a community member and consider the impact of their actions on others. Ignorance, anger, alcohol or substance abuse will not be accepted as an excuse, reason or rationale for unacceptable behaviour.

All residents must adhere to Federal, Provincial, and Municipal laws, as well as University policies and regulations. Residence Staff will identify any problematic behaviour and will take steps to resolve or document the incident. Additional information on how we address and resolve behaviour that does not comply with our community standards is outlined in the Conduct Process section.

SCOPE OF THE COMMUNITY STANDARDS

Our standards apply to all students living in residence and their guests, in the following areas:

- Inside a residence building
- Within the Harmony Commons Dining Hall
- Within the South Residence Centre
- Within the immediate surrounding areas of SHRL property
- On-campus and off-campus events sanctioned by SHRL
- Online and through social media

Residents agree to adhere to all standards from the moment they sign their Residence Agreement and move into a residence building at UTSC. This commitment continues until the agreement expires, is canceled, terminated, or the resident voluntarily leaves the residence.

ACCOMMODATIONS

SHRL is committed to supporting the personal, social, and academic success of students who live in residence. Exceptions to the Residence Community Standards, may be made to meet a medical, religious or cultural accommodation request.

Residents may request special consideration regarding Residence Community Standards (e.g., use of candles, medical needs) by contacting SHRL. However, accommodations are not guaranteed, as SHRL must consider the potential impact on the community's health and safety and any legal obligations.

UNIVERSITY OF TORONTO CODE OF STUDENT CONDUCT

Serious incidents of misconduct will also be referred to the University of Toronto Code of Student Conduct. We encourage all residents to read the University of Toronto’s Code of Student Conduct.
THE STANDARDS

VIOLATION LEVELS
A violation is any conduct, action, or neglect that breaches the Residence Community Standards, Residence Agreement, or the University of Toronto’s policies. Violations are categorized into three levels of increasing severity. Sanctions, which are detailed in subsequent sections of this guide, are the consequences for these violations. The severity of the sanctions escalates with each level of offense and/or repeated violations.

Level 1 Violations:
Actions that interfere with the rights of another individual or community to the peaceful use and enjoyment of their space in Residence.

Level 2 Violations:
Actions that create a significant nuisance and/or disturbance to an individual or community and/or repeated level one violations.

Level 3 Violations:
Actions that endanger the safety and security of an individual; significantly compromise or damage personal or university property; attack the dignity/integrity of an individual; contravene the laws of the land; and/or repeated level two violations. Any Level 3 offense may warrant an eviction.

1.0 ADVERTISING, SOLICITING, CAMPAIGNING, AND SELLING
All advertisements must be approved by SHRL before they can be placed within the Residence building. To ensure compliance with these guidelines, all posters are required to be stamped with SHRL’s approval before being displayed.

Level 1

1.1 Posters
Residents are not permitted to use advertising space in the residence to promote events without the permission of SHRL. Advertising spaces (including social media) can only be used to advertise residence activities or residence-approved activities organized by SHRL, the Residence Life Team, or the Scarborough Campus Residence Council. All other UTSC community members must bring promotional materials to SHRL one week in advance and be reviewed for distribution by SHRL.

Only university-organized initiatives will be considered, provided the initiative is in line with the Residence Community Standards. Advertising without official approval from SHRL will jeopardize approval of future events.

1.2 Solicitation & Promotion (Including Ticket Sales)
Solicitation for commercial, ideological, or religious purposes is not permitted in residence. Residents wishing to promote events or sell tickets to residents must make an appointment one week in advance with SHRL to seek approval for this.
The unauthorized solicitation may be reported to the Residence Advisor on Call, or Campus Safety, and unauthorized solicitors will be escorted out by a residence staff member or Campus Safety.

Level 2
1.3 Commercial Space
Students are not permitted to use any space or service in residence for commercial purposes unless approved by SHRL.

2.0 ALCOHOL

Engaging in illegal, disruptive, or unsafe behaviour related to alcohol is strictly forbidden. Residents who decide to consume alcohol are expected to do so responsibly and in accordance with all applicable federal, provincial, and municipal laws, as well as university policies and regulations. Being under the influence of alcohol does not serve as a valid excuse for violating the Residence Community Standards. Student Housing & Residence Life cannot accept alcohol deliveries on behalf of residents, regardless of their age.

Level 1
2.1 Alcohol Paraphernalia
Possession of accessories intended to promote excessive or rapid alcohol consumption or encourage dangerous alcohol-related activities is strictly prohibited in residence. These items include, but are not limited to, drinking hats, funnels, and brewing equipment.

2.2 Open Alcohol
Residents of legal drinking age may consume alcohol in their bedrooms or suites only. Open alcohol is not permitted elsewhere on residence property including, but not limited to, hallways and laundry rooms.

Level 2
2.3 Alcohol Consumption
Residents aged 19 and older may consume alcohol within their residence unit or apartment. Residents under the legal drinking age of 19 years old are prohibited from consuming alcohol on residence property and the immediate surrounding areas. No individual may provide alcoholic beverages to anyone under the legal drinking age.
2.4 Mass Consumption
Engaging in activities that encourage excessive or rapid alcohol consumption, as well as those promoting unsafe drinking practices, is strictly prohibited in residence.

This includes any involvement in, or promotion of, drinking games and binge drinking.

3.0 CANNABIS
Engaging in behaviours involving cannabis that is illegal, disruptive, or threatens the safety and well-being of oneself or others is prohibited. Residents who choose to consume cannabis must do so responsibly and in compliance with all federal, provincial, and municipal laws and university policies and regulations. Residents of legal age may consume cannabis in its non-smokable and non-vaped forms (i.e., edibles, oils etc.) while in residence rooms or units but must comply with the law(s) when doing so. Being under the influence of cannabis does not serve as a valid excuse for violating the Residence Community Standards.

Medical cannabis is subject to different regulations than recreational cannabis. Students who require the use of medical cannabis should contact SHRL and AccessAbility Services.

3.1 Cannabis Growth/Production
The growth of cannabis within the residence is strictly prohibited. In addition, the production of cannabis by-products such as butter, edibles, shatter, etc., are strictly prohibited in residence.

3.2 Cannabis Paraphernalia
Cannabis accessories including, but not limited to, bongs, hookahs, vaporizers, and grinders are permitted in residence, but only for storage purposes.
3.3 Open Cannabis
The possession of cannabis is limited to specific areas such as bedrooms, and suites, except when being transported to a designated consumption space or taken outside the building. During transport, cannabis must be stored in a sealed, airtight container to minimize its impact on the surrounding community, regardless of its form. Cannabis is strictly prohibited to be opened or used in all other areas, including hallways, stairwells, dining halls, and washrooms.

Residents of legal age may keep cannabis in their residence room, either in its original packaging or in a sealed, airtight container. The scent of cannabis must remain undetectable outside the residence room. Cannabis must remain inaccessible to individuals under the age of 19 when not being actively consumed.

3.4 Underage Cannabis Possession & Consumption
Residents under the legal age of 19 years are prohibited from possessing or consuming cannabis or cannabis by-products in residence and the immediate surrounding areas.

