


STUDENTS. SUCCESS.

Let's Create It! 

housing.uwaterloo.ca



WATERLOO
RESIDENCES



TO OUR PARTNERS

The services we offer students would not be possible without the support of our on-campus partners – together, we create success.

» We turn ideas into lives.

IT'S NOT ABOUT HOUSE. IT'S ABOUT HOME.

OUR MISSION. OUR PURPOSE.

To foster meaningful growth and learning opportunities by providing a safe, accessible, clean and supportive home where all students succeed personally and academically.

WHO WE ARE.

In the Department of *Housing and Residences* at Waterloo, we've got on-campus residence facilities and off-campus housing listing services covered. And because we're an *ancillary operation*, with no subsidy from the University's operating budget, we work hard to offer the best possible student experience – for the most competitive, responsible price. In fact, we're so committed to our current and future students, we use surplus dollars to improve our facilities and services each year.

IT STARTS WITH YOU.

Want to kick your career up a notch? We offer employees a *stable work environment* with opportunity for learning

and personal growth. In fact, we encourage creativity and innovation. Why? We know that employees who come up with a better mousetrap make our department more effective, efficient, and a more exciting place to work. No wonder our people are known for giving students the same *respect and caring attitude* they experience from Housing and Residences.

KEEP IT GOING

The right FIT is not just a slogan, it is what we offer students. Housing and Residences is privileged to serve thousands of *student customers* each year and support a fun, supportive living environment for all students to fit in and succeed.

» Here's what we offer...

- » Six clean and attractive on-campus facilities.
- » Accountable, cost-effective fiscal and administrative policies and services.
- » Programming and experiences students will remember forever.
- » Professional enrichment opportunities for staff.
- » Technology services that help students learn and make it easier for staff to get their work done.
- » Education for students and staff that helps everyone work and live together in harmony. We cover lifestyle, gender, ethnic groups, and cultures.
- » A sense of community that encourages a fun and supportive place to live.
- » A residence guarantee to all first-year students.

HELLO, MY NAME IS:

Lauren McCrea
Customer Relations and Admissions Assistant



24,554
the number of visitors through residence in one year.



MARKETING AND ADMISSIONS

THE BIG PICTURE.

We work hard to place students in residence communities based on their preferences in order to ensure that every student experiences their right FIT. At staff meetings, it's not unusual to hear someone offering ideas about how we can improve our residence placements, our services, and our marketing initiatives. Striving to give the best customer service possible is part of our culture.

WHAT YOU PROBABLY DIDN'T KNOW.

When students talk (or email, or IM, or phone, or...) we listen. That's because they – quite literally – live with the residence decisions we make. We're always seeking out student opinions and finding ways to bring them into the decision-making process. For instance, Marketing Advisory Board student members once suggested updating the residence preference form to ask specific student personality questions. It was a great idea. Today these personality questions help us place roommates with similar characteristics. Their transition into residence? Much more enjoyable.

WE'RE PROUD OF THIS.

Our Housing website. It's an incredibly high-traffic site. (In one year, the Housing and Residences website had over 2.1 million page views!) And for good reason. It targets prospective students, incoming students, current students, grad students, parents and staff members. We've worked hard to make sure our site has a bright, clean design and is easy to navigate. Just a few clicks and users have the information they need.

WE MAKE A DIFFERENCE.

A fire. A flood. These are disasters no student living off-campus expects. But they happen – and we're here to help when they do. In fact, just this past year we took students into residence in the middle of the night, provided guidance, and helped them through their next few days of uncertainty. Soon they were back hitting the books.

» Here's what we do...

- » We give students details about accommodation, important deadlines, and residence tour requests.
- » When students have questions, we've got answers. We learn about other departments to develop a vast knowledge of Waterloo, the campus and the community.
- » We provide an easy application process from start to finish so students can apply for and confirm their residence placement.

OVERHEARD

"I like people being satisfied with the responses they get when they come in here. And if we don't have the exact answers, we'll send them to the department that does."

- Lauren McCrea



HELLO, MY NAME IS:

Roni Oestreich
Off-Campus Housing Specialist



7,989
the number of landlords who advertise
with us. 5,614 are in Kitchener-Waterloo
and 2,375 come from out-of-town.

OFF-CAMPUS HOUSING

THE BIG PICTURE.

We have staff right on campus to help and educate students make the best off-campus housing decisions. Not only will we review leases, once they're signed we educate students how to be good tenants and how to deal with problems when they come up.

Although Waterloo doesn't inspect or endorse rental listings, we educate our landlords to make their experiences with our students positive too. We give tips and resources on advertising, rental rates, commitment and responsibility, and City of Waterloo By-Laws.

