



Student Family Housing Guide



Supporting UCN students and their families

2017-18

Alcohol-Free and Smoke Free Campus Facilities



Table of Contents

1.	WELCOME _____	2
2.	CONTACT INFORMATION _____	2
3.	STUDENT FAMILY HOUSING APPLICATION _____	2
4.	FEEES _____	3
5.	ABANDONMENT AND VACATING _____	4
6.	KEYS _____	5
7.	MAIL _____	5
8.	THE STUDENT FAMILY RESIDENCE UNITS _____	6
9.	REGULATIONS _____	6
10.	CHECK-OUT/DEPARTURE _____	8
11.	CLEANING AND UNIT MAINTENANCE _____	8
12.	UNIT DAMAGE _____	9
13.	REPAIRS _____	11
14.	UNIT INSPECTIONS _____	11
15.	BED BUG INSPECTIONS AND TREATMENTS _____	12
16.	SECURITY AND SAFETY _____	12
17.	SECURITY SERVICES _____	13
18.	VISITORS _____	13
19.	RESIDENCE STAFF _____	14
20.	RESIDENCE ATTENDANTS _____	14
21.	THE PAS RESIDENCE MANAGER /THOMPSON ASSOCIATE RESIDENCE DIRECTOR _____	14
22.	ACCIDENTS/INJURIES _____	14
23.	STUDENT FAMILY HOUSING POLICIES AND PROCEDURES _____	15
24.	DISCIPLINARY PROCEDURES _____	15
25.	ZERO TOLERANCE - EVICTIONS _____	16
26.	FIRE SAFETY _____	17
27.	PARKING _____	18
28.	HOUSING MEETINGS _____	19
29.	RENT _____	19
30.	HOUSING CONTRACT SCHEDULE _____	21
31.	UTILITIES _____	22
32.	LEGAL _____	22

1. Welcome

Welcome to the University College of the North. We hope you will find the Student Family Residence convenient, comfortable and affordable.

We also believe you will find that living in a residence environment is an enjoyable and learning experience.

Please ensure you review the Student Family Housing Guide in detail at the time of admission.

The Student Family Housing Guide will provide you with valuable information on living in a residence environment.

An understanding and respect for the rights of others is necessary to make your stay meaningful and enjoyable.

University College of the North seeks to provide an environment of good order and respect for all people. Take care that no actions endanger the health, safety, rights or property of staff, students and visitors, or adversely affect UCN or government property.

Your responsible actions help to sustain the well-being of the educational community.

2. Contact Information

A) The Pas CampusNatalie Tavener, Residence Manager

The Student Family Housing Complex
Box 3000
436 7th Street & Charlebois
The Pas, MB. R9A 1M7
Tel: (204) 627-8518
Toll Free: 1-866-627-8500, ext. 8518

The Pas Security:
Daytime (204) 620-1795
After hours (204) 620-3266

Important Telephone Numbers

Residence Office: (204) 627-8518 Fax (204) 627-8668

B) Thompson Campus.....Laurie Hibbs, Associate Residence Director

The Student Family Housing Complex
Thompson, MB
R8N OA5

Important Telephone Numbers

Associate Residence Director (204) 677-0694

Thompson Security
(204) 677-6531 Security is
available 24 hrs. a day, 7 days a
week
(204) 679-2108 Cell

3. Student Family Housing Application

A) Unit Condition Checklist: Upon admission to the Student Family Housing, you will be given a Unit Condition Checklist to complete to ensure that the unit is operative and in good repair. The checklist must be signed by **both** you (as the resident) and the residence manager or designate before you move in.

If you fail to report damages at the time of admission, you will be held liable for those damages. This rule also applies if you are moved to another unit, in which case a new checklist must be completed.

- UCN shall provide and maintain sufficient doors, locks and other devices to make each unit reasonably secure. For lost or stolen keys, contact the Student Family Residence Office. If your keys are stolen or lost you will be responsible for paying for new keys and costs to re-key the locks.
- You will be charged for damage of any forced entries including any broken windows and doors.
- You must report any complaints related to unsatisfactory living conditions promptly to the residence office.

B) Furniture: You are responsible to furnish.

C) Smoking: Smoking ***is not permitted*** anywhere in the housing units. It is a health and safety issue. Smoking is permitted outside at least 10 feet away, not beside the door. All smoke butts are to be stored in a metal can, not on the ground.

D) Re-Admission: UCN has the right to refuse re-admission to a former Student Family Housing resident who has repeatedly violated the Student Family Housing policy or is in payment arrears.

E) Housing Access: UCN staff (including Security) has the authority to enter Student Family Housing units at any time they feel that the health and safety of anyone is in question or if they believe infractions are taking place. **Staff personnel are required to knock prior to entry.**

F) Academic Requirements: To be eligible for family housing the student must be in good academic standing (2.0) and not on probation, suspension or disputing grades. Students are not considered to be full time students if they are in negotiations for academic standings therefore they do not qualify for housing. If at any time a current housing student becomes suspended, on probation or any other academic restriction they will not qualify to remain in family housing. Transcripts can be requested at any time by management.

4. Fees

Upon admission you must pay for the first month's occupancy fee, security deposit and all other fees in advance to ensure a unit in Student Family Residence. The resident **will be required to pay a security deposit equal to a half of the median market rate**. This money will be held until the resident moves out. When a residency ends, the security deposit may be used for unpaid rent, damage, extraordinary cleaning costs or other obligations of the resident. The security deposit is also referred to as a damage deposit.