3.5 Immoderate Possession of Cannabis
As per the Cannabis Act, residents may possess up to 30 grams of dried cannabis, or its equivalent in oils or edibles, for non-medical purposes provided it is in a sealed, air-tight container. Possession in excess of the legal limit is not permitted and may result in referral to the University and/or local law enforcement.

4.0 CLEANLINESS
Residents are expected to maintain the cleanliness of their individual bedroom, the shared living spaces within their unit (e.g., living room, kitchen, etc.), and shared community spaces (e.g., common lounge, study lounge, laundry room, etc.)

Level 1

4.1 Cleanliness of Personal Room
Residents are expected to keep their rooms clean and to an acceptable standard to avoid problems like pests or irritants to others. Removing garbage in a timely fashion and cleaning up after oneself is expected. Residents are responsible addressing and minimizing strong odours and smells originating from their room/unit that are deemed disruptive to their community.

Level 2

4.2 Cleanliness of Common Space
Residents must contribute to the cleanliness of the shared living spaces within their unit (e.g., living room, kitchen, etc.), and shared community spaces (e.g., common lounge, study lounge, laundry room, etc.). Residents who share living spaces must consult with their roommates or suitemates should they wish to leave personal items in the common areas of a suite or townhouse. Personal items cannot be left in shared community spaces as they may be disposed of by SHRL staff.
4.3 Improper Disposal of Garbage
All residents must properly dispose of garbage and waste as per the expectations outlined in the Residence Facilities section of the Residence Guide. Failure to place garbage outside before pickup hours, improper bagging, placing garbage bags in the incorrect area, or improper sorting of waste may result in disciplinary outcomes and/or fines billed to individual residents, or shared community fines.

4.4 Misuse of Vacant Unit
If one or more bedrooms within a suite are vacant, residents residing within the unit will maintain cleanliness of that unit in preparation for any new residents. Residents are prohibited from using a vacant bedroom or bed, as a new student may be assigned at any time.

5.0 DIGNITY AND INTEGRITY
Participating in actions that result in physical harm, interference, fear, intimidation, or have the potential to do so, is strictly forbidden.

**Level 2**

5.1 Discrimination
Any act that results in the unjust or prejudicial treatment of an individual or group on the basis of race, gender, origin, religion, age, sexual orientation, ability, or other human rights protected grounds is prohibited.

5.2 Graphic Materials
The display or distribution of pornographic or graphic material in public areas, common areas, areas where it is visible to the residence community or public, or online is prohibited. This includes, but is not limited to, pornography, quotations, drawings, or other explicit images.

**Level 3**

5.3 Hate Activity
Any activity, comments, or actions against a person or property that is motivated in any part by the resident's bias, prejudice, or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical ability, sexual orientation, or any other similar factor is prohibited within residence.

This includes, but is not limited to, hate crime, hate propaganda, telephone/electronic communications promoting hate, and the display of hatred through any notice, poster, sign, symbol, or emblem.

5.4 Harassment
Any behaviour, attention, or conduct (oral, written, physical, or verbal) by a resident/group that knows or ought to reasonably know that such attention is unwanted, unwelcome, offensive, humiliating, or intimidating is not permitted. This includes, but is not limited to, bullying, hazing, or racial slurs.
5.5 Sexual Violence
As per the University of Toronto Governing Council policy on Sexual Violence and Sexual Harassment, sexual violence is defined as:

Any sexual act or act targeting a person’s sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person’s consent, and includes Sexual Assault, Sexual Harassment, stalking, indecent exposure, voyeurism, gender-based harassment or violence, cyber sexual violence, and sexual exploitation.

5.6 Violence
SHRL will not tolerate physical aggression (whether consensual or not) within the residence. Any student who engages in physically aggressive behaviour, regardless of the intention, can face severe consequences.

6.0 - FIRE SAFETY AND PREVENTION
Behaviour that endangers the safety of the Residence community or jeopardizes fire safety systems within the building is strictly prohibited.

Level 2

6.1 Candles/Open Flames
Candles, and other forms of open flames are not allowed in residence. If residents need such items for religious or cultural purposes, they must contact SHRL in advance.

6.2 Cooking
In all Residence buildings, the use of cooking devices with open coils, open flames, induction cookers, or gas-based mechanisms, including, but not limited to, hot plates and butane/ propane burners, is strictly prohibited within residence. In buildings with cooking facilities, residents must be present at all times while using cooking appliances to prepare food.

Approved cooking appliances can only be used in kitchen areas. Self-heating meals, “instant hot-pots”, or items that do not have an automatic shutoff feature are prohibited in residence. Students must cook on low heat with minimal amounts of oil.

6.3 Failure to Evacuate
All fire evacuation procedures are posted in residence, and all residents and guests are required by law to evacuate residence at the time of a fire alarm, including fire evacuation exercises/drills.
6.4 Fire Pit Usage
The use of the fire pit is prohibited by students.

6.5 Possession/Use of Explosive or Flammable Material
Possession of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, compressed spray can, propane tanks, or other such materials is not permitted on Residence property.

3D printers, or any other devices or objects that emit large amounts of heat, fumes, poisons (e.g., milk crates), or particulate matter are not permitted on residence property. Halogen lamps and other high heat emitting and/or high wattage lamps or light sources (using over 60-watt bulbs) are not permitted in residence due to an increased risk of fires.

6.6 Tampering with Fire Safety Equipment
Activating, handling, using, or interfering with any fire or safety equipment, such as smoke detectors, fire exit signs, and pull stations, except in an emergency, is strictly prohibited. Any damage resulting from such actions for non-emergency purposes will be charged to the responsible student(s).

Examples of prohibited actions include, but are not limited to:
- Discharging fire extinguishers
- Touching fire alarm pull-stations or fire hoses
- Hanging objects from sprinkler heads
- Striking safety equipment with an object
- Tampering with fire doors

Discharging, tampering with, or operating any fire prevention or detection apparatus for non-emergency purposes is illegal and will result in severe consequences.

7.0 - GUESTS
Residents have the privilege of hosting guests in their residence. A guest is characterized as an individual who does not reside in the same room, apartment unit, or townhouse. Residents are responsible for the behaviour of their guest at all times. If a guest violates a policy, the host will be held responsible as though the host violated that policy. Residents are also responsible for any violations of the Residence Community Standards that take place in their respective residence room, regardless of whether they are present. Residents are encouraged to lock their residence room doors when they are not present. Residents are expected to abide by the following expectations when hosting a guest:

Level 1

7.1 Accompaniment of Guests
Residents must always accompany their guests while on residence property, including the South Residence Centre. This includes meeting guests at the exterior door upon arrival and escorting them during departure. Hosts are responsible for their guests' behaviour at all times. A host's absence does not excuse or release them from responsibility for their guests' behaviour.
7.2 Informing Roommates of Guests’ Presence
Residents must inform their roommates or suitemates of their guest’s presence within the unit.

7.3 Overnight Guests
Residents sharing living spaces, such as apartments or private bathrooms, must obtain permission from their roommates or suitemates before having an overnight guest.

