



University College
of the North

STUDENT HOUSING HANDBOOK

Carroll Hall (The Pas)

Student Apartments (Thompson)

HERE YOU CAN. UCN.CA

Family Housing (The Pas/Thompson)

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WELCOME

Welcome to student housing at the University College of the North (UCN). UCN is committed to providing a safe and respectful living environment for students and their families. This Student Housing Handbook will provide you with valuable information about living in a student housing environment. Please take the time to read it so that you are familiar with and understand our policies and processes, the expectations for those living in student housing, and the wide range of amenities, services, and available resources.

Living at UCN provides you with a full educational experience that will make you feel more connected to the UCN community and increase your chances of academic success. We hope that you will find your living experience enjoyable, convenient, comfortable, and affordable. We wish you all the best in your educational journey!



STUDENT HOUSING AT UCN

Carroll Hall (The Pas)

Carroll Hall is a convenient location for students attending UCN in The Pas who are looking for a safe, quiet place to sleep and study right on campus.

- Rooms:** 99 beds (3 accessible rooms).
All double occupancy (with the exception of accessible rooms).
Included: single bed, dresser, closet, storage cubbies, study table, kitchen table, garbage can, and in most rooms, a mini fridge (shared with your roommate).
- Common Areas:** Full kitchen equipped with fridges, ovens, microwaves, toasters, coffee makers, and kitchen tables.
Lounge area with couches and T.V (basic cable).
- Amenities:** Wi-Fi, Laundry facilities, gymnasium and weight room (\$), cafeteria (\$), parking (\$).
- What to bring:** Mattress foam/cover, bedding for a single bed, toiletries, towels, face clothes, cooking supplies, food, alarm clock.
- What not to bring:** Fridge, microwave, hot plates, toasters, coffee maker, dangerous items.



STUDENT HOUSING AT UCN

Student Apartments (Thompson)

UCN has two student apartment buildings in Thompson located on Copper Road, just a short walking distance from campus. Student apartment units are designated for students and immediate family. Family consists of a student, spouse (if applicable), and a dependent child(ren) under the age of 18 years.

Units: Each apartment building has 19 apartment units (1-bedroom, 2-bedrooms, and bachelor suite).

Common Area: Shared laundry facilities (\$) are located on the first floor, which includes two washing machines, and two dryers

Amenities: All units have a fridge, stove, and dishwasher built into all units, with the exception of the two bachelor suites.

Included in the cost of rent are basic cable, Wi-Fi, hydro and water. Parking (\$).

What to bring: All apartment units are unfurnished, so you are required to bring all your own furniture.

What not to bring: BBQ, dangerous items, summer pools/sprinklers.



STUDENT HOUSING AT UCN

Family Housing Units (Thompson/The Pas)

UCN has 24 multi-family housing units located adjacent to the Thompson and The Pas campuses. Family housing units are designated for students and their immediate family. Family consists of a student, spouse (if applicable), and dependent children under the age of 18 years. Students with two or more dependent children under the age of 18 will be given priority for family housing units.

- Units:** Seven units are 4-bedrooms; seventeen units are 3-bedrooms. All units are three levels, with the exception of two accessible units which are one-level.
- Common Area:** There is a small playground structure located onsite for multi-family use.
- Amenities:** All units have a fridge, stove, washer and dryer.
Included in the cost of rent are parking (\$), hydro and water
- What to bring:** All housing units are unfurnished, so you are required to bring all your own furniture. Students are permitted to bring their own BBQ.
- What not to bring:** ATV, snowmobile, summer pools/sprinkler, dangerous items.



STUDENT HOUSING AT UCN

Shared Kitchen Facility

Students have an obligation to act in a fair and reasonable manner in regards to the shared kitchen facilities on campus.

- Residents shall do all cooking in designated kitchen areas for reasons of safety and sanitation and shall be responsible for the cleanliness of the appliances and the area in general.
- Cubbies are available for students that need to store various cooking utensils.
- Three freezers and two fridges are shared amongst students. All food will be expected to be labeled with name of resident. These facilities are shared with all students in the dorms. It is important to keep in mind that there is limited space available, food hoarding will not be allowed.
- For safety reasons there will be no deep frying allowed in the Residence kitchen. Oil spills, and the risk of over heating contributes to the increased risk for not only burns and injuries but also fires.
- Weekly inspections will be conducted by the Housing Coordinator or Health and Safety Officer to ensure that a healthy environment is maintained and to comply with Canadian Food and Safety Legislation. All expired food, or non labeled will be thrown out weekly.

We ask all students to respect the general rules of kitchen etiquette when utilizing the facility.



PRIVACY AND YOUR INFORMATION

UCN is governed by the Freedom of Information and Protection of Privacy Act (FIPPA). We have an obligation to protect the personal information of our students. As such, we are unable to provide private information about our residents to any third party, including sponsors, parents and/or guardians.

This includes, but is not limited to:

- Account information: balances, or a breakdown of information related to any additional charges incurred.
- Any information pertaining to roommates or other occupants
- Phone numbers or contact information
- Disciplinary issues

FIPPA applies to all residents. Private information will not be released without the written consent of the resident. If a student wishes to authorize the release of information to a third party, they must do so in writing and contact the Student Housing Office.

STUDENT HOUSING OFFICE CONTACT INFORMATION

The Student Housing Office is where you'll find staff to assist you with questions and provide you with any housing support that you may need.