To ensure a unit in Student Family Housing, the first month's rent and the security deposit is required.

- Cheques or money orders to be made payable to UCN (rates are subject to change).
- Rent is due on the first of every month and covers a monthly period. Those violating this policy will receive a verbal, through e-mail, a written and then and the 3rd time will be an eviction.
- Child Support is income. Those who receive child support are required to disclose this information with your income. Child support shows up on your income tax. You will be in violation of the agreement if you fail to do so and you will be evicted for failure to disclose income.
- Those who are in arrears will be subject to eviction from Student Family Housing. It is a requirement that your rent is paid on time. A notice will be given if you are in arrears of non-payment of rent after one month. If you know you will be late with rent, notify the residence office or send an e-mail to the residence manager/director. A second notice will result in eviction and your account will be put on hold until all outstanding charges are paid in full.
- The security deposit is held in full during the time of occupancy. The security deposit cannot be used to pay for damages while you are living in the unit. Damages must be paid once the bill is received.
- Security deposits can take up to 16 weeks, or longer depending on if there is damage, to be refunded. This is to allow for all bills to be collected.
- If you are finished school and need to change the name on file you are required to re-apply. Your spouse must sign over the security deposit to the other spouses account.

5. Abandonment and Vacating

Abandonment occurs when a resident leaves the unit without proper notice. At least two weeks' notice is required in writing. If you fail to do so you will be charged the median market rate up to the end of the month the residence office is notified.

At least **one parent/spouse/legal guardian must be a full time UCN student**. When this ceases to be the case, the residence unit must be vacated within two weeks a student withdraws from UCN then the **former student and family do not qualify for UCN Family Housing**. If you move out of your unit the remaining family members are no longer be eligible to stay in the unit and must vacate the same day the UCN student vacates.

You must vacate the unit by the last work day of the month your course ends or the date of your contract whichever comes first. You must vacate within **two weeks** if you withdraw, or are no longer attending classes and are no longer considered a UCN student.

If you abandon your unit you will be charged rent from the month the Residence Office is notified, not the day you left. You will also be charged for the hydro and water costs over those months we were not notified that you left. If you do not provide notice and your move out day was between the 1st and 15th a ½ month's rent and hydro will be charged. If you move out between the 16th and 31st then a full month's rent and hydro will be charged.

Abandoned Items: Any items left behind past your departure or eviction date is considered UCN property. UCN then has the right to do what we want with the items including disposing or donating them.

6. Keys

Upon admission to Student Family Housing, each student will be issued keys which they are responsible for. If you lose your keys or if it's stolen, you will be charged replacement costs and costs to re-key the doors. Upon receiving your keys you will sign the "door/key" agreement portion to acknowledge you received your keys. Upon departure you must return your keys and sign the same form again to show you returned the keys. **Both** keys must be returned in order to be eligible to sign the form. If the form is not signed then you will be charged to re-key the unit's locks and costs for new keys. Keys are not to be duplicated. Tenants are not permitted to change the locks on their own. If you need your locks changed you must send a notice to the residence office to have them changed. Re-keying of locks and keys can cost approximately \$200.00-\$500.00 and up depending on damage.

****If you do change your locks on your own and without notice then management will change them again and charge you costs to re-key the locks and replace the keys.***

THERE IS A REPLACEMENT COST FOR LOST KEYS

Locked out – Guidelines: If you are locked out of your unit you must come to the residence office and sign out a key during regular office hours. You will sign out a key and bring the key back immediately after use. If you fail to return the key back you will be charged the replacement key costs. If you borrow a key twice and fail to return it you will again be charged the replacement key costs plus a designated fine. For Thompson housing residence, please call the security desk or go to security to be let into your unit. For both campuses, ID must be provided in order to be let into the unit. Family members are not allowed to sign out keys or have security let them into the unit even if you phone to give permission. Only people on the agreement that live in the unit will be allowed in the unit.

If the residence office is closed, you then must call Security.

After Hours

If you lock yourself out after hours then the first time you call is free however after that it is \$25.00 per call.

7. Mail

The Pas

Residents are required to obtain their own mail service. Once you move into the unit you are required to provide the residence office with your new mailing address within 30 days of your move in date. If you do not have a box number in The Pas please apply for one at the post office.

Thompson

Students are responsible to change their address at the post office then please see Director for a key. If mail keys are lost, stolen or not returned you will be charged replacement key costs.

8. The Student Family Residence Units

Units are only for students with minor dependents living with them full time. This space is to be used exclusively by the student and his/her immediate spouse and children under the age of 18. **Other relatives, friends and babysitters are not permitted to stay.**

Children under 18 with dependents

If a child under the age of 18 resides in the home with a child then they must submit income. Spouses of under age children are not permitted to reside in the home and are limited to one child. Dependents under the age of 18 with more than one child are not permitted to reside in the unit. This is to prevent overcrowding and ensuring space requirements for children are being followed.

Children over 18 with dependents

Children over the age of 18 with dependents are not permitted to reside in the unit even if they are attending school. If a child over the age of 18 has a dependent they are considered a second family and are not permitted to remain in the unit.

Children over 18

If a child is over the age of 18 they must be attending school and have no dependents to remain in the unit. They are required to submit income. A child over the age of 18 can reside in the unit up to the age of 25 as long as they are attending upgrading, college or university. Proof of attendance is required. Their children and spouse are not permitted to live in the unit. Only one child over the age of 18, attending school, per family is permitted to reside in the unit.