7.4 Limit on Concurrent Guests
Residents are allowed to host up to two guests at any one time.

7.5 Overnight Guest Limitations
Residents may host overnight guests for a maximum of 4 nights per month, with no more than 2 consecutive nights in any given week.

7.6 Restricted Guest Periods
Overnight guests and off-campus guests will not be permitted during the first full week of the academic year, as well as during the December and April exam periods. A guest is classified as an “overnight guest” if they are on residence property between 11:00 P.M. and 8:00 A.M.

7.7 Responsibility for Conduct of Guests
Residents are accountable for their guests’ actions until the guests leave the residence property. Guests must understand and abide by the Residence Community Standards.

7.8 Use of Shared Living Spaces
Residents must obtain explicit permission from all roommates if a guest intends to stay overnight in the common areas of a townhouse or apartment.

8.0 - ILLEGAL SUBSTANCES AND UNAUTHORIZED ACTIVITIES
Residents must comply with all federal, provincial, and municipal laws, as well as university policies, regarding the use, sale, possession, or involvement in illegal substances or unauthorized activities. Any circumstances that raise suspicion of illegal drug use or participation in unauthorized activities will result in an investigation by Student Housing and Residence Life in collaboration with the Campus Safety Office.

8.1 - Gambling
Hosting, organizing, or participating in an unauthorized gaming event that requires or encourages residents to use or exchange money or valuable items is not permitted in residence. This includes, but is not limited to, poker nights, pools, and raffles. Any event, including events for charity, must be approved by SHRL.

8.2- Illegal Substances/Drugs
The possession, use, and trafficking of illegal substances and drugs are prohibited. These are all offences under the Residence Community Standards, the University of Toronto Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and
8.3 Prescription Drugs
The misuse and abuse of prescription drugs are prohibited. These are all offences under the Residence Community Standards, the University of Toronto Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and the Narcotics Act of Ontario. Any evidence of misuse, abuse or trafficking of prescription drugs may lead to the termination of a Residence Agreement. Prescription drugs should be in original packages with the resident’s name. Residents should follow instructions on the box or from the physician.

8.4 Sale of Alcohol and/or Cannabis
The direct or indirect sale of alcohol or cannabis is prohibited in residence. Residents are not permitted to purchase, sell, or exchange items of value for alcohol or cannabis on residence property. Residents cannot obtain permits to license their apartments or townhouses for such activities.
9.0 NOISE

Consideration Hours are in effect 24/7. Noise levels should never impede any resident's academic pursuits or enjoyment of a peaceful living environment. The right to reasonable quiet takes precedence over the right to create noise. Prohibited items include large musical instruments (e.g., drum sets), surround sound systems, subwoofers, and PA systems. Quiet Hours are observed in Residence:

- **Sunday to Thursday**: 11:00 P.M. - 8:00 A.M.
- **Friday and Saturday evenings**: 12:00 A.M. - 9:00 A.M.
- **Exam Quiet Hours**: 23 hours a day (consideration hour from 6:00 P.M. to 7:00 P.M.)

Noise from a room/unit that is audible outside one’s room, including in hallways, common areas, neighbouring units or buildings, will be addressed by SHRL during quiet hours. The following actions are not permitted in residence:

**Level 1**

- **9.1 Non-Compliance**
  Non-compliance with Consideration Hours or Quiet Hours.

- **9.2 Use of Instruments**
  Use of musical instruments without headphones.

- **9.3 Use of Audio & Sound-Augmenting Equipment**
  Use of sound equipment such as surround sound systems, or noise producing devices such as subwoofers or PA systems.

**Level 2**

- **9.4 Non-Compliance during Final Exams**
  Non-compliance with Exam Quiet Hours.

- **9.5 Excessive Noise and Community Disruption**
  Excessive noise that interferes with the academic work of residents and/or significantly disturbs the residence community and/or our neighbouring communities.

10. PETS AND ANIMALS

Pets and animals are not permitted inside any residence building.

**Level 3**

- **10.1 Pets and Animals**
  Pets are not allowed in residence, except for fish in small fish bowls. Any visiting guests must keep their pets outside apart from trained Service Animals. Residents with an animal are required to notify Student Housing & Residence Life before moving into their unit that an animal will accompany them. Residents are also advised to complete the service animal registration process through the AccessAbility Services office. Residents are solely responsible for the care, supervision, control, and welfare of their service animal. Additional information about service animals on campus can be found here.
11.0 RESPECT AND COOPERATION

Residents are required to exhibit respectful behaviour towards all members of the residence community, including other residents, student staff, and university employees. Any behaviour that a resident knows or should reasonably know is non-compliant, disruptive, or has the potential to create a hostile, unsafe, or uncomfortable environment for others will not be tolerated.

Level 2

11.1 Appropriate Behaviour
Engaging in actions that adversely affect oneself or others, or have the potential to, is prohibited. This includes, but is not limited to:

- Initiating, encouraging, supporting, or participating in raids, pranks, or social media challenges that are inappropriate, disruptive, offensive, or hostile towards residents and/or staff, or that jeopardize the safety and security of others is prohibited, regardless of whether consent was obtained or implied.
- Failing to remove oneself from a situation that contradicts Residence Community Standards.

11.2 Civility
Residents must not intimidate, threaten, or interfere with any person, including other residents, guests, student staff, and University of Toronto employees or contractors.

11.3 Cooperation with Staff
Residents and their guests must comply with reasonable requests made by university staff while they are carrying out their duties. This cooperation encompasses adhering to verbal or written instructions and presenting valid student identification upon request.

Intentionally providing false or inaccurate information, including giving a false name, is strictly forbidden. Intentionally misleading or refusing to cooperate during fact-finding processes, crisis situations, or public safety management is strictly prohibited.

11.4 Failure to Respond
Residents must promptly and attentively respond to requests and communications from SHRL staff. Ignoring or intentionally avoiding such requests, including failing to respond to meeting requests, is not permitted. SHRL will primarily communicate with residents through their UofT email accounts. Residents are required to regularly check their email and promptly respond to any messages from SHRL. If students fail to reply to emails, SHRL may use alternative communication methods to contact them.

11.5 Scents
Strong scents, including but not limited to incense, room sprays, plug-in scent fresheners, personal fragrances, and certain aerosol products, may affect members of the community and are prohibited in residence. These products can trigger allergic reactions or activate fire safety equipment.
Residents who smoke cannabis or tobacco outdoors should be considerate and ensure they minimize any lingering odors before entering the building or their unit, to reduce the impact on the surrounding community. The scents of cannabis and tobacco should remain undetectable outside the unit and should not impact neighboring residents.

11.6 Unsanctioned Social Gatherings
A social gathering is defined as an event where the number of guests exceeds 15 people. Social gatherings must be approved in advance. Unsanctioned social gatherings are not permitted. Please note the following applies to these types of events:

- The event must not exceed 30 people total inside the apartment, townhouse (including the back and the front yard of townhouses), and including housemates/roommates present at the time of the event.
- The event must have 1 Organizer and 2 Monitors who are responsible for the behaviour of the event's guests.
- If alcohol is to be present at the event, the organizer must be 19+, and the monitors must be 18+.
- Both the organizer and the monitors must meet with the Residence Life Coordinator at least two business days in advance of the proposed social event date.