Office Hours:

Monday - Friday 8:30 AM to 4:30 PM (with the exception of statutory holidays)

After Hours please contact UCN Security

Email: housing@ucn.ca

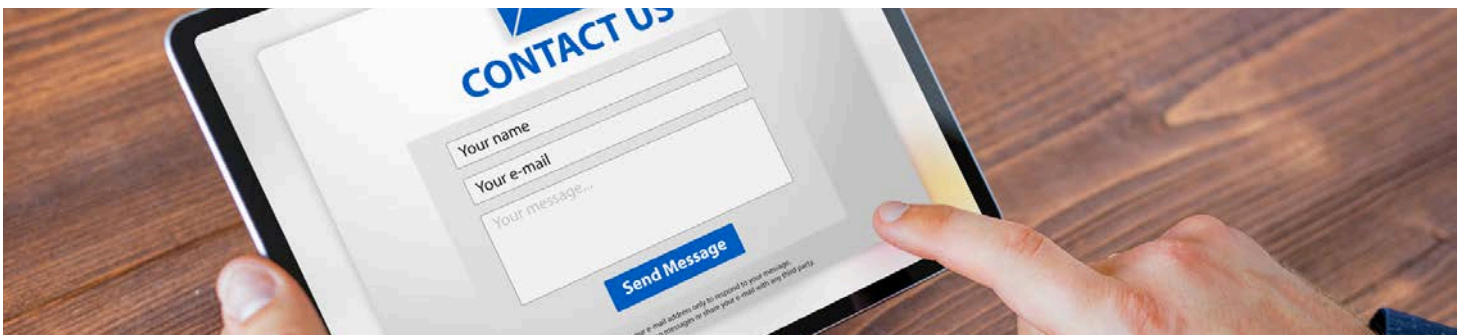
The Pas Campus:

Student Housing Office	204-627-8518
UCN Security	204-627-8572

Thompson Campus

Student Housing Office	204-677-0694
UCN Security	204-677-7234

Student Housing Manager	204-677-0694
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YOUR CONTRACT

Student Housing Agreement:

All students living in student housing are required to sign a Student Housing Agreement. The agreement outlines the terms and conditions of occupying a student housing unit. UCN operates properties as student housing, and as such, The Residential Tenancies Act does not apply to your occupancy.

Academic Requirements:

To be eligible for student housing, you must maintain full-time status (9 credit hours or 60% course load) in an accredited university/college level program, and remain in good academic standing (2.0).

If at any time you drop out of your program, or are placed on academic suspension, probation, or any other academic restriction, you will no longer meet the academic requirements to remain in student housing. Students are required to provide the Student Housing Office with proof of their academic standing at the end of each academic term, or upon request. You are responsible for notifying the Student Housing Office of any change in your student status or academic standing that would impact your eligibility to remain in student housing.

Accredited courses include a designated study program university or college level. This does not include upgrading, adult learning programs, work-study programs or any other courses. Students enrolled in upgrading or adult education are welcome to apply if they are a full-time student, however, students enrolled in a college/university level accredited program are given priority.

Income Verification:

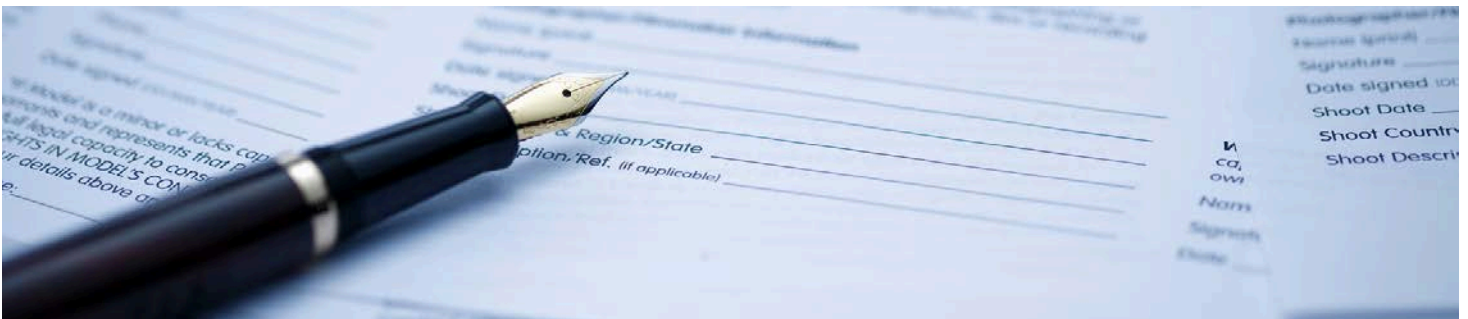
Residents in Family Housing are required to provide information to verify their total household income and submit it to housing@ucn.ca by August 15th. All occupants over the age of 18 are required to report income. Any changes to total household income throughout the resident's occupancy term must be reported immediately to housing@ucn.ca.

Any student caught making a fraudulent declaration by purposely not reporting income, concealing income or submitting falsified documents will be subject to discipline.

Occupancy Period:

The occupancy period is outlined in your Student Housing Agreement. It begins on your scheduled move-in date and concludes on the final day stated in the agreement.

Regular Fall agreements begin September 1st and end the last day of the month for which your program/courses end, or by June 30th, whichever comes first. If you are returning to UCN in September, you must complete a Letter of Intent form to re-apply and email it to housing@ucn.ca.



YOUR CONTRACT

Resident and other Occupants

All occupants living in your student housing unit must be listed in your Student Housing Agreement. The UCN student apartments and family housing units are designated for students and their immediate families. A family consists of a student, spouse (if applicable), and dependent children (legal guardianship) under the age of 18 years. If you would like to add an occupant to your housing agreement, you must contact housing@ucn.ca and get approval from the Student Housing Office. Having any unauthorized persons living in your unit is considered a breach of the student housing rules and regulations.

Child Over 18 years of Age

If you have a child between the ages of 18-25, they must be attending high school, college or university to remain in the unit. They are required to provide proof of attendance and income verification. Only one child over the age of 18 is permitted to reside in the unit.

Child Over 18 years of Age with dependent(s)

If your child is over the age of 18 and has a dependent, they are considered a second family and are not permitted to reside in the unit, even if they are attending school.

Extra Caregiver

Residents who have a child with special needs can request to have an additional live-in caregiver in their unit, provided they provide medical documentation for approval. We do not require specific details regarding the condition, only a general recommendation from a health professional confirming the need for an additional full-time caregiver. This only applies to full-time live-in caregivers, as recommended by the professional. The caregiver's name and identification should be included in the letter of recommendation as someone capable of providing the necessary care.

Unit Condition Checklist:

The Student Housing Office inspects all student housing units prior to your move-in date. Upon admission to UCN student housing, you will be given a Unit Condition Checklist to complete. You are responsible to verify that the unit is operative and in good repair before you move in. This is your opportunity to document any damages and identify any maintenance issues that may have been overlooked. The checklist must be signed by both you (as the resident) and the Student Housing Office.