Students must still have at least one dependent under the age of 18 to remain in a unit.

Extra caregivers

Students may have up to one extra caregiver reside in the unit provided the child has special needs. Medical or physiological letters are required for approval. Please know that we do not need specific information or diagnosis. Only general information and a recommendation from a professional that the family requires an extra full time live in caregiver. This does not include day support as it only applies if the professional recommends a full time live in caregiver. The caregiver must be named and identified in the letter submitted as fit to provide the caregiving.

Residents must be a full-time student registered at UCN enrolled in a college/university accredited program. External students will not be considered for these units.

9. Regulations

- **No pets are allowed. Exception:** Guide dog: a dog that serves as a guide or leader for a visually or hearing impaired person and has been trained for that purpose.

- **Smoking** is not permitted in the units. Smoking is only permitted outside 10 feet away from the units. Smoke butts must be stored in a metal can.
- The resident is responsible for damage or personal injury in the unit.
- **Real Christmas trees are not allowed.** Real trees are considered a high risk for fires.
- **Garage or yard sales are not permitted.** Yard sales cause disturbances for other residents.
- **Liability insurance is encouraged.** For the protection of the resident and your personal belongings. **UCN is not liable for any damaged or stolen property.**
- **Monthly payments must be on time.** A copy of the receipt must be given to the Residence Attendant for each payment.
- **Parties that include alcohol, drugs,** noise disturbances or having the RCMP and or CFS called are not allowed and will result in an eviction.
- **Satellite dishes** are not permitted.
- **Waterbeds are not permitted.**
- **Storing engines, including but not restricted to anything that has a component part of a combustion engine is prohibited in the Student Family Residence. Snowmobiles, quads, etc. must be stored in designated parking area. Please notify the residence office for further details.**
- **Dangerous Items:** Firearms, paint-ball guns, squirt guns that resemble real guns, martial arts weapons, swords, folding knives or knives more than two-inches in length or dangerous items are prohibited, even for display purposes.
- **Unit Decorations:** Residents are encouraged to personalize their units with posters, plants or additional lighting. If there are holes in the walls then the resident will be charged upon vacating the unit for the cost to fix the damage. This includes tacks, picture hardware, fun tack, adhesive hardware and baby gates.
- **Student Comfort:** All residents and their families living in the Student Family Residence have the right to sleep and to study without disturbances. Please respect the "Quiet Time" hours listed below. Failing to do so could result in eviction.
- **Trampolines are not permitted.**
- **Summer Pools/or sprinklers** are not permitted as they cause damage to the grounds. Kiddie pools are permitted however they must be monitored at all times and drained and put away after use.
- **BBQ's** are permitted at your own risk. The BBQ must be 10 feet away from the building at all times.
- **Children's Safety Notice** - You are responsible for the safety of your child at all times on UCN grounds. This includes at the school, school grounds, parking lot, family unit grounds and unit playground area.

- **Quiet Time:** “Quiet” means the noise level **must not** interfere with the residents’ ability to sleep or to study in his/her unit.

Sunday – Thursday **11:00 pm – 8:00 a.m.**
Friday and Saturday **2:00 a.m. – 8:00 a.m.**

- Any problems with heating, lighting, plumbing and UCN supplied appliances should be reported immediately to the residence office in writing.
- ***There will be no subletting of units.***
- **Children playground regulations:** You are responsible for your child’s behavior. Children are not to be fighting, causing damage, throwing rocks, playing around vehicles, breaking bricks, damaging trees, or littering on the playground. Children must be watched at all times. Parents whose children have been reported for such behavior may be subject to discipline including eviction and will be charged costs for damages.

10. Check-Out/Departure

You are required to give two weeks- notice to the residence manager/director in writing under all circumstances! Failure to do so and you will be charged rental costs, at the median market rate, for the months the office was not notified. If you do not provide notice or if you are evicted and your move out day was between the 1st and 15th a ½ month’s rent and hydro will be charged. If you move out between the 16th and 31st then a full month’s rent and hydro will be charged.

A unit inspection by the residence staff will be done once all furniture and items have been removed from the unit. **Keys must be returned no later than the last day you are moving out. You will be charged replacement key costs and costs to change the locks after that date.**

You are responsible for packing and removing of all belongings and disposal of all garbage upon check-out. UCN does not have space to store furniture. Therefore, any property that is left behind from the resident will be disposed of immediately (the day of) check-out. This is to ensure the unit is cleaned and available for another occupant. You will be charged the cost to remove left-over furniture and garbage.

11. Cleaning and Unit Maintenance

Students are responsible for ensuring their units are kept in good condition. This includes keeping the unit in a clean and sanitary condition. Students are responsible to pick up garbage in their yard whether it’s there’s or not. Failure to do so and you will be charged a cleaning fee.

Snow Clearance

UCN will clear the parking lot and main pathways however students are responsible to shovel and clear their own pathways to their units. This includes both front and back entrances. Two entrances are required to be cleared due to fire regulations.

Furnace Filters/Air Ducts – **IMPORTANT** You are responsible for changing the furnace filters in your unit and ensure the air ducts are clean. Failure to do so and you will be evicted as leaving

these things unattended to is a fire risk. Purchasing air filters are your responsibility. You will require an air filter 20X 20 X1. Air filters must be changed out monthly. Purchasing filters is a lot cheaper than paying to replace a motor and paying for duct cleaning which can run you approximately \$700.00 and up.

The Heat recovery ventilation unit will be cleaned by our maintenance person every 3 months. Please do not attempt to clean the HRV unit. At that time maintenance will also be checking to ensure the air filters are being changed.