WHAT YOU PROBABLY DIDN'T KNOW.

When visiting professors and PhD students come to Waterloo for a term or even a year, they need short-term housing while they're here. We talk to incoming visitors

about their needs, confirm specifics with staff and faculty on campus, and draw up contracts.

WE'RE PROUD OF THIS.

It's important to us that we find off-campus housing for students that is safe, comfortable, convenient and affordable. Our goal is to educate and protect both students and landlords and build a respectful community.

WE MAKE A DIFFERENCE.

What happens when a student is having issues with his or her landlord that can't be fixed? We step in and help them calm down before assessing the situation and offering ideas about next steps. Over the past year we've de-listed landlords after students have filed complaints. It just makes sense. We take our students' safety and welfare seriously.

» Here's what we do...

- » We process and approve housing listings submitted by local landlords and sublet ads supplied by students.
- » Our website offers a student sublet board posting up to 2,922 listings annually to assist students in their search for a roommate. It also helps them sublet their rooms for a term or even post housing wanted ads.

OVERHEARD

"I get a lot of satisfaction from educating the students about their rights and making them feel that they're not just a student, they are a tenant."

- Roni Oestreich

HELLO, MY NAME IS:

Elaine Brown
Office Assistant



» 2,545
the number of times Village 1 pool
tables were signed out in one term.



DESK SERVICES

THE BIG PICTURE.

We hire dynamic student leaders and full-time staff to provide outstanding customer service. These Front Desk Assistants (FDAs) undergo an intensive training program that provides them with all the information they need to perform on the job.

WHAT YOU PROBABLY DIDN'T KNOW.

Since some desks are open 24 hours a day, our FDAs have a tremendous amount of responsibility and a strong leadership role to play.

WE'RE PROUD OF THIS.

Customer service is more than just being polite and helpful. It's about taking a genuine interest in the people

we interact with. It's about having the opportunity to foster connections with students, parents, visitors, and staff we wouldn't normally have the privilege of meeting.

WE MAKE A DIFFERENCE.

When an international student from the Dominican Republic arrived at the Columbia Lake Village front desk with luggage in hand, he didn't know whom to turn to. He was lost, looking for a place to live, and spoke little English. Luckily, a friendly Front Desk Assistant shuttled him to the Housing Office. Once his living arrangements were sorted out, the FDA took him out for pizza – and showed the new student how to play in the snow – before driving him back to Columbia Lake Village. This student now feels right at home and still visits the front desk in CLV to say hello.

» Here's what we do...

- » As the first point of contact for students and visitors in residence, we're known as "the face behind the desk" ready to answer questions and tackle problems.
- » Our approximately 195 Front Desk Assistants are some of the friendliest resources on campus. If we can't answer a question, we'll direct students to the people who can.
- » Some of the Desk Services staff serve as parent figures to students, helping them cope with their new home-away-from-home.

OVERHEARD

"At CLV I love to see the students (and their children) in the Community Centre. Working at Columbia Lake Village is a great match for me. You know what they call it: The right FIT."

- Elaine Brown



HELLO, MY NAME IS:
Jess Lang
Residence Life Co-ordinator



1,250
the number of events organized
by Dons in one term.

RESIDENCE LIFE

THE BIG PICTURE.

In Residence Life, there's no such thing as a typical day! Every year, over 4,000 spaces are set aside to accommodate first-year students attending Waterloo. Most of these students have never lived away from home before. But because we offer the residence guarantee for first-year students, we're prepared to help them transition to university life.

WHAT YOU PROBABLY DIDN'T KNOW.

Residence Life Co-ordinators (RLCs) are on call for one week every month. Wearing a phone for 24 hours a day, they're the first to find out if there's an emergency. Anytime police, firefighters or EMS are summoned to campus, our RLCs get the call too.

WE'RE PROUD OF THIS.

With an abundance of leadership opportunities in

residence, students develop the skills to become future leaders on campus and in their future careers too.

WE MAKE A DIFFERENCE.

When a first-year student moved into her suite-style residence, she soon realized different expectations between roommates can cause a lot of conflict within a suite. Between her Don, the Community Co-ordinator and the Residence Life Co-ordinator, the Residence Life team took the time to listen and help the student learn how to communicate with the other women. Still, we soon realized that suite-style living was not the right fit for her. Luckily, we had options. Soon the RLC moved the student to a traditional-style residence for the following term – a move that made her happy and productive at school. She later told us the situation helped her “grow up.” We were pleased to help her find the right fit.

» Here's what we do...