A final unit condition inspection will be completed when you vacate the unit once all furniture and belongings have been removed. It is important that you book an appointment with the Student Housing Office to complete the final walk-through at the time of departure. If you do not complete a final walk-through unit condition inspection with the Student Housing Office, you forfeit the right to dispute any damages assessed after vacating.

The checklist will be used to determine what, if any damage has occurred and the cost for repair/replacement. The Student Housing Office will take pictures of the condition of the unit which will be placed in the resident's file.

If you fail to report damages when you move in, you will be held liable for those damages when you move out. If you are moved to another unit, a new checklist must be completed.

YOUR CONTRACT

Rent

Rent is due in advance on the 1st of each month, and it is a requirement that your rent is paid on time. UCN does not wait for disbursement dates, so if you are receiving financial sponsorship or a student loan, you are responsible to make appropriate arrangements to ensure that your rent is paid on time.

Rent payments can be accepted at the UCN Bookstore between 8:30 a.m. – 4:30 p.m. Monday to Friday, with the exception of statutory holidays. You can also make payments through online banking. Each time a payment is made through online banking, you are required to email housing@ucn.ca to notify them that a payment was made. If making an online payment, you are required to contact accountsreceivable@ucn.ca to request a rent receipt once the payment has been posted to your student account.

Late Payment (Rent Arrears)

Residents are expected to pay their rent on time. If you know you will be late with your rent, you must notify housing@ucn.ca. If you are late with rent you will receive one warning email from the Student Housing Office. If you are more than one month late with the rent, you are in breach of your Student Housing Agreement, and your student account will be placed on Hold until all outstanding charges are paid in full. If you receive more than three warnings over a 12-month period, you will be subject to disciplinary action.

Security Deposit (Damage Deposit)

All residents are required to pay a security deposit. The amount and due date will be documented in your Student Housing Agreement. Your security deposit will be carried over year-over-year as long as you continue living in UCN student housing, or apply to return.

Should you choose not to return to student housing, your security deposit will be returned to you, provided there are no damages upon moving-out, and you do not owe an outstanding balance to UCN. Security deposits are typically returned to you within 6-8 weeks. However, in extenuating circumstances, it may take up to 16 weeks to fully assess the cost of damages.

The security deposit is held in full during your time of occupancy and cannot be used to pay for damages while you are residing in the unit. If you receive an invoice for the assessment of damages while residing in student housing, it is due upon receipt.

Minors in Residence

In Manitoba, the age of majority is 18 years of age. Accordingly, students under the age of 18 require the signature of a parent or legal guardian on their housing application form and Student Housing Agreement. Underage students and their parent/guardian are required to complete a [Residence Authorization for Minors](#) prior to being accepted into a student housing unit. This form becomes invalid upon the student's 18th birthday.

YOUR CONTRACT

Vacating/Termination of Contract

You must vacate the unit by the last business day of the month that your course ends or by the date specified in your Student Housing Agreement, whichever comes first. All family members residing with you in your unit are required to vacate on the same day as you.

If you wish to terminate your contract before the end of the occupancy term specified in your Student Housing Agreement, you must contact the Student Housing Office and provide 2 weeks' written notice. You will be charged rent on a pro-rated basis up to the date that is the later of: a) two weeks from the date on which you provide written notice that you are vacating your unit; or b) the move-out date specified in such notice. Failure to provide two weeks' written notice will be considered abandonment.

You are responsible for packing and removing all of your belongings and disposing of all garbage upon vacating your unit. You are also responsible for cleaning the unit and leaving it in the same condition as when you moved in or additional cleaning charges will be applied to your account. Any items left behind will be disposed of immediately upon check-out and any costs associated with disposal will be charged to your student account. You are responsible for returning all keys that you were assigned upon vacating your unit to avoid the cost of replacement.

Abandonment

Abandonment occurs when a resident leaves student housing without providing proper notice. You are required to provide at least two weeks' written notice if you plan on vacating before the occupancy term specified in your Student Housing Agreement. If you fail to do so, you will be charged rent up to the date that is two weeks from the date on which UCN conclusively determines that the housing unit has been abandoned, not the day you left.

Any items left behind past the day of your departure will be considered UCN property and UCN has the right to retain, dispose, or donate these items. Any costs associated with disposing of abandoned items will be charged to your student account.

Summer Occupancy

Only residents who are returning to UCN as full-time students in September are able to apply to stay in student housing over the summer. If you are planning on returning in September, you must email housing@ucn.ca and complete a Letter of Intent form (signed and dated by reception), and provide proof of good academic standing, no later than May 31st, or your unit will be assigned to another applicant. If approved, the Student Housing Office will extend your current Student Housing Agreement through the summer months and the monthly rental fees will remain the same. A new Student Housing Agreement will be completed for September.

If you do not meet the May 31st deadline, you will be required to vacate your unit on the last day of the month for which your program/courses end, or by June 30th, whichever comes first.

YOUR CONTRACT

Extending Your Stay

If you need to arrive earlier than your scheduled move-in date or stay past your scheduled move-out date, please email housing@ucn.ca, detailing your request. All requests are subject to availability and additional fees will apply for all extended stays. The Student Housing Office will notify you by email if your request is approved. You may be required to move to another unit to accommodate your request.

Insurance

All residents living in UCN student housing are strongly encouraged to obtain both property and liability insurance to protect themselves and their personal belongings. Property insurance protects your personal property, and liability insurance is meant to protect you if you injure another person or if you damage the building or another person's property. UCN is not liable for any damaged or stolen property. By choosing not to obtain liability insurance, you are assuming full responsibility for any claim of damage or theft brought against you.

Unit Damage

You are financially responsible for any damage to the interior and exterior of your student housing unit, its contents and fixtures. To prevent damages:

- Lock your unit after you vacate for security purposes.
- Ensure your refrigerator is plugged in, windows are shut, and lights are turned off before leaving the unit (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.
- Do not allow children to pull on the drainage pipes against the building or play with the outside water taps. Tampering with these devices is considered vandalism and the resident may be charged for the cost of repairs and may be subject to disciplinary action.
- You are responsible to report maintenance issues to housing@ucn.ca as soon as possible. Ignoring these issues can lead to further damage and increase the cost to repair. You will be responsible for the cost of repair if it is found that you have neglected the issue and allowed it to worsen.
- It is your responsibility to report any damage caused by vandalism to the RCMP and to notify the Student Housing Office in writing. If you fail to report damage caused by vandalism, you may be charged for repairs even if you are not a fault.
- Keep your unit clean. Unsanitary living conditions cause damage to the unit and you will be held liable for any charges as a result.
- Baby gates are permitted. However, we recommend the use of transferable gates to prevent damage. You will be responsible for any damages as a result of installation.
- You are responsible for the cost of repairing any damages caused by your guests/visitors, and any other occupant listed in your Student Housing Agreement.