Any problems with heating, lighting, plumbing and UCN provided appliances should be reported immediately to the residence office. Once students receive keys to their unit they are responsible to change out any burnt lightbulbs.

The residence staff reserves the right to inspect units should concerns arise. Due to the lack of contractors in town it is imperative that we allow them access when they are available. The resident will be notified by e-mail with as much notice as possible unless the health and safety of a tenant is at risk or infractions are suspected then entry will be immediate with no notice.

Maintenance staff, including contractors, are allowed entry with minimal or no notice. Maintenance and contractor services are not optional and refusal of entry is mandatory.

Units must be kept in a clean sanitary condition. Repeated cases of unsanitary living conditions can result in an eviction. This includes keeping the appliances clean.

Doors and Windows – Doors and windows are to be closed when they are not in use. Students will be responsible for increased hydro and or damages if they are left unattended or open.

Maintenance Costs - When students report maintenance issues if it is determined that the tenant has caused the damages then students are held liable for repair costs and or replacement costs.

A cleaning charge will be levied to residents if the unit is not left in the same condition as when you moved in. You are responsible for all cleaning costs. In order to avoid paying cleaning costs the unit must be as clean as when you moved in.

12. Unit Damage

Carefully survey your unit for damage. (Note: wall/paint marks) Be very specific as to location and size of irregularities. **Defacing of walls is prohibited.**

***Tack holes are considered damage and you will be responsible to cover costs for repairs which may include patching and painting. Decals, fun tack and adhesive hardware are also considered damage.**

- **Damaging screens, doors, walls, windows while residing in the unit and moving out or the unit is still the responsibility of the tenant. Any damage inflicted while tenant lives in the unit will be charged to the tenant. When moving furniture in and out of the unit, tenants will be responsible for any damages caused that are not considered wear and tear.**

Residents are responsible for ensuring their refrigerators are plugged in, windows are shut, and lights are turned off before leaving the residence even for short periods. The cost of damage to units, including water damage and frozen pipes, may be levied against the residents for failure to secure their unit.

You are financially responsible for damage to the entire unit, its contents and fixtures and outside the building such as the siding and brick work. The checklist will be used to determine what, if any damage has occurred and the amount of the charge for repair/replacement. Students will be charged the replacement value plus applicable taxes. Units will be inspected prior to your departure.

Children are not to be pulling on the drainage pipes against the building and playing with the outside water taps. Water causes damage to the building and the repairs will be extremely expensive to fix. Please do not allow your children to play with any pipes or water taps. If your child is caught playing with any pipes, water taps or any other equipment you will be asked to leave immediately as tampering with these devices is vandalism. You will also be charged for any damages or repairs.

Reporting damages are to be done immediately to the residence office. If you fail to report damage you may be charged for repairs even if you are not a fault. All tenant damage is determined by management and students are responsible for costs. Damage left unattended to have the potential to become further damaged which become more costly to fix. If this is the case then you are responsible for the cost of repairs.

Any damage caused by vandalism is your responsibility and it is up to you to report make a report to the RCMP. You also must notify the residence office immediately in writing. RCMP may be able to assist you in recovering your costs.

**Unsanitary living conditions can cause damage to the unit and you will be held accountable for any charges that may result.*

Please make an appointment at the Residence Office at least two days in advance to survey the unit to determine what, if any damage has been done during your stay. If this step isn't taken by the resident, he/she forfeit rights to counter any damages assessed after vacating. Vacating units should occur during the week and not on the weekends to allow for cleaning and new residents to move in.

Disputes of damages and costs after vacating are non-negotiable without surveying the unit with UCN staff at the time of departure. Pictures will be taken at the time of condition departure report and place in tenants file. Also, students do not have the right to argue what is determined to be damage by UCN staff.

Baby Gates – Baby gates are permitted however you will be charged for any damages to the unit due to installment.

Residents are required to lock their door for security purposes after vacating.

Below is a list of possible damages however it is not limited to the following.

Tack holes	Coloring on walls/blinds	Holes, tearing in blinds	Outside building damage
Nail holes	Broken/damaged appliances	Broken windows	Damage to closet doors
Holes, tears in flooring	Broken doors and handles	Broken fixtures	Damage to hand rails
Unsanitary living conditions	Broken cabinets	Broken window handles/screens	Damage to towel bars
Missing, damaged bricks	Tampering with fire extinguishers/alarms	Decals	Will full Holes
Damage to playground equipment, fencing, trees or other landscape	Tampering with heating system	Chips/damage to toilets/tubs and mirrors	Baby Gates

13. Repairs

UCN is extremely careful when it comes to repairs as we need to ensure all materials used are to code and that proper trained/ticketed persons are doing the repairs.

Painting

Students are not permitted to paint themselves. You are responsible to submit a request in writing or by e-mail to the manager or director to have UCN maintenance do the painting. Painting requests will only be considered if there is damage and not for change of color.

Filling in holes, and paint chips

Holes in the drywall are to be fixed by UCN. It is considered a hole when the damage has gone through the drywall.

Appliances

Students are not permitted to replace or repair any appliances themselves. In most cases appliances are replaced vs. repaired because the cost to fix it is more than the cost to replace the appliance especially if it requires electrical work. If the contractor examines the damage and concludes it can't be fixed then not only do you have to pay the contractor for their time but also the cost to replace the appliance. UCN determines if and when an appliance is to be replaced.