- » A dedicated group of professional staff members, coupled with well-trained student-staff members, provide a strong, safe and comfortable environment for students to succeed.
- » Our Dons live and work in our buildings and are on call to help everyone get acquainted, answer questions, and uphold policies and rules.
- » Full-time professional Community Co-ordinators and Residence Life Co-ordinators plan educational and social programming. They also resolve conduct issues.

OVERHEARD

“I really believe in learning outside of the classroom and I think residence lends itself well to that type of learning style. It's something I'm very passionate about.”

- Jess Lang



HELLO, MY NAME IS:

Heidi Bednar
Living-Learning Community Co-ordinator



115
the number of tutoring sessions for accounting,
biology, chemistry and math hosted in one term.

LIVING-LEARNING

THE BIG PICTURE.

Our Living-Learning Program is all about incorporating academics into the student's residence experience in order to create a well-rounded living environment. Our current Living-Learning Communities include Accounting and Finance, Arts and Business, Biology, Health Studies, Physical Sciences, Recreation and Leisure Studies, and China 2+2. In addition to these Communities we also offer free Tutoring sessions and Study Skills Workshops in residence to all students.

WHAT YOU PROBABLY DIDN'T KNOW.

We're always talking to professors and academic leaders to track down trends. If they've noticed more students are struggling with a particular concept in class, we'll launch Living-Learning tutoring sessions to help them.

WE'RE PROUD OF THIS.

"Should I go to class – or should I sleep in? Maybe just five more minutes of shut-eye..." Sound familiar? Living-Learning Communities address the issue of student engagement. We've found that students in the same academic programs who live together, push each other to do their best work. This "positive peer pressure" begins at their residence home.

WE MAKE A DIFFERENCE.

In Living-Learning Communities, everyone wins. When students have a chance to meet their professors and TAs at our dinners and informal sessions, they feel more confident speaking out in class. Profs get more engaged students. And our Peer Leaders? They tell us that critiquing resumes and cover letters for their students and helping them manage their money or land a bursary is incredibly rewarding.

» Here's what we do...

» Our Living-Learning programs bring students together who share similar personal or academic interests and goals. Students are housed together in clusters. Each cluster has an upper-year Peer Leader who answers questions and offers advice.

» When Peer Leaders are looking for event planning ideas, they come to us. We'll give them the support they need to carry them through. We'll even book event rooms and audio visual equipment. Our welcome event draws students and professors together, often for the first time.

OVERHEARD

"It has been really exciting to see that our professors want to get to know the students. They'll give up an evening with their family to come to one of our events and spend time with them."

- Heidi Bednar



HELLO, MY NAME IS:
Adam Hewgill
Information Systems Developer



10,000
the number of points of presence you'll find in residence via wireless and wired capabilities. ResNet has as many connections as a small village!

INFORMATION SYSTEMS

THE BIG PICTURE.

Not only do we provide world class technology and services to students, but we're also recognized as a campus leader in technology due to constant upgrades and advancements in our systems.

WHAT YOU PROBABLY DIDN'T KNOW.

When co-op students are looking for first-hand experience developing technology and applications, where do they apply? Here. Our unit provides great opportunities for students to make a difference on campus. Meanwhile, our Residence Computer Consultants (RCC) live in residence and offer front-line technical and live chat support. They even assist during move-in week.

WE'RE PROUD OF THIS.

It's 9 pm and a student's paper is due the next morning.

Only one hitch. Her computer can't seem to find a wireless connection. Luckily, the ResNet Help Desk is staffed with Housing and student staff who are always willing to help. On-call staff, combined with extended hours and a live chat support system allow them to go that extra mile and resolve problems efficiently and professionally.

WE MAKE A DIFFERENCE.

Five-thousand. That's the number of students piling into residence during move-in time each year. It's also the number of students who want instant online access. Although it's a chaotic time, IS support staff were there for one student who arrived with a seriously compromised computer. Instead of making her wait while they de-bugged the infected computer, IS staff lent her a temporary laptop to complete assignments. The look of relief on the student's face was payment enough.