YOUR CONTRACT

Damages include, but are not limited to:

- tack or nail holes
- coloring on walls
- damage to blinds
- broken/damaged appliances
- broken windows
- exterior damage
- tampering with heating system
- broken doors/handles
- holes/tears in flooring
- broken fixtures
- damage to handrails
- broken cabinets
- unsanitary living conditions
- damage to toilet/sink/tub holes on the walls
- damage caused by baby gate
- decals
- damaged closet doors
- tampering with fire equipment
- broken/missing window cranks



AMENITIES

Heating

All student housing units have thermostat control heat. The controls are fragile, so please be careful when using them. Faulty or defective thermostat controls can be a safety concern, report any issues immediately to housing@ucn.ca to ensure the safety of you and others living in student housing and to prevent further damage.

You are responsible for ensuring doors and windows are closed during the winter months to protect against frozen pipes, and during the summer months to protect from water damage during rain storms. You will be responsible for the cost of any damage that occurs as a result of failure to control the heat in your student housing unit.

Mail

Your mailing address will be noted on your Student Housing Agreement. You are responsible to contact Canada Post and complete a change of address form when you vacate. Please note that the Student Housing Office will not forward mail delivered to you after you vacate student housing. Mail received by UCN after you vacate will be returned to the sender, with the exception of government mail, which will be held for 14 days before being returned.

Carroll Hall

Mail is delivered to the Carroll Hall central mailbox and then distributed by the Student Housing Office.

Family Housing (Thompson and The Pas)

Residents are required to go to the Canada Post office to get assigned a P.O. box.

Student Apartments (Thompson)

Mailboxes are located on the first floor at the main entrance of the building. Residents will be given an assigned mailbox key upon check-in.

Internet

Wireless internet connection is available to those residing in Carroll Hall in The Pas and the student apartments in Thompson.

Students residing in the family housing units in Thompson and The Pas are required to make their own arrangements with an internet service provider.

Parking

If you own a vehicle, please provide your license plate number to the Student Housing Office. All residents will be assigned one parking space. All vehicles parked on UCN property must have a valid registration and insurance. Residents park at their own risk and should report any acts of vandalism directly to local law enforcement. Any students or guests parking in a non-authorized area or fire lane will be towed at the owner's expense.

AMENITIES

Snow Clearing

UCN will clear the snow from parking lots, walkways, and the front and back doors to the apartment buildings. Those residing in family housing will be responsible for clearing the snow from their front and back steps.

Laundry Card

Residents in Carroll Hall and the Thompson apartments will be assigned one (1) laundry card per unit which gives them access to the laundry machines. Residents are responsible for costs associated with usage and will need to come to the UCN campus to load the card. If the card is lost or stolen there is a fee for a replacement card. However, any monies left can be transferred to a new card. Any monies left on the laundry card can not be refunded when you vacate. Laundry facilities are for the resident's use only.



CLEANING AND UNIT MAINTENANCE

Unit Inspections

The Student Housing Office conducts routine inspections of all student housing units. A notice will be e-mailed to you one week in advance providing the specific date and time the inspection is to occur. UCN reserves the right to inspect units should concerns arise and no notice will be given for investigations of infractions. There will always be two staff from the Student Housing Office to perform inspections. If you are not home, they will enter the unit to complete the inspection. 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. Failure to comply with the required improvements may result in disciplinary action.

Cleaning

It is important that you maintain your housing unit in good condition by keeping it clean and sanitary. Failure to do so may result in a cleaning fee being charged to your account. Repeated cases of unsanitary living conditions may result in disciplinary action.

Please note that if your student housing unit is not left in the same condition as when you moved-in, a cleaning fee will be levied against your security deposit at the time of your departure. To avoid paying cleaning costs, ensure the unit is as clean as when you moved in.

Maintenance Requests

Any problems with heating, lighting, plumbing or UCN-provided appliances should be reported immediately to the Student Housing Office. If you experience any issues that require maintenance, please report your concern directly to housing@ucn.ca. If the issue is urgent, please telephone the Student Housing Office or UCN security.

Urgent maintenance issues require immediate attention and must be reported as soon as they are identified. These include but are not limited to issues related to water or sewer that are actively running or overflowing (i.e. sinks, toilets), electrical malfunctions, or any issues impacting the health and safety of an individual. During office hours, please telephone the Student Housing office or after-hours, contact UCN security.

Non-Urgent maintenance issues do not require immediate attention but must be reported as soon as possible to the Student Housing Office during regular business hours to ensure no damage occurs as a result.

The Student Housing Office reserves the right to enter a resident's unit for the purpose of making repairs that were reported. You will be notified by e-mail with as much notice as possible (minimum 24 hours) unless the health and safety of a resident is at risk or infractions are suspected, in which case entry will be immediate and without prior notice.

Due to the lack of contractors in town, it is essential that we allow them access when they are available. In these situations, our maintenance staff and contractors may need to enter your unit with little or no prior notice. They are required to knock and wait for you to answer the door. If you are not home and do not answer the door, they will enter the unit to perform the necessary maintenance. Maintenance and contractor services are mandatory and residents are prohibited from refusing entry.

CLEANING AND UNIT MAINTENANCE

After receiving the keys to your unit, it is your responsibility to replace any burnt-out light bulbs (with the exception of any fluorescent lights). If maintenance issues are found to be the result of damages, students will be held liable for the cost of repair or replacement.

Repairs

All repairs are to be completed by UCN maintenance staff or contractors.

Painting – Residents are not permitted to paint their units themselves. You are required to email housing@ucn.ca and submit a maintenance request for painting. Painting requests are not considered for a change in color.