If it has been determined that the cause of the damage to the appliance was due to misuse then the tenant is responsible for all costs. This also includes overloading the washers and dryers. It is the responsibility of the tenant to read the operations manual in order to work the appliances.

The appliances are to be used by the tenants only and not lent out to family or friends. Those who do are subject to eviction.

Security Deposits for Repair Costs

Please remember that security deposits are held for when you move out. It cannot be used while you are residing in the unit. Therefore you are responsible to pay for any damages as they arise. This is non-negotiable.

14. Unit Inspections

Inspections

Inspections are frequent and may be done on a weekly basis or as needed. If you receive notice that an improvement needs to be made to the unit then you are expected to complete it within the allotted time frame indicated in the notice. If you fail to comply then you will be evicted from your unit as there will be no further chances after your first notice.

Notice of inspections

A notice will be e-mailed to you a week before for routine inspections. A specific date and time is not specified. No notice will be given for investigations of infractions. If you are not in your unit

we will be entering to do the inspection. Please know that two residence staff members plus security perform the inspections.

15. Bed Bug Inspections and Treatments

It is the responsibility of the student to be prepared for any bed bug inspections and or treatments. The exterminators do not touch personal belongs or move furniture. All inspections and treatments are considered a safety procedure and it is not optional, you are expected to cooperate. Discipline measures will apply to those who fail to comply including eviction.

It is important to cooperate as by not complying you are risking a possible bed bug infestation that can easily be transmitted too other units. The cost to bring in the exterminators to inspect or treat the units is costly. If you are not prepared then you are not following a health and safety procedure which is subject to an eviction.

If you have bed bugs you must report it immediately to ensure proper action is taken and treatment is completed in a timely manner. You will not be evicted unless you fail to report or participate in inspections and or treatments! If you receive notice that your unit will be receiving bed bug treatment or inspection you are responsible for following proper instructions as it is considered a health and safety procedure.

You will be evicted for not following a health and safety procedure! Preparing for inspection or treatment is not optional. For treatments: those who are not prepared according to instruction will be evicted. For inspections: those who are not prepared will be charged costs to have the inspector return on another date. This will include travel costs. Repeated offenders will be evicted.

We do not recommend purchasing or borrowing beds, mattresses or couches second hand without a professional inspection. Please know that we have experienced many if not all cases of infestations are due to second hand furniture.

If it is determined that you brought in bed bugs within the first two weeks of moving in than you can be charged costs for your unit to be inspected and or treated.

The source of the infestation must be removed from the home. It is the student's responsibility to remove it off the property immediately. Failure to do so and you will be subject to an eviction. Furniture or infested items are **not to be placed in the garbage sheds.**

16. Security and Safety

UCN strives to provide its students with a safe and secure atmosphere. The following provides some basic information about some of the most common safety and security issues.

- Always lock up and secure your unit when your leave, even for a short duration.
- Do not leave money or valuables in open view.
- Obtain insurance coverage and mark your personal belongings.

- Report any damage that may jeopardize security.
- Children taking out garbage must be mature enough to open the shed with a key and properly dispose the garbage and then ensure the shed door is again locked.
THOMPSON CAMPUS – children must be mature enough to lift up the garbage can lids to ensure the garbage is secure.
- ****Please ensure your child is able to do the task appropriately before sending them.*** If you don't then ultimately garbage is left outside the shed causing a health and safety hazard which can lead to an eviction.

The units are located very close to the bush and can from time to time attract wildlife. To keep wildlife away please ensure you properly bag and dispose your garbage and keep the area clean. Please watch your children!

UCN is not responsible for theft or loss of personal property. UCN assumes no liability for fire, theft, or water damage. Students are encouraged to take precautions at all times.

17. Security Services

The security guards hired by UCN work closely with the residence office to ensure policies and procedures are followed for the safety and security of our students. Security patrols the housing unit area nightly. Please report any occurrences to the residence manager or director or security after hours. For safety and security reasons there is camera surveillance.

18. Visitors

We recognize that residents are from outlying communities and may from time to time have visitors in from out of town who would like to stay at the UCN Student Family Residence. Please note the following guidelines.

- *Residents who have guests that stay more than one week are required to have written authorization.* You will need to report your guest(s) to the residence office 24 hours in advance for those guests staying past one week.
- Guests that stay longer than one week are no longer considered guests. You will then need to contact the residence office and apply to have the guest added to your agreement. However, please note not all applicants will be accepted. Decisions are contingent on the restrictions on your occupancy agreement, regulations and by management's discretion. **Also, please remember that UCN units are for students and their immediate families only. This does not include extended family and friends.**
- Frequently returning visitors who visit frequently on a time to time basis are not considered guests. You may need to apply to have them added to your agreement depending on frequency of the visit and upon the discretion of the residence manager/director.
- **Failure** to report guests staying past one week will not be tolerated and you will be subject to discipline including eviction.

- All guests must abide by all the rules of the Student Family Residence, and the resident must accept responsibility for this guest. Guest's failure to abide by rules could result in eviction from the resident.
- The resident assumes all responsibility for damages to the unit and or UCN property sustained by him/her, his or her family members or guests.
- Residents who violate the rights of having visitors are subject to discipline which may include eviction.
- Residents are responsible and liable for any act or damage caused by their visitors.
- Students who have been evicted from The Carroll Residence, Thompson Residence or the Student Family Housing are not allowed to visit or apply for units unless management gives authorization.

19. Residence Staff

Residence staff is responsible for the promotion of a clean, comfortable and friendly environment complementary to student life. The staff consists of an associate residence director, residence manager and residence attendants.