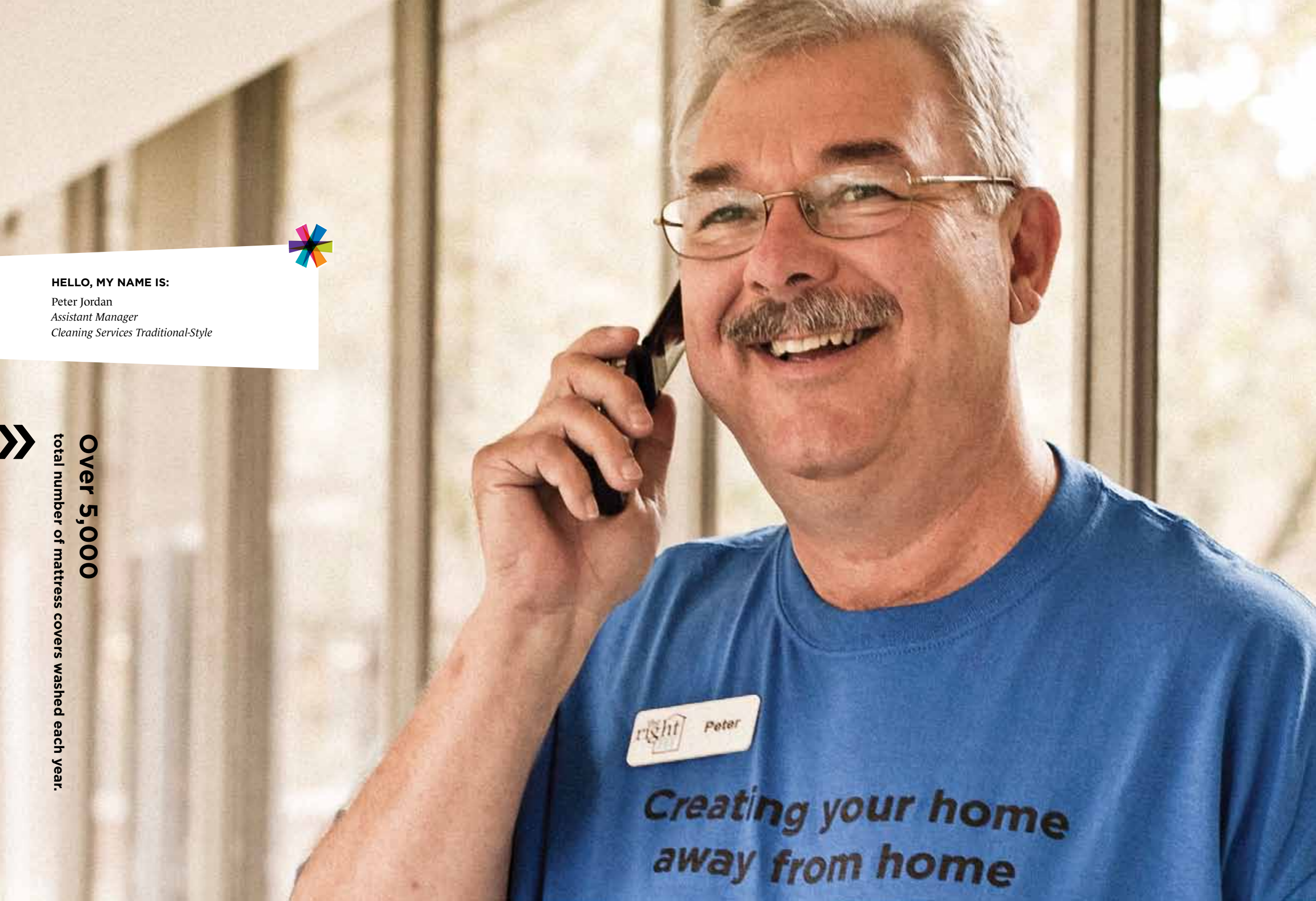
» Here's what we do...

- » Every time you fire up our high-speed Internet (ResNet) or use wireless connectivity in residence, watch cable TV, or slip into an Internet cafe, we give you the technology you need.
- » We've automated many processes so now students enjoy more customizability, which saves us time (and paper!)"
- » We even provide and maintain the software front desk staff use to check out movies and pool cues.

OVERHEARD

"When I first started, I thought that a student getting into a room at residence was a pretty straightforward process. But realizing the full scope of that process has been eye-opening. There's a lot to it."

- Adam Hewgill



HELLO, MY NAME IS:

Peter Jordan
Assistant Manager
Cleaning Services Traditional-Style



Over 5,000
total number of mattress covers washed each year.

ORGANIZATIONAL SERVICES

THE BIG PICTURE.

With six different residence facilities, staff members are always busy maintaining our buildings. Strong collaboration between Cleaning Services and Maintenance ensures students have a safe and comfortable place to call home.

WHAT YOU PROBABLY DIDN'T KNOW.

Our cleaning staff is known for making a true and honest connection with students living in residence by providing support and encouragement in all facets of their education. Some staff enjoy offering pep talks before exams or co-op interviews – and many of our students remember these chats years later.

WE'RE PROUD OF THIS.

The mutual respect between our staff and students allows us to go beyond expectations. Some of us even

learn how to say, "hello" in many languages so our new international students feel at home. Others teach students how to do laundry (no more pink socks!) and whip up a fast meal. Our Organizational Services staff members take pride in seeing students grow and become contributing members of their community.

WE MAKE A DIFFERENCE.