12.0 - RESPECT FOR RESIDENCE PROPERTY

Actions that have the potential to cause damage to a residence building or compromise services provided by SHRL are prohibited.

Level 1

12.1 Adhering or Hanging Items
Posters and items can be adhered to walls, doors and windows with painter's tape or Command Strips only. Nails, screws, tacks and any other kind of tape are not permitted. Hanging items by methods other than painter's tape or command strips cause damage to residence property. Residents will be billed for the repairs needed as per the Damage & Vandalism policy.

12.2 Bicycles
Bicycles are not permitted inside houses or apartment units, and should be stored in residence storage rooms, central bike rooms, or on outdoor bike racks.

12.3 Furniture
Residents are prohibited from bringing external furniture into the residence that exceeds the size of a desk chair. Residents with accessibility concerns that necessitate special furniture are required to notify Student Housing & Residence Life and may contact AccessAbility Services.

Any prohibited furniture discovered in residence must be disposed of immediately. Removing original residence furniture from its original location is strictly forbidden. Additionally, no routes of egress, such as hallways or doorways, should be obstructed by furniture.
12.4 Damage to Property
Residents who cause accidental damage to residence property must report the incident to SHRL immediately. They may be responsible for covering the costs of repairs. Residents are not allowed to repair damages themselves; all materials and work must be conducted by the University to adhere to health and safety standards.

12.5 Telecommunications and Piracy
Residents shall not run or install personal routers, wires, cables or other electronic connections between rooms, in hallways, between windows or outside buildings.

12.6 Vandalism
Vandalism, defined as the intentional or malicious destruction or degradation of public or private property, is strictly prohibited within residence. Any instances of vandalism will not be tolerated and may result in financial restitution. Residents are urged to promptly report any incidents of accidental or intentional property damage to SHRL staff. Residents are not permitted to repair damages on their own; all materials and work must be carried out by the University to adhere to health and safety standards.

13.0 - SAFETY AND SECURITY
Behaviour that poses a risk to the safety and security of oneself, others, or the residence community is prohibited.

13.1 Door Propping
Propping doors, including exterior townhouse doors (front, rear, and sliding/patio), apartment and common room doors, as well as residence exterior doors, is not allowed.

13.2 Exterior of Residences
Residents are not permitted to hang items such as strings of lights on the exterior of any residence building townhouses and apartments. The unit numbers on the exterior of the units must always remain visible.

13.3 Locked Doors
Residents living in townhouses with a patio/sliding door must manually lock and secure the door using the patio door security bar. For residents living in Joan Foley Hall, the front suite door must be manually locked upon exiting the suite using the key card or upon entry using the deadbolt. Residents are also encouraged to keep their bedroom doors locked at all times when they are not present in their room.

13.4 Lockouts and Lost Keys
For the safety and security of our residents and community, residents must disclose lockouts and lost keys (i.e., key card, FOB, bedroom or mailbox key) immediately to the SHRL office during office hours or to the RLT on-call after office hours. SHRL will track lockouts, and on the third (3rd) lockout, a resident will be fined $25.00. Subsequent lockouts will receive an additional $25.00 charge each time.
13.5 Physically Active Games in Residence Buildings
Residents are not permitted to engage in physically active games or activities inside the residence buildings that have the potential to damage property or cause injury to participants. This includes, but is not limited to, games or activities that involve throwing, kicking, or shooting an object (i.e., ball hockey, football, golf, mini-golf, soccer, Frisbee, hacky sack, etc.), games or activities that may result in participants running (i.e., tag, water fights etc.), cycling, skateboarding, among others.

13.6 Accessing Unauthorized Areas
Entering/accessing unauthorized areas unless accompanied by a SHRL Staff member is prohibited. This includes areas not normally used by persons other than Residence Staff including, but not limited to: units not assigned to themselves, restricted doorways/entrances, locked basement areas, roof tops, mechanical rooms, or any area marked “off limits to unauthorized personnel” or “staff only,” or as it is implied by being locked. Likewise, access to another student’s residence room without their permission is not permitted.

13.7 Screens
Residents must not remove screens from windows.

13.8 Unauthorized Lending/Possession of Keys
Residents are not permitted to lend their keys to anyone, including, but not limited to, guests, family members, or other residents. In addition, residents are not permitted to have keys other than those assigned to them by SHRL.

13.9 Unauthorized Assignment
Residents may not sublet, lend, or share their accommodation with another person unless they have obtained prior written authorization from SHRL. Residents must reside in their assigned space for the entire duration of their contract unless they have obtained written permission from SHRL.

13.10 Theft
Theft or possession of property belonging to another person or the University without permission is strictly prohibited and may lead to a referral to law enforcement.

13.11 Weapons & Replicas
Residents and their guests are not permitted to bring or keep any of the following while in Residence:

- Any real or replica projectile weapon, including but not limited to real or replica firearms, air guns, crossbows, sling shots, paint-ball guns, and BB guns.
- Any form of ammunition (i.e., arrows, bullets, bolts, shells, projectiles, etc.)
- Blades including but not limited to knives, swords, bayonets, epees, and blades used in martial arts; and any other weapons, whether used for martial arts or other forms of combat training, or otherwise.
The University of Toronto’s smoke-free policy prohibits the smoking of tobacco and cannabis by all methods, and prohibits vaping of all substances in any form, including the use of vaporizer and inhalant devices such as vape pens and e-cigarettes on all property owned by U of T. This prohibition includes smoking inside or outside vehicles while parked on university property. Residents are required to go to a designated smoking area or leave campus property should they wish to smoke.

Failure to comply with the smoke-free policy in residence may result in sanctions and/or administrative charges to cover cleaning costs. Enforcement of this policy remains with the University of Toronto’s Campus Safety Office. For more information, please visit: https://www.utoronto.ca/smoke-free.

14.0 SMOKING
The University of Toronto’s smoke-free policy prohibits the smoking of tobacco and cannabis by all methods, and prohibits vaping of all substances in any form, including the use of vaporizer and inhalant devices such as vape pens and e-cigarettes on all property owned by U of T. This prohibition includes smoking inside or outside vehicles while parked on university property. Residents are required to go to a designated smoking area or leave campus property should they wish to smoke.

Failure to comply with the smoke-free policy in residence may result in sanctions and/or administrative charges to cover cleaning costs. Enforcement of this policy remains with the University of Toronto’s Campus Safety Office. For more information, please visit: https://www.utoronto.ca/smoke-free.

Level 2
14.1 Smoking
Smoking in residence and within the immediate surrounding areas is strictly prohibited. Residents are required to go to a designated smoking area or leave campus property should they wish to smoke. The use of the following, non-exhaustive, items are not permitted to be used on residence property: cigarettes, electronic cigarettes, vapes, hookahs, cannabis bongs, and pipes.
1. INCIDENT REPORT
An Incident Report is created when there is a suspected violation of the Residence Community Standards. SHRL learns of these breaches through formal complaints or staff observations. The report includes the names of those involved, witnesses, and a detailed description of the incident. All reports are considered drafts until approved by a professional staff member.