20. Residence Attendants

Residence attendants are responsible to assist with the enforcement of policies and procedures, admission to Student Family Housing, and to discuss Student Family Housing problems or concerns with students. If a more serious personal problem exists, a referral can be made to the appropriate agency with the students' permission. The Residence Attendants' major duties are the enforcement of residence policies and procedures, provide admission/departures, and ensure the health and safety of students is not at risk.

21. The Pas Residence Manager /Thompson Associate Residence Director

The Pas Residence Manager and Thompson campus Associate Residence Director are responsible for the overall function of the Student Family Residence. Their responsibility is to ensure all concerns or issues are addressed. Other duties include student retention, policy development and enforcement, evictions, and student discipline measures.

Work Hours: 9:00 a.m. to 5:00 p.m., The Pas and 8:30 to 4:30, Thompson (varied lunches/breaks) Monday to Friday (excluding holidays)

22. Accidents/Injuries

Serious accidents or any serious injuries that may be related to unsafe housing conditions are to be reported to the residence office. In the case of an emergency, first aid equipment is available from the resident attendant or from security.

Children are not to be unattended at any time on campus. You are responsible for the safety of your children. Any children playing in the ditch or climbing on the rocks near the ditch will be subject to discipline. This applies to any children playing around vehicles in the parking area.

23. Student Family Housing Policies and Procedures

Residents living in UCN family units have an opportunity to live in a community environment and accept the responsibility of being a member of a diverse group of people. To help ensure that residents can exercise their rights as individuals while at the same time insuring that the rights of those around them are upheld, basic policies have been established to facilitate mutual respect and consideration.

Reporting Incidents

If you are reporting an incident please do so in writing. Without it in writing it is hard to do an investigation and or any disciplinary action without “proof”. Please ensure you are positive and have your facts straight. The term “I think” will not be sufficient. Unit number and or a student’s name are vital.

Management has the right to investigate any incidents or suspected infractions that are reported to them.

24. Disciplinary Procedures

If the residence manager/director believes the continued presence of the resident constitutes a threat to health, life or property and/or affects the institution adversely, management may take immediate disciplinary action.

- All disciplinary action shall be conducted in a manner consistent with the procedures set out in the Student Family Housing Guide.
- Students involved with a minor infraction will receive a verbal or written warning.
- Students with multiple minor infractions will be evicted.
- **A serious infraction will result in eviction from the UCN Student Family Housing.**
- **UCN resident/students involved with serious misconduct can receive disciplinary action in accordance with the UCN Academic Calendar.**
- **Actions that will not be tolerated and will result in verbal and/or written warnings include:**
 - Payment arrears – (late payments require notice with an explanation and proof if requested). Those who are continually late after receiving multiple warnings will be evicted without further grounds.
 - Noise violations
 - Guest violations
 - Not registering guests
 - Disrespectful behavior toward staff, fellow residents and students
 - Pranks will not be tolerated
 - Not supervising your children
 - **Smoking in the residence units, smoking less than 10 feet away from the units outside and smoking on the playground**
 - Leaving garbage outside the sheds, not properly securing garbage, leaving the garbage shed door open
 - Unsanitary living conditions
 - Installing unauthorized equipment such as air conditioners, satellites etc.

- **Actions that will result in eviction from residence include:**
 - Physical altercations.
 - Physical acts of violence, threats of violence, coercion, intimidation or any other form of harassment toward fellow residents, staff or students.
 - Repeated violations.
 - Damage, destruction and theft of or on Residence/UCN Property. This includes anyone's property on UCN grounds.
 - Setting fires.
 - Dangerous weapons not allowed.
 - Storing engines, including but not restricted to anything that has a component part of a combustion engine is prohibited.
 - Violating "Zero Tolerance" regulations
 - Payment arrears past one month
 - Not disclosing all income information.
 - Unauthorized persons living in a unit.
 - Unauthorized persons using the washer and dryers
 - Parties
 - Alcohol/Drugs
 - Apprehension of children
 - Detained by RCMP

Sources for discipline

The following sources can be used, but not limited to, for an eviction;

RCMP, cameras, residence staff, security, social media, incident reports

25. ZERO TOLERANCE - EVICTIONS

Possession of alcohol and/or drugs on UCN property will not be tolerated. Zero tolerance is enforced in the unit units and on UCN property.

Misconduct with the RCMP and Child and Family Services

Housing students are expected to be accountable and responsible tenants. Students who are arrested on campus grounds are subject to eviction. Upon investigation and with management discretion it may be decided that the student is not eligible to remain in the housing units. This is to ensure the safety of families living on campus and to uphold the "0" tolerance policy for causing disruption. Students will be given 2 weeks to vacate.

Students who have children apprehended are considered to be unqualified to reside in the unit and will have two weeks to vacate.

Eviction

If you are evicted you will be charged the full month's rent after the 15th and or ½ month's rent if before.

IMPORTANT* If you have unwanted guests and they have brought alcohol into your unit you are required to call the residence office immediately, if after hours please call security. You need to let UCN staff know of your situation prior to the RCMP and or Security arriving. If the RCMP and or Security show up at your unit and the call has not been made then you are held responsible. Declaring you have made attempts to get guests with alcohol out of your unit will not be considered after the fact unless UCN has been previously notified. No exceptions!

Contravention of this regulation will result in eviction from the Student Family Residence.