When students move out of residence after a term is over, there are nearly 5,000 rooms to clean. The hard work pays off when students – often accompanied by their parents – notice how clean the students' rooms are. In fact, we'll often find students trying to clean a washroom or a hallway before staff members notice. (And it's not because they're neat freaks!) The students see the pride we take in our buildings' appearance and they don't want to disappoint the staff.

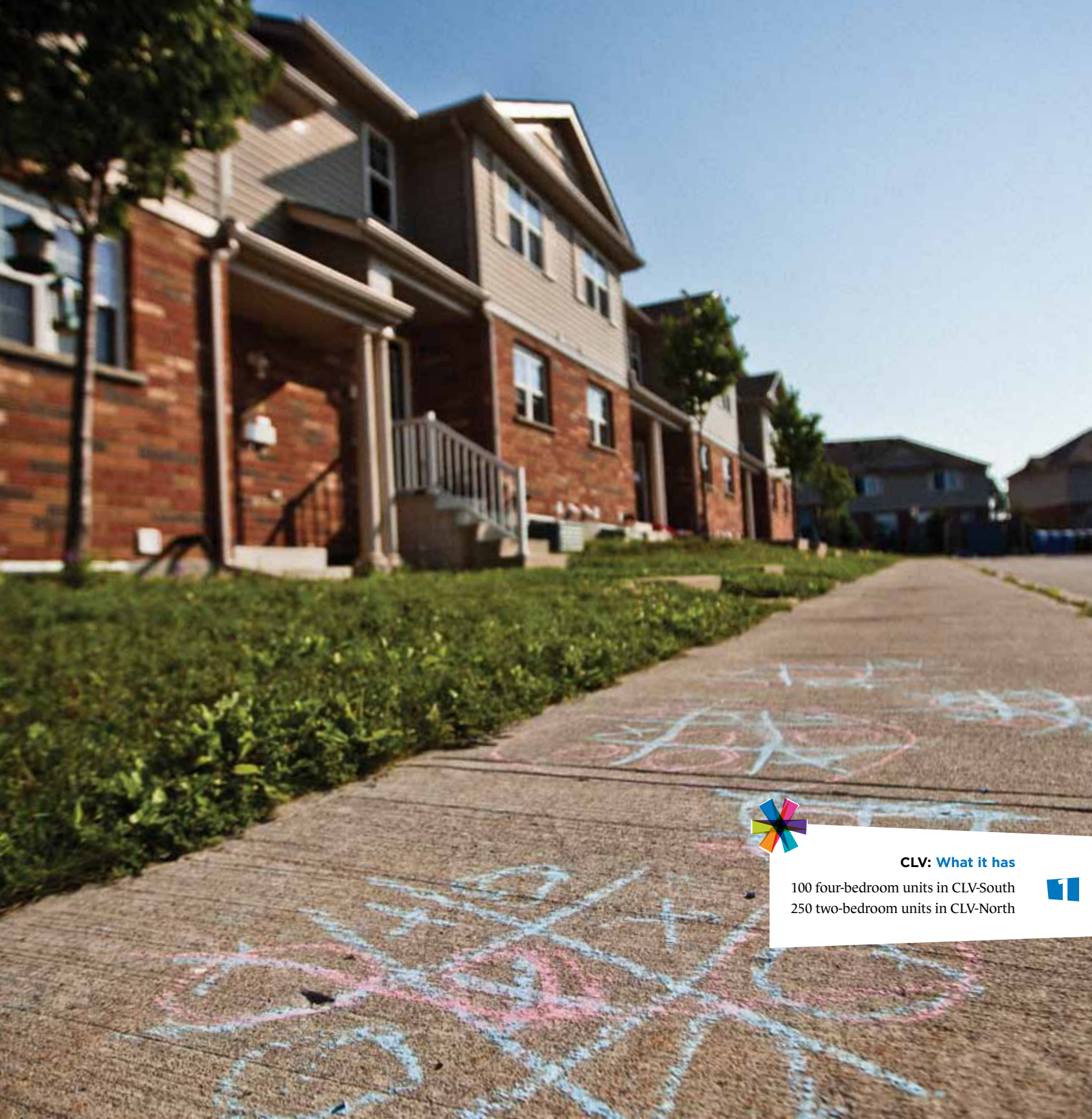
» Here's what we do...

- » We know students are busy so in traditional-style residences, our cleaning service staff scrub the washrooms and common areas on each floor daily. We'll also remove garbage from student's rooms weekly.
- » In suite-style residences, staff clean the common areas including the floor, laundry facilities, lounge, and central complex each day.
- » We clean the washroom, the bedrooms, the hallways, and everything in between when students move out of their rooms within 24-hours after their last exam.