2. FACT-FINDING
The adjudicator (Manager, RLC) may request a meeting within two (2) business days of receiving the report to hear your perspective and next steps. Your attendance and participation in SHRL meetings are mandatory. Failure to attend may result in decisions being made without your input.

3. DECISION-MAKING
Responsibility for violating Residence Community Standards is determined by the "Balance of Probabilities" standard. If SHRL staff believe there's a greater than 50% likelihood of a breach based on credible information, the standard is met.

INTERIM MEASURES
SHRL may implement interim measures to support a safe residence environment until the conduct process concludes. Interim measures cannot be appealed.

STUDENT RIGHTS
Procedural Fairness
Procedural fairness ensures that the process of decision-making is fair, focusing on how decisions are made rather than the outcome. This includes transparent procedures, unbiased adjudication, and the opportunity for all parties to be heard.

Right to Notice
If a decision-maker (RLC, Manager) intends to consider a matter that may affect a resident, that resident should be informed.

Right to Participate
The resident should be given reasonable opportunity to meet with the decision-maker on the matter being considered and share their perspective.

Right Against Bias
The decision-maker should act in a manner which is unbiased, fair, and open-minded.

Right to Evidence
A resident should have reasonable access to the information or evidence used in the decision-making process.

Transparency in Reasoning
The reasons for the decision or outcome should be shared with the resident.

Right to Appeal
The resident has the right to appeal the decision to an independent body not involved in the original decision-making process.

Right to a Support Person
The resident may bring a support person to their meeting. This person provides emotional support but does not actively participate in the discussion.

4. OUTCOMES
Outcomes are determined case-by-case, considering the specifics of the incident and the community’s best interests. Students can request clarification on any sanction. Details can be found in outcome letters sent to residents within two (2) business days of the meeting unless specified otherwise.

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Outcomes are determined case-by-case, considering the specifics of the incident and the community’s best interests. Students can request clarification on any sanction. Details can be found in outcome letters sent to residents within two (2) business days of the meeting unless specified otherwise.
We encourage residents to learn from their mistakes by addressing harms and changing behavior to avoid further violations. Outcomes are typically educational, developmental, or restorative, but disciplinary sanctions, like fines, may be issued occasionally. A resident’s conduct history won't determine whether they are found responsible for new violations, but will inform appropriate remedies or sanctions when determining appropriate outcomes. Severe offenses may result in sanctions extending into the following academic year.

### ACCEPTABLE BEHAVIOUR AGREEMENTS
A written agreement between SHRL and a resident outlining behavioral expectations, terms, and conditions to continue living in residence.

### DENIAL OF RESIDENCE ADMISSION
An inability to apply to live in residence for subsequent terms.

### EDUCATIONAL SANCTIONS
Tools help students reflect on their behaviour and the potential impact their actions had on themselves or the community.

### EVICTION
The cancellation of a resident's Residence Agreement with cause. Evicted residents may be barred from the property and risk losing their Residence fees.

### FINES, RESTITUTION, AND COMMUNITY BILLING
A monetary charge issued to a resident for non-compliance, damages, or loss of property. This may include shared fines when individual responsibility cannot be determined.

### LOSS OF PRIVILEGES
Specific privileges within residence may be suspended or revoked for a given period (e.g., cannot host guests etc.)

### PROBATION
A resident on probation must strictly adhere to all Residence policies (additional conditions may apply). Any subsequent violation may result in eviction from Residence.

### RELOCATION
Residents may be required to relocate to another room in Residence, often in a different area of campus, if deemed necessary for the best interest of the student and/or community.

### RESIDENCE BAN & POSTING
A notice given to a resident stating they are banned from a specific Residence building and may be prohibited from attending SHRL-sanctioned events, both on- and off-campus.

### STATUS SANCTIONS
A resident's conduct standing may escalate if they are found responsible for violating the Residence Community Standards.

### SUSPENSION
A period where a resident is temporarily prohibited from residing in residence or entering all other Residence property. Throughout the suspension period, a resident is responsible for the total cost of their unit.
APPEALS

APPEAL PROCESS
Residents have the right to appeal any official disciplinary sanction or decision, except for policy reminders. Appeals must be submitted to the appropriate party within three (3) business days of the specified outcome letter date. Simply disagreeing with an outcome or sanction is not a sufficient ground for appeal; in all cases, residents are encouraged to discuss their concern with the individual who issued the outcome prior to submitting an appeal.

GROUNDS FOR APPEAL

Procedural Fairness:
There were procedural irregularities and/or reasonable apprehension of bias from the decision-maker, impacting the accuracy and/or credibility of the conduct process.

New Information:
Substantive new information was found which could not reasonably have been presented earlier to the decision-maker.

Disproportionate Sanction:
The sanctioning is not appropriate or is disproportionate for the circumstances.

WHERE TO SEND YOUR APPEAL

In cases where you are appealing the decision of a Residence Life Coordinator, please send your appeal to the Manager, Residence Life.

In cases where you are appealing the decision of the Manager, Residence Life, please send your appeal to the Director, Housing & Residence Life.

WHAT TO INCLUDE IN YOUR APPEAL SUBMISSION

- A completed appeal application form found on the Student Housing & Residence Life Website.
- A copy of the original outcome letter.
- Clear identification of the grounds on which you are appealing and the specific decision or sanction you are challenging.
- Explanation and reasons supporting your appeal. Focus on the grounds for your appeal and explain how your circumstances justify this appeal.
- Additional documentation or information that may support your appeal request, if applicable.
- Outline what you think is a fair resolution.
SAFETY AND SECURITY

RESIDENCE LIFE TEAM ON CALL

If assistance is required outside the posted Student Housing & Residence Life office hours, residents must call the RLT on call for their area. The RLT On-Call phone is ON anytime the Student Housing & Residence Office is closed (evenings, weekends, and 24/7 on holidays). Residents are to call when assistance is required or in the event of an emergency.

Please note that this resource is for current residence students only. If you are a parent, or an off-campus student, please call Campus Safety.

<table>
<thead>
<tr>
<th>Area</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harmony Commons Floors 2-5</td>
<td>416-420-6783</td>
</tr>
<tr>
<td>Harmony Commons Floors 6-9</td>
<td>647-300-4560</td>
</tr>
<tr>
<td>Joan Foley Hall and Townhouses</td>
<td>416-427-9380</td>
</tr>
<tr>
<td>Juniper to Maple (J, K, L, M)</td>
<td>416-420-6783</td>
</tr>
<tr>
<td>Townhouses Aspen to Ironwood (A, B, C, D, E, F, G, H, I)</td>
<td>416-688-3818</td>
</tr>
</tbody>
</table>

CAMPUS SAFETY

Campus Safety are Special Constables that help keep UofT community members safe. The Special Constables are often spotted on campus in clearly marked patrol cars or bicycles, and they wear special uniforms.

For an emergency, call Campus Safety at (416) 978-2222 for their urgent line or (416) 287-7398 for their non-emergency line.