Filling in Holes – Residents are not permitted to repair any holes in the drywall on their own. You are required to email housing@ucn.ca and submit a maintenance request for repairing holes in the wall. Please note that any damage that has penetrated through the drywall is considered a hole.

Appliances – Residents are not permitted to replace or repair any UCN-owned appliance themselves. You are required to email housing@ucn.ca and submit a maintenance request for the repair of an appliance. The Student Housing Office will assess the issue and determine if the appliance needs to be repaired or replaced. If it has been determined that damage to an appliance was attributed to misuse then the resident is responsible for all associated costs. Residents are responsible for reading the operations manual for proper use and ensuring they are not overloading the washer, dryer and dishwasher (if applicable). Any removal of a UCN-owned appliance from the student housing unit is considered theft and residents will be subject to disciplinary action.

Doors and Windows

Doors and windows are to be closed when they are not in use to prevent damage. During the winter months, it is important to keep all windows closed to prevent the pipes from freezing. In the event of burst pipes caused by open windows, you will be held accountable for all replacement costs and may be subject to disciplinary action.

Garbage Disposal

There are designated waste disposal bins at all student housing locations which are solely intended for household garbage. All garbage must be placed in garbage bags and properly disposed of in these bins. Garbage which is placed outside of the designated waste disposal bin is a health and safety hazard. After placing garbage in the bin, it is the responsibility of the residents to ensure that the lid is securely closed and locked. It is also essential for children taking out the garbage to be capable of properly disposing of it and locking the bin after use. Any other waste, apart from household garbage, must be disposed of at the local waste disposal grounds, which is the residents' responsibility.

STUDENT LIFE

Housing Meetings

The Student Housing Office holds regular housing meetings with residents to share important updates, discuss issues, and to give residents an opportunity to ask questions. Due to the nature of topics discussed at these meetings, attendance is mandatory. If you are unable to attend a meeting, you are required to notify housing@ucn.ca to explain your absence.

Student Housing Activities

The Student Housing Office hosts activities for residents and immediate family residing with them. It is an excellent opportunity to bring families together for some fun and games! If you have any suggestions as to what you would like to see occur, please email housing@ucn.ca.

Mental Health

We understand that mental well-being is just as important as physical well-being. Sometimes talking with your friends and family is not enough or not always possible. UCN provides comprehensive counselling and referral services for students who may be going through a challenging time. The Student Counselling office is staffed by experienced counsellors and operates on a short-term and confidential basis. To book an appointment, please call:

Student Counsellor (Thompson):

204-677-6459

Student Counsellor (The Pas):

204-627-8804



HOUSING RULES AND STANDARDS

Housing Rules and Standards

Creating a positive living environment is crucial for ensuring a positive learning experience for all UCN students. UCN policies and student housing rules and standards aim to create a safe, secure, and respectful environment that promotes a sense of community and supports academic success and personal growth. Residents are expected to familiarize themselves with UCN policies and student housing rules and standards to ensure that they understand their rights and responsibilities both as a student and a resident at UCN. Policies are accessible on the UCN website.

Any resident found to be in breach of UCN policies or student housing rules and standards may be subject to disciplinary action.

Reporting Incidents

The Student Housing Office has the right to investigate any incidents or suspected infractions that are reported to them. If you are reporting an incident, please email housing@ucn.ca with the details of your complaint.

Respectful Living Environment

UCN students have a right to a safe and respectful living environment that supports their academic success. All residents and occupants of UCN student housing are responsible for conducting themselves in an honest and ethical manner that is respectful of the entire UCN community. UCN will not tolerate disrespectful behaviour, discrimination or harassment.

Please review UCN policy HR-05-07 Respectful Work and Learning Environment for more details. The policy outlines how to effectively address, report, and resolve concerns related to a respectful work and learning environment, including harassment and discrimination.

Student Code of Rights and Responsibilities

Students are entitled to expect certain rights to be recognized by the UCN community. In the same way, the UCN community is entitled to expect responsible behaviour from each student.

Please review UCN policy AC-01-28 Student Code of Rights and Responsibilities for more details. The policy outlines academic and non-academic rights and responsibilities.

Visitors and Guests (UCN Apartments and Family Housing Units)

Visitor – is defined as an individual who visits, but does not spend the night.

Guest – is defined as an individual who visits and plans on spending the night(s).

You are welcome to have guests and visitors throughout your stay in student housing. However, there are a few procedures that need to be followed:

- Residents in Carroll Hall are permitted to have visitors, but are not permitted to have guests spend the night.
- You must register a guest by emailing housing@ucn.ca. You will be required to include the name of the guest, their arrival date and departure date.
- Guests are not permitted to stay longer than 2-weeks. Please ensure that your guests bring ID, as they may be asked to present identification if asked by UCN staff or security.

HOUSING RULES AND STANDARDS

- All guests/visitors must abide by the student housing rules and standards it is your responsibility to inform them.
- You assume all responsibility and are liable for any damages to the unit and/or UCN property caused by your guest/visitor.
- Any guest/visitor in violation of the student housing rules and standards will be asked to leave UCN student housing immediately. Any guest/visitor that threatens the health and safety of another individual will be banned from UCN student housing.
- Residents who violate the rules around guests/visitors may have their privileges revoked and be subject to disciplinary action.

Children (if applicable)

You are responsible for the safety of your child(ren) and are accountable for their actions and behaviour. Encourage a family-friendly environment and have a conversation with your child(ren) about the importance of:

- being kind and respectful in their interactions with others;
- not touching the property of other residents without permission;
- taking good care of their belongings;
- respecting UCN property, grounds and playground equipment;
- maintaining a clean and safe space to play by picking up their toys and placing their garbage in the bins;
- playing safe and not playing in the parking lot, entranceways, and roads.

Noise and Quiet Hours

Living in student housing means that you and your occupants are part of the UCN community. As such, residents should be mindful and considerate of others' sleep and study habits. To help ensure all residents have a healthy and enjoyable living experience, UCN student housing enforces quiet hours. Quiet hours are in effect during the following times:

Sunday - Thursday
11:00 p.m. - 8:00 a.m.

Friday - Saturday
1:00 a.m. - 8:00 a.m.

Noisy Neighbour?