OVERHEARD

"Our turnover time is very quick and sometimes you look at the mountain of work and don't even know where to start. But our housekeeping staff can pull together as a team and get the job done."

- Peter Jordan



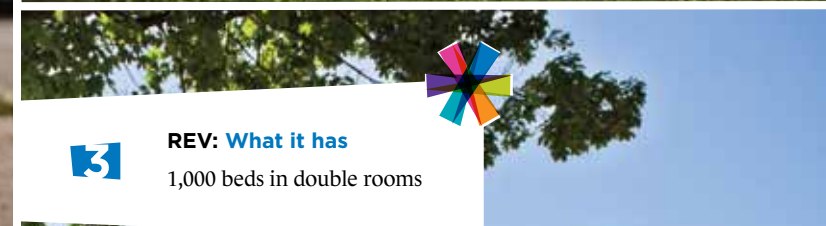
CLV: What it has **1**

100 four-bedroom units in CLV-South
250 two-bedroom units in CLV-North



2 **MKV: What it has**

320 beds in four-bedroom suites



3 **REV: What it has**

1,000 beds in double rooms



OUR BUILDINGS

More than a place to live.

» Columbia Lake Village
» **Alias:** CLV
» **Birthday:** construction began in 1987 in the south and 2001 in the north.

WHERE IT'S AT:

North of Columbia Street, look for the man-made Columbia Lake. That's where you'll find Columbia Lake Village, home to all types of students at Waterloo: first-year, upper-year, grad, exchange and post-grad. And don't forget student families. They make their homes here too. CLV is split into two communities CLV-South and CLV-North.

CLV-North is the newest of all residence facilities and comprised of two-bedroom townhouses for students with families and grad students. And the south community? Think four-bedroom townhouses where undergrad and exchange students live, study (and throw the odd winter barbeque).

WHY WE LOVE IT:

Several playgrounds in the north community entice our students' children to ditch the TV and come outside to play. There's also a weekly grocery shuttle and transport shuttle to campus (October to April) to keep students out of the cold.

» Mackenzie King Village
» **Alias:** MKV
» **Birthday:** construction began in 2001

WHERE IT'S AT:

After more than a decade without construction, Mackenzie King Village was one of the first new buildings erected on the Waterloo campus since 1987. Situated between Village 1 and Ron Eydt Village, it's the third village residence located on the main campus.

Mackenzie King Village offers apartment-style living with four bedrooms, two bathrooms a kitchen and a common area in each suite. The residence is open year-round.

WHY WE LOVE IT:

Air-conditioning (especially helpful during the spring term) and spacious lounges at the heart of each floor for socializing and group studying. Students also love the weekly grocery shuttle so they can avoid hoisting heavy bags or paying for cabs.