WHEN TO CALL THE RLT ON-CALL

- A residence student is endangering themselves or others.
- You are witnessing a violation of the Residence Community Standards.
- A medical emergency occurs.
- You need someone to talk to about a situation that is affecting you.
- You have a concern that you feel needs to be addressed as soon as possible.
- You have a facilities emergency (leak, overflowing toilet, malfunctioning smoke detector, broken window).
- You are locked out of your room after the South Residence Desk or the Harmony Commons Service Desk is closed.
- You wish to report a safety concern.

MEDICAL EMERGENCIES

If you experience, or you’re aware of a medical emergency in Residence, call 911 immediately. We also ask that you call the RA on-call so they can assist you and emergency staff when they arrive.
SAFETY REPORTING AND ENQUIRIES

Call Campus Safety at the University of Toronto Scarborough to report any of the following:

- Suspicious persons.
- Unsafe conditions on campus.
- Traffic violations and unsafe driving.
- Parking violations.
- Prior criminal incidents (thefts, mischief, assault).
- Vehicle accidents (no injuries).
- Property Damage.
- Insecure Premises.
- Lost and Found.
- Scam/Fraud.
- Non-life threatening violations of Federal, Provincial laws, Municipal by-laws and University policies.
- Any other situation that looks suspicious or causes concern.

CALLING FOR HELP

Remain calm and speak clearly. Identify which emergency service you require (Police, Fire and/or Ambulance) and be prepared to provide the following information:

- What is happening?
- What is your location?
- What are your name, address and telephone number?

Remain on the line to provide additional information if requested to do so by the operator. **DO NOT HANG UP** until the operator advises you to do so; if calling 911 first, then call or have someone call else, **Campus Safety at (416) 287-7398**. Campus Safety will assist other emergency services in arriving at the correct campus location and assist in the emergency response.

EMERGENCIES

In the case of life-threatening emergencies (fire, a violent crime in progress, weapons and medical emergencies), call 911 immediately, then call Campus Safety at 416-978-2222 and then if time permits, call the RLT on-call phone for your area.

In the event of non-life-threatening emergencies, **call Campus Safety at (416) 287-7398**. These emergencies can include suspicious behaviour or circumstances, feeling that a crime is imminent, you or another is unsafe. While on campus, students can make direct contact with Campus Safety by picking up any emergency phone (red poles or yellow poles with blue lights) located on campus. Campus Safety are dispatched by the St. George Communications Centre. Please specify you’re calling from Scarborough when you call.

EMERGENCY TELEPHONES

Eight phones are located both in the North and South Residences and in the parking lots. The phones are a direct line to U of T Campus Safety and are mounted on red poles with blue fluorescent lighting and a white telephone picture.

TRAVEL SAFE PROGRAM

Use this service to walk from your residence to other locations on campus at night or during the day. One may arrange an escort by calling **416-287-7022** during service hours:

- **Sept to April**: Monday to Friday - 2:30 P.M. - 3:00 A.M.
- **May to August**: Monday to Friday 4:30 P.M. - 1:00 A.M.
- **Sept to April**: Monday to Friday - 2:30 P.M. - 3:00 A.M.
- **May to August**: Monday to Friday 4:30 P.M. - 1:00 A.M.
Keep doors and windows locked at all times. Ensure your housemates agree to keep first-floor windows and doors secured, even if stepping out for just a few minutes. In townhouses, always use the security bar on patio doors for added protection.

Keep your bedroom door locked whenever you are out. Store valuable items such as electronics, jewelry, and important documents out of sight and in secure locations, like a locked drawer or a safe, to deter theft.

Keep your keys in your possession- do not lend keys to anyone, even friends. Do not leave your keys out of sight and in public places (e.g., on a table in the library).

If you observe suspicious behavior, activities, or sounds within residence property or someone knocks on your door to solicit, call Campus Safety at 416-287-7398 and also report this to your Residence Advisor or the RLT On Call for your area.

Residents are encouraged to look out for one another by participating in a community watch. Working together and being alert to potential safety issues is crucial to promoting a safe environment together. If anything or anyone is in residence or on residence property that appears out of place, call Campus Safety to monitor the situation and call the RLT on-call to report the concern.

Keep curtains drawn whenever possible to prevent outsiders from being able to observe you or any personal information from your belongings.

Don’t advertise your absence. Never leave a note on the door that reveals personal information or indicates you are away. If you return and suspect your residence has been entered without permission, do not go inside. Instead, call the RLT on-call for your area and Campus Safety at (416) 287-7398.

If someone you don’t know requests permission to enter your residence, do not allow entry without first verifying with Student Housing & Residence Life. Additionally, even if the University has confirmed the individual’s identity, do not hesitate to ask for their identification.

If you receive a harassing, obscene, or threatening phone call, hang up immediately. Do not share any personal information about yourself or your housemates. You may want to use Call Trace, which works even on blocked numbers. This service should only be used in serious situations where you intend to take legal action against the caller. Be prepared to contact the police and press charges. Bell Canada will only release the traced number to the police upon receiving proper legal authorization. There is a five-dollar charge for this service. To activate Call Trace, press *57 after hanging up on the call. Additionally, inform your Residence Advisor and Campus Safety if you are receiving unwelcome phone calls.
Internet
Wireless internet access is available throughout the residence. Internet is monitored and supported by Information & Instruction Technological Services (IITS). This internet service is included in the residence fees.

IT Support
416.287.4357 (HELP)

Student Helpdesk
Email: askshd.utsc@utoronto.ca
Office: AC200 | BV487

RESIDENCE FACILITIES
Residents play an important role in maintaining residence space by respecting facilities and immediately reporting any required repairs. The residence is maintained by University Staff and a variety of contractors hired by the University.

Reporting Repairs
The completion of a Work Request Form will notify Facilities of deficiencies or repairs needed in your house/suite. Work Request Forms are available online at uoft.me/portalx. By submitting a work order, residents are authorizing Facilities staff to enter the unit. Please let your roommates know if you request a repair and that maintenance is expected to enter the house.

STUDENT RESPONSIBILITY IN REPORTING REPAIRS
It is the responsibility of residents to report maintenance problems. Residents must report concerns immediately to prevent the problem from becoming more extensive, unsafe and more expensive to fix. Increased repair costs due to neglect on the part of residents can lead to increased residence fees. The maintenance budget will cover normal wear and tear; however, residents will be charged for damage caused by willful or irresponsible behaviour. Regular work requests typically are responded to within 36 hours.

Emergencies and urgent matters will be given top priority and Residence Facilities Staff will inform residents if repairs/replacements are delayed.

EMERGENCY REPAIRS
Emergency repairs must be reported by phone:
Monday to Friday 9:00 A.M. - 5:00 P.M.:
Call Student Housing & Residence Life at 416-287-7365.

After Business Hours or On Weekends
Call the RA On-Call for your area.