If your neighbour is being unreasonably loud, we encourage you to try and resolve the problem directly with the neighbour with whom you have a concern. Many times individuals do not realize how their noise levels are impacting others until it is brought to their attention. Addressing the issue in a respectful manner will give the resident(s) an opportunity to change their actions and contribute to a respectful living environment. If you have a concern, we recommend you take the following steps to resolve the issue:

- Communicate your concerns to your neighbour in a calm and respectful manner. Explain how the noise levels are disrupting your sleep and/or study habits.
- If the noise continues to be an issue, you may contact the Student Housing Office and explain your concerns. If it is determined that the noise levels are unreasonable, those responsible may be issued a verbal or written warning. Repeat violations may result in disciplinary action.

HOUSING RULES AND STANDARDS

If you are approached by your neighbour who has concerns about noise levels, please be respectful, mindful, and considerate of how your noise levels are impacting their sleep and/or study habits. As members of the UCN community, it is important for residents to support each other through their academic journey.

Smoking, Vaping, and E-Cigarettes

UCN promotes a smoke/tobacco-free environment and is committed to ensuring a safe and healthy living environment for residents. As such, smoking is not permitted indoors within your student housing unit. Smoking and the use of tobacco or nicotine products (vapes/e-cigarettes) is only permitted outdoors in designated areas, which cannot be within 10 meters of all building entries, outdoor air intakes and operable windows.

Please refer to UCN policy WS-01-16 Smoke and Tobacco Free Environment for more details.

Alcohol

All students and residents of UCN student housing must familiarize themselves with UCN policies AD-01-03 Impairment – Drugs and Alcohol and AC-01-27 Student Code of Rights and Responsibilities which prohibits the possession and consumption of alcohol on UCN premises.

UCN is committed to promoting safety and responsibility with the use of alcohol inside a resident's student housing unit. UCN enforces strict protocols relating to the conduct and behaviour of individuals consuming alcohol. Accordingly:

- If you are of legal age (18 years old), you may consume alcohol responsibly in your housing unit.
- Alcoholic beverages are not permitted in common areas (hallways, laundry rooms, stairwells, etc.), on the grounds of UCN student housing, or on any other UCN premises.
- If you are transporting alcohol from your student housing unit to another location, you must do so in a properly sealed container.
- Items that promote binge drinking are not permitted in student housing, including, but not limited to kegs, mini kegs, alcohol funnels, drinking games, etc.
- Public intoxication of residents and/or guests/visitors is strictly prohibited.
- The possession or consumption of alcohol by a minor is illegal, and students found to be supplying alcohol to a minor(s) will be subject to disciplinary action and may face other legal action.

Residents found to be in violation of these protocols will be subject to disciplinary action.



HOUSING RULES AND STANDARDS

Drugs and Cannabis

All students and residents of UCN student housing must familiarize themselves with UCN policies AD-01-03 Impairment – Drugs and Alcohol and AC-01-27 Student Code of Rights and Responsibilities which prohibits the possession and consumption of drugs on UCN premises.

The possession, use, distribution, cultivation, or sale of illicit drugs is illegal under the Criminal Code and is strictly prohibited in student housing. If a resident is found to be in possession of illegal drugs or substances, the Student Housing Office will contact the local RCMP detachment and the resident will be subject to legal action and immediate disciplinary action.

While non-medical cannabis is legal in Canada, it is important for residents to know the laws in Manitoba and the risk associated with its use.

Know the Law:

- You must be 19+
- You can only buy from licensed retailers
You can only carry up to 30 grams
- You can't use in public
- You can't grow at home
- You can't drive impaired

Know the Risk: Cannabis....

- Can be addictive
- Can lead to depression and anxiety
- Will affect brain development
- Will impair your ability to drive
- Can harm your baby
- Is risk to buy on the street

UCN abides by provincial and federal legislation and is committed to ensuring residents in student housing who use cannabis, do so safely and responsibly. UCN enforces strict rules relating to the conduct and behaviour of individuals smoking, vaping, or consuming cannabis.

Accordingly:

- Students who use cannabis for medicinal purposes must request an accommodation through the Student Accessibility Services (SAS). Please note that smoking or vaping cannabis, even for medicinal purposes, is not permitted inside UCN buildings.
- Smoking, vaping or consuming cannabis inside your housing unit is strictly prohibited.
- Impairment due to drugs or alcohol in the work and/or learning environment is strictly prohibited.
- Smoking and vaping cannabis in public places is illegal and residents and their guests/visitors are prohibited from using cannabis on the grounds of student housing.
- The possession or use of cannabis by anyone under the age of 19 is illegal, and residents found to be supplying cannabis to a person under the age of 19 years will be subject to disciplinary action and may face other legal action.
- Mail delivery of cannabis to student housing is prohibited.
- Cannabis products must be securely stored in the resident's housing unit in a sealed, scent-proof container. The container must be properly labelled with the product being stored.

Failure to properly store cannabis or cannabis products, or causing a disturbance in student housing due to the smell of cannabis may result in disciplinary action.

HOUSING RULES AND STANDARDS

Pets

Pets of any kind are not permitted in UCN student housing. Students who require the support of a service animal must request an accommodation through Student Accessibility Services.

Please refer to UCN policy AD-02-06 Service Animals for more information.

Garage/yard sales

Residents are not permitted to have garage/yard sales at any student housing location as they cause a disturbance for other residents.

Dangerous Items

Residents are prohibited from bringing any dangerous items into student housing, even for display purposes. This includes but is not limited to firearms, paintball guns, squirt guns that resemble real guns, martial arts weapons, swords, folding knives or knives more than two inches in length.

Summer pools/sprinklers

Residents are not permitted to set up and use summer pools or sprinklers at any student housing location, as they cause damage to the grounds and may pose a safety and health risk. Kiddie pools are permitted, however, they must be monitored at all times and drained and put away after use.



SAFETY AND SECURITY

Security Services

UCN strives to provide residents with a safe and secure living environment. The security guards hired by UCN work closely with the Student Housing Office to ensure rules, standards, and policies are being followed for the safety and security of our residents. To ensure your safety and security, we recommend the following:

- Contact UCN security to report any issues affecting the safety and security of an individual and/or property.
- Always lock and secure your unit when you leave, even for a short duration of time.
- Do not leave money or valuables in open view.
- Obtain insurance coverage and mark your personal belongings.
- Report any damage that may jeopardize security.