Suspected possession of illegal drugs including drug paraphernalia etc. on UCN property will be referred to the RCMP. Effective as of December 12th, 2012, bongos, pipes, papers or any other type of drug paraphernalia is considered “drugs on campus” and you will be evicted.

Disturbances: If the RCMP is called in regards to a resident or guest(s) behavior the residence manager/director will determine required disciplinary action and may include eviction.

Zero tolerance when tampering with fire equipment/door alarms or any other safety feature of UCN may be liable to a fine as per municipal by-laws and will result in immediate eviction.

Any activity dangerous or harmful to staff, students or UCN property will result in eviction.

Please do not have empties in your home. Any type of alcohol empties including but not limited to cans, bottles, boxes etc. is considered “alcohol on campus”. Collecting alcohol empties for money or fundraising is not except from the zero tolerance rule and you will be evicted.

Evictions

****Evictions are non-appealable.****

Time allotted to vacate are at the discretion of the residence manager and of the associate residence director.

The following is a guide only and can be changed with management discretion.

If you are evicted you are required to leave within two weeks from the date of your notice. If there are any further incidents you may be asked to leave sooner than the original eviction date. In the case of a serious violation you may be asked to leave within 48 hours. If your stay threatens other residents safety you may be asked to leave immediately.

*Please note that all evictions are under the discretion of the residence manager/director and final decisions are non-negotiable.

26. Fire Safety

- **IMPORTANT** – Any accidental fire alarms set off (including children) the resident will be charged costs to cover the electrician’s fees along with any contractor’s fees and any other fees associated.

All residents should familiarize themselves with a fire plan and evacuation routes. When the fire alarm rings, all residents and guests are required to vacate their units, and take a direct and safe route away from the building.

Immediately call the fire department and security.

Residents should leave the Student Family Housing immediately without stopping to pick up personal items. Residents will remain in a safe area/or outside until directed to return to their unit.

Residents are advised to contact the residence office and/or the UCN main office immediately after calling the fire department. The Fire Chief will give instructions to the staff person.

Tenants shall not leave the designated area in an attempt to talk to either the Fire Chief or the fire personnel. All referrals to the Fire Chief must be through a residence staff member. In the event that no UCN personnel are available, the security guard may be used as the spokesperson to the fire department. Reporting fires to the fire department is everyone's responsibility!

Fire extinguishers are to be used in case of emergency only. It is unlawful to alter or remove fire extinguishers, smoke detectors or door alarms. Any infraction of the fire regulations will result in immediate eviction from the Student Family Residence. Tampering with lifesaving equipment is against the law. Periodic checks will be done to the fire alarm system throughout the academic year.

***You are responsible for taking care of the fire extinguisher in your unit and ensure it's in working order.**

***You are responsible for ensuring any emergency equipment including fire alarms is accessible and uncovered in your unit.**

***You are also responsible to ensure there is a 30 inch clearance way from the electrical panel in the basement.**

27. Parking

Residents must provide their plate number to the residence office before check-in. All students pay for parking and are responsible for keeping their spot clean from garbage. Students are only permitted to have one vehicle on site.

Residents are assigned parking according to their unit number. Parking in other tenant's space is prohibited. This includes any guests. Guests are to park in the designated visitor parking area only.

The resident and all overnight guests must have valid registration and insurance on all vehicles parked on UCN property. Residents who are assigned a parking stall will be required to notify the residence staff immediately of any error or changes on license plates.

All vehicles including motorcycles, snow machines, four-wheelers and any other motorized vehicle must have and display a valid registration sticker.

If there is a vehicle parked in your spot you are responsible to call the tow company. This is not the responsibility of UCN.

Residents park at the Student Family Housing at their own risk.

Residents are responsible for reporting any vandalism to the RCMP.

Any students or guests parking in a non-authorized area or fire lane will be towed at the owner's expense.

Parking is enforced and infractions will be investigated. Discipline measures will apply to those who do not follow parking procedures. You are responsible for where your guests park.

If someone is in your spot you are responsible to call the towing company.

If you have more than one vehicle you are required to park in the visitor parking area if space permits. Those with two vehicles will be charged for the extra spot. Extra vehicles cannot at any time be parked in other student's parking spot.

28. Housing Meetings

All meetings are mandatory. Failure to attend without notice to the residence manager/director will result in an automatic written warning. This is due to the nature of the meetings. Meetings are held to discuss many important issues, ask questions and get to know one other. Information being discussed may contain pertinent information in regards to safety as well. To ensure we are sustaining a safe environment it is important for all residents to participate and attend the meetings. Lack of safety information can be a risk to all.

29. Rent

Summer Rent

Rent over the summer will not change and will be based on the past year. Summer income is considered a short term change of income therefore your rent will not change over summer.

Changes in income

Any permanent changes in income that is considered on an on- going basis for 6 months or more will be justification for a re-evaluation of your rent and it is to be reported to the residence manager the same month changes occur. In order for a re-evaluation of your rent income must change permanently.

Examples; not limited to:

1. Increase or decrease in the amount of sponsorship you receive.
2. If you or a spouse gains or loses permanent employment.
3. If child/spousal support has increased or decreased.
4. If you or a spouse is receiving or no longer getting E.I.
5. If you or a spouse receives income assistants on a permanent basis.

***Summer income is not considered a permanent change of income.**

Income is considered but not limited to the following:

1. Sponsorship
2. Income Assistance
3. Band Assistance
4. Child Support

5. E.I. (Employment Insurance)
6. Employment

How to report a change in income

Decreases in income are to be reported in writing to the residence manager no later than the 15th of month the change occurs. Notices need to be given at least two weeks in an advance the 15th of the month, in order for the change in rent to occur for the next month if not then it will not change till the next month after that.