If the issue is not an emergency, proceed to submit a work order by clicking “New Request” and submit the form. If you are unsure if the issue is an emergency, it is always better to call to ask.
SHRL will schedule inspections regularly to ensure that students are keeping townhouses and apartments clean and well maintained. SHRL will notify students of the house inspection in advance. If the house does not pass inspection, a cleaning service will be brought into the unit at the expense of the residents of that unit. Checks are necessary to ensure that students live in a safe and healthy environment and that excessive wear and tear is not occurring due to a lack of cleanliness in the residence space. If inspections are repeatedly failed additional charges and sanctions will be issued. It could result in a student not being readmitted to the residence.

## Maintenance emergencies include:

- Flooding and leaks.
- Loss of heat or electrical power.
- No working toilet in a unit with one toilet.
- Premises are not secure due to a window/door lock issue.
- Appliance breakdown.
- No hot water.
- No access/door battery issue or broken key.
- Slippery outside conditions during winter months.
- Fire – Get out and call 9-1-1.
- The “Fire Stop” extinguishing powder has released.

Should you have any questions about your request, email residence.utsc@utoronto.ca. Do not submit a duplicate maintenance request prior to contacting our office.

### HOUSE INSPECTIONS

SHRL will schedule inspections regularly to ensure that students are keeping townhouses and apartments clean and well maintained.

SHRL will notify students of the house inspection in advance. If the house does not pass inspection, a cleaning service will be brought into the unit at the expense of the residents of that unit.

Checks are necessary to ensure that students live in a safe and healthy environment and that excessive wear and tear is not occurring due to a lack of cleanliness in the residence space.

If inspections are repeatedly failed additional charges and sanctions will be issued. It could result in a student not being readmitted to the residence.

### SUPPLIES

The following supplies can be picked up from Laundry Rooms: garbage, recycling and compost bags.

Please bring old lightbulbs to the SHRL office for recycling. Light Bulb replacements require a work order to be placed.

Regularly check and change the vacuum bag when it is full. New bags are available from the Student Housing & Residence Life Office.
WASTE REMOVAL IN RESIDENCE

Roommates are encouraged to work out a schedule that shares duties for removing waste.

GARBAGE

All garbage containers need to be lined with garbage bags available from the laundry rooms. Remove garbage from the kitchen to the outdoor storage space regularly.

Joan Foley Hall:
Garbage must be placed in the garbage chute, located on each floor. Residents must not leave bags of garbage on the garbage floor in the garbage room and put them down in the garbage chute. Residents must use only medium-sized bags for garbage disposal.

Harmony Commons:
Garbage bags must be tied and placed beside the central walkway road every Monday and Thursday morning between 8:00 AM and 11:00 AM when Residence Facilities Staff will collect it.

Do not use small, plastic grocery bags. Do not leave garbage out overnight. It will attract animals. You will be asked to re-bag trash that is ripped open if it is left out at night. Residents must empty exterior garbage rooms weekly.

Townhouses:
Recycling needs to be placed outside and garbage and compost by 11 AM on Mondays and Thursdays. Out of waste pick-up times, garbage, recycling, and compost bins are located behind Joan Foley Hall. Please sort your recycling items carefully and follow the recycling rules as posted in your house.

COMPOSTING

Dispose of your kitchen scraps in the compost pail provided and close the lid to avoid odours. Wash out your compost pail regularly. If you line it each week with a newspaper or paper towel, this will help collect any liquids that escape the bag. Cut large items like pumpkins and corn cobs into smaller pieces to promote rapid decomposition.

Joan Foley Hall & Harmony Commons:
Compost is to be delivered to the garbage room on each floor and disposed of in the green bin beside the recycling bins.

Townhouses:
Compost is picked up with the garbage on Monday and Thursday mornings. Please place it at the curb along with your trash between 8:00 AM and 11 AM. New compost bags are available in the laundry rooms.

RECYCLING

Joan Foley Hall & Harmony Commons:
There are recycling bins located in the garbage rooms on each floor. Please place all recycling in the bins and not on the floor.
CLEANING AND MAINTENANCE

If your living space requires repairs or maintenance, or there is a broken item, you can fill out a work request online at uoft.me/portalx.

Drains
Hair, food particles, and grease are the most likely causes of blocked drains and require students to be cautious with all three. Please do not put grease or any food items down drains.

Heaters
If there is no heat in your room, it may have been switched off during the summer. Check the switch on the baseboard.

Laundry
T-Card-operated machines are in the basements of Birch, Grey Pine and Larch Hall, across the common rooms in Joan Foley Hall, and in the basement of Harmony Commons.

Lights – Street
All street lights are numbered behind the lamp. Please report any that are not working to the SHRL.

Patio Doors
Do not use these during bad weather as wet and icy steps and patio stones are hazardous. Please use the security bar on townhouse patio doors consistently to help keep your house secure.

Insects, Pests, & Garbage
Properly storing and disposing of food and garbage will significantly reduce the risk of attracting insects. If insects do appear due to poor storage or lack of disposal, fill out a Work Order.

In some cases, the cost may be charged to the resident. If you are experiencing fruit flies within your unit, ensure that all garbage has been removed from your unit and seek out at home remedies to remove the fruit flies.

Showers
Ensure the curtain is closed and inside the bathtub and mop up water on floors to prevent mould. Shower curtains will come clean by a wipe down with a damp cloth or paper towel and hung back up to dry. Do not put the shower curtain in the dryer.

Smoke Detectors
If the smoke detector continues to beep or appears to be malfunctioning, file a Work Order for the battery or detector to be replaced. Tampering with or disconnecting a smoke detector is a severe infraction and compromises the safety of others.

Snow Removal/Ice Control
University staff will remove snow and ice throughout the residence, usually within 24 hours. Residents can report safety issues related to snow and ice at any time.

Stoves
Please clean the stovetop and oven regularly during the term, as Residence Facilities Staff will inspect it. Do not put aluminum foil under the elements or in the oven because it can cause a short and is dangerous. Do not use the “self clean” feature to clean the oven; instead, please place a Work Order.

Toilets
Do not dispose of sanitary napkins, cardboard tubes, paper towels or wads of paper, or food in the toilet. If a bathroom becomes blocked, do not flush. Use a toilet plunger and mop up any overflow immediately. If a toilet is overflowing, turn off the water valve located behind the toilet. Report any issues with the toilet immediately.
CLEANING GUIDELINES

If residents do not follow cleaning guidelines and a townhouse or apartment does not meet standards, SHRL will hire a cleaning service at the residents’ expense at a rate of $150.00 - $180.00 per hour, per clean.

General guidelines applying to all areas of the house or apartment include:

- Take out garbage, compost, and recycling twice weekly.
- Clean & sweep areas behind and in front of the house.
- Vacuum all carpeted areas regularly.
- Dust all furniture and clean window sills, including baseboard heaters.
- Scrub bathroom including bathtub, wall surround, and tub ledge with tub and tile cleaner; scrub toilet bowl; wipe toilet seat and tank with disinfectant.
- Wipe down all sinks and countertops weekly with disinfectant cleaner.
- Vacuum all floors; wash tiled floors weekly with warm water and all-purpose cleaner.
- Wipe high-traffic wall areas, light switches, doorknobs, and around stove with all-purpose cleaner.
- Wash out the fridge regularly with dish soap; leave open baking soda box to absorb odors. Keep temperature at #5 and clear drip tray. Defrost and wash out fridge/freezer if frost builds up.
- Keep oven and stove clean, free of grease and food buildup. Unplug burners, remove burner plates, and clean under plates.
SERVICES AT UTSC

ACADEMIC ADVISING & CAREER CENTRE
The Academic Advising & Career Centre (AA&CC) integrates developmental advising, learning skills, career counselling, and employment coaching.