Video Surveillance

UCN student housing is monitored by video surveillance. UCN is committed to public safety and protecting an individual's privacy rights in its use of video surveillance camera systems. All video surveillance owned or leased by UCN is intended to enhance the safety and security of all persons and property. The personal information collected through UCN's video surveillance includes image recordings, without any accompanying audio recordings. Information collected through UCN's video surveillance is protected under privacy laws and will only be used for the purpose for which it was collected, or for purposes permitted by law.

If an issue occurs that impacts the safety and security of any persons and/or property, the video will be viewed by the appropriate UCN authority, and information collected may be disclosed to law enforcement or the appropriate authorities.

Fire Safety

Fire safety is a serious matter. Reporting fires to the Fire Department is everyone's responsibility. If you see a fire or smell smoke, immediately call the Fire Department and then report it to the Student Housing Office or UCN security.

Thompson Fire Department

204-677-7911

The Pas Fire Department

204-627-1122

All residents should create a fire safety plan and familiarize themselves with an evacuation route. When a fire alarm rings, all residents and guests are required to vacate the units immediately and take a direct route away from the building. Do not stop to pick up personal items. Remain in a safe area/or outside until the Fire Chief has given permission for everyone to return to their unit.

SAFETY AND SECURITY

Tampering with fire detection and fire fighting equipment is against the law - UCN Student Housing units are equipped with fire detection/fighting equipment. Do not alter or remove smoke detectors or door alarms. If your smoke detector is beeping, the battery may be low and need replacement. Please contact the Student Housing Office to report the issue. Fire extinguishers and pull stations are only to be used in an emergency situation. You will be responsible for repairs and/or replacement costs for equipment that has been damaged or tampered with in a non-emergency situation.

False Alarms

Pulling a fire alarm in a non-emergency situation or tampering with fire detection/fighting equipment, is considered serious misconduct, and residents may be subject to legal action, fines and disciplinary action.

Fire Drills and Emergency Procedures

A fire drill takes place once a year to familiarize residents with proper evacuation procedures and escape routes. Residents are expected to know the location of all fire exits, alarms, and extinguishers and keep evacuation routes clear of obstruction at all times.

Candles and Incense

Residents should never leave candles or incense burning while unattended. Never burn a candle on or near anything that might catch fire. Keep candles and incense out of the reach of children.

Never Leave Cooking Unattended

If your fire alarm goes off from cooking open windows to clear the air. If you think your fire alarm is too sensitive, please email housing@ucn.ca to submit a maintenance request.

Real Christmas Trees

Residents are not permitted to bring in a real Christmas tree as they are considered high risk for fires.

Unit Keys

UCN provides and maintains sufficient doors, locks, and other devices for your safety and security. Upon admission to Student Housing, you will be issued unit keys which you are responsible for. Your keys will give you access to your assigned unit and any associated common areas. Please do not mark or make alterations to your keys in any way. Residents are prohibited from making a copy of any UCN-owned key(s) or changing the locks on any UCN student housing unit. Loss of a key(s) or failure to return a key(s) will result in a charge for replacement.

Locked out? If you are locked out of your unit, please call UCN security to let you in. Your first locked-out service call is free. However, there will be a fee charged to your account for each additional locked-out service call.

SAFETY AND HEALTH

Accidents/Injuries

Serious accidents or injuries that may be related to unsafe housing conditions are to be reported to housing@ucn.ca.

Bed Bug Inspections and Treatments

Bed bugs are a serious health and safety concern for both you and other residents living in student housing. Bed bug infestations can be easily transferred to other units and must be reported immediately! If you have or suspect that you have bed bugs you must report it to housing@ucn.ca to ensure proper action is taken and treatment is completed in a timely manner. Failure to report an issue or participate in inspections and or treatments may result in disciplinary action.

The cost to bring in exterminators to inspect and/or treat a unit is costly. If you receive notification that your unit will be receiving bed bug inspection and/or treatment you are required to cooperate and follow the instructions and safety and health procedures provided to you. Please note the following:

- You are responsible for preparing for an inspection and following all instructions provided.
- Failure to prepare is a violation of safety and health procedures and you may be responsible for costs associated to have the exterminator return on another date (including travel costs).
- Exterminators do not touch personal belongings or move furniture – this is your responsibility.
- You are responsible for removing the source of the infestation immediately from your unit. Such items must not be discarded in UCN's waste disposal bins and must be taken to the local waste disposal grounds.
- Many cases of bed bug infestations are attributed to second-hand furniture. All used furniture, purchased or borrowed, should be properly inspected for bed bugs.
- If it is determined that you brought in bed bugs within the first two weeks of moving in, you may be responsible for costs associated with inspection and treatment.
- Repeat cases of bed bug infestations are a serious safety and health concern and residents may be subject to disciplinary action.



DISCIPLINARY PROCESS

Disciplinary Process

As a member of the UCN community, residents are responsible for following UCN policies and procedures as well as the rules and standards of UCN student housing. Residents accused of a breach of their responsibilities are entitled to be treated fairly and in a manner that ensures due process. Corrective action, which may include disciplinary action, will be taken based on the severity of the incident. Serious infractions may result in immediate eviction from student housing.

Reprimand – is a form of corrective action that officially recognizes a violation of good conduct and advises the resident to avoid future infractions.

- Verbal Reprimand – an initial reprimand may be verbal and may be documented and filed with the Student Housing Office and maintained in the student’s file.
- Written Reprimand – a written reprimand will be issued by the Student Housing Office for minor and/or serious infractions and will document the date and circumstances of the incident. Written reprimands will be filed with the Student Housing Office and maintained in the student’s file.

Probation – is a form of disciplinary action that allows the resident to remain at UCN student housing on the condition that future behaviour is acceptable.

Eviction – is a form of disciplinary action that requires a resident to vacate from a student housing unit for serious infractions or multiple incidents of minor infractions.

Appeal – a student’s right to appeal decisions related to disciplinary action.