» Ron Eydt Village
» **Alias:** REV
» **Birthday:** construction began in 1969

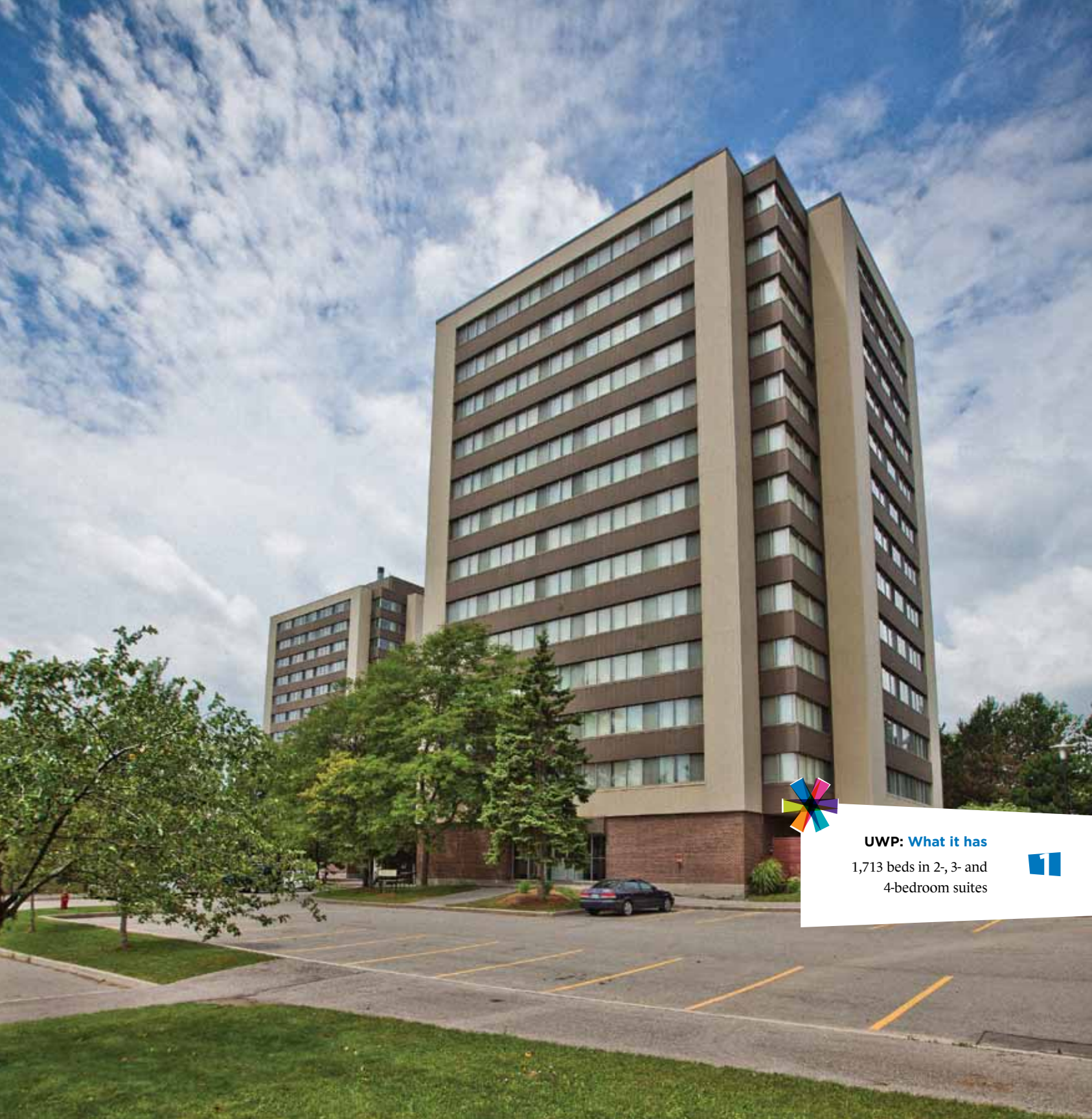
WHERE IT'S AT:

Ron Eydt Village, named in honour of Dr. Ron Eydt, the warden of the residences for 30 years, was the second of the student villages to be built. Today Ron Eydt (pronounced "Ite") Village is home to 1,000 first-year students in the fall and winter terms. Each floor is co-ed and shaped like a "V" with the Don's suite in the middle and men and women in separate wings. It not only boasts a renovated, on-site REvelation cafeteria, but students can also blow off stress at its gym facility.

WHY WE LOVE IT:

Our students rate Ron Eydt Village the best for getting to know other students and making new friends.

OPPOSITE PAGE: 1. CLV THRIVES ON A SHARED COMMUNITY SPIRIT, AND IS A SAFE, FAMILY-FRIENDLY PLACE TO LIVE. 2. SURROUNDED BY GREEN SPACE, MKV IS THE PERFECT SETTING FOR OUTDOOR SOCIALS. 3. A STRONG COMMUNITY VIBE MAKES STUDENTS FEEL RIGHT AT HOME. REV IS ALSO HOME TO 5 LIVING-LEARNING COMMUNITIES.



UWP: What it has
1,713 beds in 2-, 3- and 4-bedroom suites



V1: What it has
1,381 beds in single, double and interconnecting rooms



MINOTA HAGEY AND VELOCITY: What it has
70 beds in single rooms



More than a place to live.

- » UW Place
 - » **Alias:** UWP
 - » **Birthday:** construction began in 1970

WHERE IT'S AT:
Situating at the south end of Waterloo's campus, UW Place is home to 1,713 undergraduate students. It offers suite-style, apartment living for groups of two to four students, in six separate buildings. The two apartment towers, Beck Hall and Eby Hall, are named after prominent members of local history – Jacob Beck and Benjamin Eby. UW Place once housed families, graduate and undergraduate students.

WHY WE LOVE IT:
This residence was once actually called Married Students Apartments. Today the renovated buildings are home to first-year students who learn the ropes from their upper-year neighbours and suite-mates.

- » Village 1
 - » **Alias:** V1
 - » **Birthday:** construction began in 1965

WHERE IT'S AT:
Waterloo's first student residence, Village 1 was built in 1965. Designed to replicate a medieval village, its central complex serves as the village centre (market) surrounded by 26 houses. Waterloo was only eight years old when Village 1 opened its doors, marking an incredible increase in growth for the school.

WHY WE LOVE IT:
Although there are single and double rooms, students housed in the interconnecting rooms get to have a roommate, and their own private space too. Its on-site cafeteria, Mudie's, keep students well-fed.