ACCESSIBILITY SERVICES
AccessAbility Services provides services and academic accommodations to students who have a documented learning, physical, sensory, mental health disability or medical condition.

ATHLETICS AND RECREATION
Athletics and Recreation strives to create a respectful and inclusive environment that promotes opportunity and overall well-being through physical activity. Students have access to use the facilities of the famous Toronto PanAm Sports Centre.

HEALTH & WELLNESS CENTRE
The Health & Wellness Centre provides professional medical, nursing, counselling, health promotion, and education services to U of T Scarborough students.

INTERNATIONAL STUDENT CENTRE
The International Student Centre provides support to international students studying at U of T Scarborough and to students interested in studying abroad.

SEXUAL GENDER AND DIVERSITY OFFICE
The Sexual & Gender Diversity Office (SGDO) provides innovative education, programming, resources and advocacy on sexual and gender diversity for students, faculty, librarians, and staff.

STUDENT LIFE PROGRAMS
The Office of Student Experience & Wellbeing offers exciting student life programs, cultivates strong communities and provides opportunities that enhance student development outside of the classroom.

SCARBOROUGH CAMPUS STUDENT UNION
The SCSU is your elected student body, representing all 14,000 students at the University of Toronto Scarborough. The SCSU provides important services and discounts, such as club funding, graduation photos and the annual tax clinic.

UTSC LIBRARY
The library at UTSC offers an extensive reference and research service, where students and faculty can receive research assistance in person, by telephone, through email, and through the online Ask a Librarian chat service.

EQUITY, DIVERSITY, AND INCLUSION OFFICE
The Equity, Diversity, and Inclusion Office (EDIO) is a central resource for all UTSC community members (students, staff, faculty and librarians) to provide training, programming, and engagement initiatives related to equity, access, discrimination, and harassment.

UOFT TELUS HEALTH STUDENT SUPPORT
U of T Telus Health Student Support provides students with real-time and/or appointment-based confidential, 24-hour support for any school, health, or general life concern at no cost to you. You can call or chat with a counsellor directly from your phone whenever, wherever you are.
COMMUNITY SAFETY OFFICE (CSO)
The Community Safety Office (CSO) provides assistance to members of the UofT community that are dealing with personal and/or workplace issues that impact their personal safety, such as:

The CSO can provide help if you are experiencing:
- Stalking and Harassment.
- Bullying and Intimidation.
- Threats.
- Intimate Partner Violence.
- Family Violence.
- Workplace Conflict and Volatile Behaviour.

You can expect the following from the CSO:
- Confidentiality.
- A safe and supportive environment.
- A respectful and non-judgemental approach to your concerns.
- Timely support.
- Safety planning.
- Advocacy and referral.
- Documentation.
- Follow up support.

SEXUAL VIOLENCE PREVENTION AND SUPPORT CENTRE
Established as part of the University of Toronto’s Action Plan on Preventing and Responding to Sexual Violence, the Centre has locations on each campus to help students, staff and faculty who have been affected by sexual violence or sexual harassment access support, services and accommodations.

What is the role of the Centre?
- The Centre assists students, staff and faculty members in understanding the University’s Policy on Sexual Violence and Sexual Harassment.
- The Centre facilitates access to support, services and accommodations for students, staff and faculty members who have experienced sexual violence.
- The Centre provides training and education on preventing and responding to sexual violence.

Service provided:
- Confidential, transparent, non-judgemental, client-centred services.
- Coordination and navigation of University supports, services and accommodations.
- Support in making a disclosure.
- Explanation and assistance with reporting.
- Referrals to on- and off-campus services.
- Self-care resources.

UTSC WOMEN’S AND TRANS CENTRE (WTC)
The UTSC Women’s & Trans Centre (WTC) is a non-profit, student-run organization at the University of Toronto Scarborough Campus. It aims to create a safer, more inclusive community for those who identify as queer, radicalized, trans, non-binary, women, femmes, and their intersections. WTC focuses on raising awareness and education, providing resources and referrals, and maintaining an open, anti-oppressive space.

The Centre offers menstrual and reproductive products, hosts events, runs campaigns, and supports various organizations to make the campus a safe and inclusive environment, resources and referrals, and maintaining an open, anti-oppressive space.
Full details about cancellations, withdrawals, and termination of Residence can be found in your Residence Agreement. If you are preparing to move out of Residence, you are encouraged to visit https://www.utsc.utoronto.ca/residences/moving-out.

**WITHDRAWAL FROM RESIDENCE**

If a resident chooses to end their Residence agreement early, they are required to provide two (2) weeks written notice to residence.utsc@utoronto.ca and meet with a Housing Coordinator to discuss their withdrawal.

If a student withdrawals or is evicted from Residence, they will also be responsible for a percentage of the occupancy session they have registered for, plus the withdrawal fee, as outlined in their Residence Agreement.

**HOLDING MAIL**

SHRL is unable to forward your mail to your new address or hold mail for you once you have moved out. Please be sure to coordinate your address change with all of your important contacts.

**LEAVING ITEMS BEHIND**

Any items left behind after a resident has moved out of their unit will be deemed to have been abandoned by the Resident. Student Housing & Residence Life will discard any items left behind. Staff are not responsible for mailing back items to the resident and will not compensate the resident for items that have been discarded.

**MOVE OUT CLEANING PLANS**

Residents have a shared responsibility to return their unit in a condition that would be considered move-in ready for new occupants. This includes removing all items and waste from the unit and thoroughly cleaning all spaces. Residents are individually responsible for preparing their own bedrooms for move out. Specific cleaning expectations are outlined in the Move Out Check List.

**MOVE OUT TIMES AFTER APRIL FINAL EXAMS**

Students will be required to move out time of 24 hours after their last exam ends or by 12:00PM the day Residence closes by 12:00 P.M. Students with approved extensions must move out by the approved time in the form they submitted on the StarRez Portal. Information will be sent to students in advance regarding move outs, residence closure dates, and other important details.
INSPECTIONS AND CHARGES

After move out, Residence staff will inspect units for the following:

- **Cleanliness**: The entire unit is clean. See the [Move Out Check List](#) for expectations.

- **Garbage**: All garbage and debris have been removed from all areas.

- **Items left behind**: All personal items have been removed. Valuables are handled according to our Items Left Behind procedure. All other items will be donated or disposed of and charges will apply for removal.

- **Damages**: Using the Unit Condition Report you completed at move in, spaces are inspected to verify the current condition.

**Charges**

Cleaning and damages charges are processed by area: kitchen, living area, storage, bathroom, bedrooms. Charges in common areas are shared amongst all suitemates. Charges in bedrooms are charged to the individual(s) only.