Minor Infraction: Residents involved with a minor infraction may receive a verbal or written warning from the Student Housing Office. Minor infractions include, but are not limited to:

- Payment arrears/late payments – Residents who are continually late after receiving multiple warnings may be subject to eviction
- Noise violations
- Guest violations / Not registering guests
- Disrespectful behaviour toward staff, fellow residents and students
- Not supervising your children
- Installing unauthorized equipment (satellite equipment, air conditioners, etc.)
- Failure to comply with required improvements
- Failure to properly store cannabis or cannabis products, or causing a disturbance in student housing due to the smell of cannabis
- Failure to report maintenance issues
- Breach of smoking policy
- Storing engines, including but not restricted to anything that has a component part of a combustion engine
- Unsanitary living conditions

DISCIPLINARY PROCESS

Serious Infraction: Residents involved with a serious infraction will be subject to disciplinary action, which may include eviction from student housing. Serious infractions include, but are not limited to:

- Removing or obstructing smoke detectors
- Physical altercations
- Physical acts of violence, threats of violence, coercion, intimidation or any other form of harassment toward fellow residents, staff or students
- Harassment and discrimination
- Damage, destruction or theft of UCN property
- Possession of dangerous weapons
- Possession of illegal drugs
- Making a fraudulent income declaration (purposely not reporting, concealing or submitting falsified documents)
- Not reporting a change in family status that would affect your eligibility for student housing (i.e. custody arrangements, etc.)
- Unauthorized persons living in the unit
- Tampering with fire detection/fighting equipment
- Having a party
- Failure to report an issue of bed bugs or participate in bed bug inspections and/or treatments

Disciplinary Procedures

Students may be subject to academic and non-academic disciplinary action in accordance with UCN policies AC-01-27 Student Discipline and AC-01-28 Student Code of Rights and Responsibilities. These matters of discipline are handled by the appropriate UCN authority as outlined in policy and fall outside the scope of the Student Housing Office.

The student housing discipline procedures aim to hold residents accountable for their behaviour, help them understand the impact of their actions, and wherever possible, gives them an opportunity to correct their conduct after an incident occurs. Residents are expected to conduct themselves in accordance with this Handbook and abide by UCN policies and procedures. The Student Housing Office will deal with matters of discipline in accordance with the procedures outlined below:

1. Depending on the severity of an infraction, students may be subject to corrective action (verbal warning, written warning) and/or disciplinary action (probation, eviction).
2. Depending on the circumstances of the incident, an investigation may be undertaken by the appropriate UCN authority. In this circumstance, the following shall occur:
 - a. The resident will be informed in writing that an investigation is proceeding, the nature of the matter being investigated, and that the resident may be subject to disciplinary action;
 - b. The resident will be given an opportunity to present their side of the story and share any information they believe is relevant;
 - c. The resident shall be given five (5) working days from the date of written notification of the incident to respond and provide information;
 - d. If the resident fails to respond after five (5) working days, the matter will be considered without the resident's response.
 - e. If the investigation findings conclude that a student has breached UCN policies and/or student housing rules and standards, they will be informed in writing of the specific terms of the corrective action and/or disciplinary action being taken in response to the incident.

DISCIPLINARY PROCEDURES

3. If a resident fails to comply with the directions of the verbal reprimand, a written reprimand will follow and may lead to further disciplinary action.
4. If a resident fails to comply with the directions of a written reprimand, they may be placed on probation or be subject to eviction.
5. Residents who are placed on probation will receive written notification from the Housing Manager outlining the terms and conditions of the probation. A meeting may be held with the resident(s) to discuss the terms and conditions of the probation. If a resident fails to comply with the terms and conditions of the probation, they will be subject to eviction.
6. Residents who are evicted from student housing will receive written notification from the Dean of Students outlining the reasons for the eviction and the effective date to vacate the housing unit.
 - a. Evictions are given under the authority of the Dean of Students, with recommendations and documentation provided by the Student Housing Office.
 - b. Residents are typically given two-weeks to vacate student housing after receiving an eviction notice. However, depending on the severity of the infraction, you may be asked to leave within 48 hours.
 - c. If the safety of UCN staff, students, or others is jeopardized, eviction will be immediate.
7. Residents have the right to appeal any disciplinary action they believe to be unjust by submitting a letter to the Dean of Students within working 5 days of receiving notification of disciplinary action.
 - a. The appeal should clearly state why the resident feels the disciplinary action was unjust.
 - b. If more information is required, the Dean of Students will request a meeting with the resident.
 - c. The Dean of Students will respond in writing, outlining the outcome of the appeal.
 - d. Residents who have received an immediate eviction or are required to vacate within 48 hours as a result of a serious infraction, are not permitted to stay in student housing while awaiting the outcome of an appeal.



DISCIPLINARY PROCEDURES

Re-Admission (after an eviction)

Students who have been evicted from student housing can submit their application to return after the appropriate allotted time has passed from the date of the eviction letter. Students reapplying after an eviction are not guaranteed to be accepted. UCN has the right to refuse an application to a former resident or other occupant included in the application who has repeatedly violated their UCN Student Housing Agreement or is in payment arrears. Approval is at the discretion of the UCN Student Housing Manager

Reason for Eviction / Time before re-applying for housing:

Verbal abuse towards staff - 2 years

Disturbance - 2 years

Property Damage - 2 years

Infractions (serious or multiple minor) - 2 years

Repeated payment arrears - 2 year

Physical altercation - no opportunity to return

Threats of violence - no opportunity to return



FEES AND CHARGES

Operational Fees:

Application Fee	\$35.00 + GST
Early Arrival/Late Departure	Subject to daily or weekly rental rates
Student Apartment Laundry Fees Cardio/Weight	\$2.50/per wash and dry
Room Membership (The Pas) Cardio/Weight Room	\$62.95 + GST/academic year
Membership (The Pas)	\$31.50 + GST/level (Apprenticeship students)

Locks and Keys:

Family Housing Mail Key Replacement	\$32.00
Student Apartment Mail Key Replacement	\$50.00
FOB Replacement	\$69.50 + GST
Metal Key Replacement	As per contractor cost
Laundry Card Replacement	\$5.00
Locked-out Service Call	\$25.00
Change Lock Fee	As per contractor cost

Cleaning and Repairs:

Cleaning/Maintenance	\$30.00/Hour
Improperly Disposed Garbage/Recycling	\$150.00