- » Minota Hagey and Velocity
 - » **Minota Hagey and VeloCity Mobile and Media Incubator**
 - » **Alias:** MH
 - » **Birthday:** built in 1968

WHERE IT'S AT:
The Minota Hagey Residence was built in 1968 and named after the first wife of the University of Waterloo's President, J. Gerald Hagey. Today Minota Hagey is home to the new VeloCity program. Each term, 70 of our brightest and most entrepreneurial students are accepted into VeloCity and housed in the "dormcubator." Put simply, students live and work together on projects related to mobile communications, web and new media. Industry experts drop in to offer advice and act as mentors too.

Sharing an entrepreneurial environment with like-minded students is a great way to follow through with ideas and see exceptional results.

WHY WE LOVE IT:
New ideas keep coming! In the Spring 2010 term, VeloCity hosted its first ever VeloCity Entrepreneur Boot Camp program. Three student teams from across Canada spent the summer at VeloCity and took advantage of office space at the Accelerator Centre to get their start-up off the ground.

OPPOSITE PAGE: 1. DIFFERENT BUILDING TYPES PROVIDE A VARIETY OF ROOMS AND FLOOR LAYOUTS.
2. V1 IS CENTRALLY LOCATED TO BOTH ACADEMIC AND SUPPORT BUILDINGS. IT'S ALSO HOME TO THE LARGEST LIVING-LEARNING COMMUNITY, ACCOUNTING AND FINANCIAL MANAGEMENT.
3. THE VELOCITY PROGRAM IS MADE UP OF 70 STUDENTS FROM ALL DISCIPLINES. TECHNOLOGICALLY ADVANCED COMMON AREAS ENCOURAGE NOVEL IDEAS.



1



2



3



6



4



5

STUDENT LEADERSHIP OPPORTUNITIES

» It starts here

» Creativity. Integrity. Confidence through discovery. Leadership makes extraordinary things happen. Our students make the most of Waterloo's on-campus and community leadership opportunities. And many choose Residence opportunities first because we offer so many...

» Do you know any students looking for opportunities to hone their leadership skills? » We'd love to hear from them.

PART TIME

Right FIT Promotions Team

Team members assist with promoting our marketing initiatives throughout campus and within Waterloo Residences. Think Waterloo Residence events, creating awareness of the right FIT brand and other general marketing tasks.

Peer Leaders

Peer Leaders are upper-year students who share their experience and plan activities for their cluster of students and for the Living-Learning Community in general. This is an excellent leadership opportunity for students who enjoy their academic program and have a genuine desire to help others.

Residence Tour Guides

As residence ambassadors, students serve as a face for Waterloo Residences. Tour Guides receive training each term, lead scheduled tours, and participate in Special Event days such as the fall and March Break Open Houses.

Residence Don

Dons are hired to help residents transition smoothly into university and residence life. By planning activities for their students they create an environment where both community and friendships flourish. Receiving extensive training, Dons are respected leaders on campus.

Residence Computer Consultant (RCC)

Our Residence Computer Consultant program gives students the chance to work with computers in a networked environment. Our RCCs are able to help out their peers and gain hands-on computing experience where they live.

Front Desk Assistants (FDAs)

Each term we hire FDAs in each of the residence communities to work at the Front Desks. They provide outstanding customer service to students, parents, visitors, staff, and faculty.

RESIDENCE VOLUNTEER OPPORTUNITIES

Marketing Advisory Board (MAB)

When students talk, we listen! The Marketing Advisory Board helps Waterloo Residences with our marketing campaigns. MAB student members have the opportunity to share their insights, opinions, and ideas on Housing marketing strategies. Ideas and suggestions are used to improve and implement future marketing efforts.

Residence Council

Residence council is the representative voice for all students living in Waterloo Residences. Council launches programs and activities that meet the needs and interests of residents and builds a stronger Waterloo community.

House or Floor Council

Each house or floor elects a council to plan events and activities for the floor, house, or area. We find that a strong council helps build friendships and a sense of community among residents.

AMPED is a leadership conference developed for residents who are interested in developing skills to help them become effective leaders. The conference is organized and facilitated by our own Dons. AMPED stands for Action Minded People Empowered to Dream and at this conference, students will explore strategies that they can use to develop their own dreams.

OPPOSITE PAGE: 1. IRON CHEF NIGHT 2. COOK-OFF EVENT WITH DONS 3. IMPROV NIGHT IN UWP 4. FRONT DESK ASSISTANT IN BECK HALL 5. TALENT NIGHT 6. LIVING-LEARNING EVENT

»» **STUDENTS. SUCCESS. TOGETHER, LET'S CREATE IT.**



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WATERLOO**