If your income permanently decreases or if a spouse with income moves out on a permanent basis then you must submit documentation to confirm. Supporting documents could be a letter from the employer, social worker, counsellor, sponsor, or other designated worker. When there is a permanent decrease in income there will be no refunds for rent for months that notice is not given.

Increases in Income –If your income permanently increases then income verification is required. Income verification can be a pay stub, sponsor letter, student loan papers, E.I. deposits etc. Failure to report an increase in income is considered to be claiming false income. Those who do not declare income are at risk for losing their unit. Change in rent will apply the month in accordance to the income verification support documentation provided. This means the increase in rent will apply to the month when the income increase starts, not the following month. Your account will be charged for previous months income was not declared.

Questions

Is there a deadline for declaring income?

If your income changes you are required to notify the residence manager the month the change occurs in writing. Failure to do so and it will be considered as claiming false income.

What if I don't declare income?

Students who do not declare income will be at risk of losing their unit.

Why is rent during the summer not changed?

Income during the summer is temporary and not considered a permanent change.

What is a permanent change of income?

A permanent change of income is when the amount your total household income increases or decreases on an on-going basis, 6 months or more.

How do I report a change of income?

A change of income is to be forwarded to the residence manager in writing with documentation to verify the change.

If my income increases when will my rent change?

You have to provide notice and your supporting documentation the month the change occurs. Rent will change the following month provided notice and proper documentation of proof is given by the 15th of the month. Failure to do so then the rent will not change until the following month after that. For example: if you provide notice and proof your spouse is no longer working on April 24th your rent will not be changed until June 1st. There are no refunds for previous months where notice was not given.

If my income increases when will my rent change?

Once you provide notice and your income verification has been submitted then the change in rent will occur the month the increased income starts. For example: If your sponsorship increases in September then the rent will increase in September. If you fail to report the income till October your account will be charged extra for September as reporting income late is considered declaring false income. Any income increase that starts mid-month then the rent will not change until the following month.

What if I provide notice on time but do not have any documentation.

The notice will not be taken into consideration without the supporting documentation of proof. Timelines start from the date both the notice and income verification is submitted.

If my income decreases and I don't give notice on time will I get a refund for months which notice was not provided?

No there are no refunds.

What if I do not find out about the change of income too late to provide notice in time for my rent to change the next month?

***Decreases in income** - Then your rent will not change until the following month after that.*

***Increases in income** – The change in rent will start the month the increase starts. Your account will be charged for previous months income was not declared.*

Why is it different in reporting income increases than income decreases?

This is to ensure income verification is kept up to date in appropriate time frames.

30. Housing Contract Schedule

Returning student forms must be given to the residence manager/residence director if you are going to re-apply for your unit by May 31st. Those who do not submit the returning student form by May 31st will be required to vacate your unit by June 30th and your unit will be designated to another student.

Regular Fall Contracts from September to end of August

To re-apply

- Returning student form must be submitted by May 30th
- Fall Income information is due August 1st

Contracts are signed between August 1st to August 30th for the next academic year.

31. Utilities

Utility Fee Changes – UCN's fiscal year is from April 1st to March 31st therefore utility fees increase in accordance to the rate and fee schedule after July 1st. Please know that utility fees increase slightly each year on July 1st and will automatically be changed in your rent.

Hydro

UCN pays for hydro directly. A cap amount in accordance to the rate and fee schedule is added on to your rent each month to cover hydro. Each year from April 1st to March 31st hydro usage is calculated for each unit. If there are any hydro overages the student will be responsible to pay and will be notified by e-mail. Overages must be paid before new contracts can be signed. If you move out within the fiscal year then hydro will be calculated from the time you occupied the unit.

Water

UCN also pays for water directly. Water bills are received every 3 months. A cap amount in accordance to the rate and fee schedule is added on to your rent each month to cover water. You will be charged extra if you are over for water. Water usage will be monitored for each unit. You will be notified monthly by e-mail if you are over and the balance is expected to be paid by the end of the following month not at the end of the year. There are no credits for water. If your water bill is over the cap in a 3 month period you will be held accountable.

***There are no credits for hydro or water.**

Washers and Dryers – Washers and dryers are for the registered occupants use only. Family and friends are not permitted to use the washer and dryer as it causes wear and tear on the machines. Anyone caught lending out the washer and dryer will be evicted.

Other

Students are automatically charged for parking monthly based on the current rate and fee schedule.

*Issues with your water or hydro are to be reported in writing to the residence office. If you fail to report it then you are responsible for any usage and costs. Please know that in some cases UCN can only act on due diligence and have your water/hydro investigated. Students are responsible for costs of usage.

32. Legal

Please read the Student Family Housing Guide to ensure your stay is safe and enjoyable. Your thoughts and ideas are important to us. If you have any suggestions, comments, or are in need of clarification on any policies, please do not hesitate to speak to a residence attendant or the residence manager/director.

Upon signing your Residence Application, you agree to the terms and conditions of this Student Family Housing Guide. You will receive by mail new updated changes to the guide as they occur.

****Because UCN operates the property as student residence, The Residential Tenancies Act does not apply to you or your occupancy. Your rights to occupy the unit are set out in this Guide and the occupancy agreement.***

Note: The housing guide and the housing agreement can be changed throughout the year at any time with management discretion without notice.