Waterloo Residences
Undergraduate residence contract
2019-2020

Preamble
This document outlines the terms and conditions of your undergraduate residence contract with Waterloo Residences for 2019-20

Single student residences at Ontario institutions are in accordance with a conditional exemption from the Landlord and Tenant Board. Other applicable federal or provincial legislation (including human rights), as well as University of Waterloo policies and procedures, will be adhered to. You and Waterloo Residences will be held accountable for the terms and conditions* outlined herein.

*Although every effort has been made to ensure the accuracy of information, it may be subject to correction or change without notice. These terms and conditions are only for Waterloo Residences and not the affiliated University Colleges.

Table of Contents
Preamble ....................................................................................................................................................... 1
1.0 Residence eligibility ................................................................................................................................. 1
2.0 Residence contract .................................................................................................................................. 2
4.0 Withdrawal and termination ..................................................................................................................... 4
5.0 Room assignment ................................................................................................................................... 5
6.0 Move-in/move-out .................................................................................................................................... 7
7.0 Keys and locks ........................................................................................................................................ 7
8.0 Residence facilities .................................................................................................................................. 8
9.0 Residence network .................................................................................................................................. 9
10.0 Cleaning and maintenance .................................................................................................................... 10
11.0 Residence community standards ........................................................................................................ 10
12.0 Safety and security .............................................................................................................................. 11
13.0 Rules and regulations .......................................................................................................................... 14
14.0 People and services ............................................................................................................................. 16
15.0 Additional information .......................................................................................................................... 17

1.0 Residence eligibility
1.1 Eligibility requirements
To be eligible for residence admission and to maintain eligibility for accommodation throughout your contract, you must meet the following requirements:

• You must be registered as a full-time student in 1.5 credits in each 4-month term or be considered full-time by the Registrar’s Office or be a co-op student on an approved local work-term. If you are not a full-time student you are obligated to notify Residence Life Management in order to review your residency status.

• Before dropping a course, consider meeting with your Residence Life Co-ordinator (RLC) regarding your residence eligibility

• You must have accepted a residence contract and submitted a $500 non-refundable initial payment towards residence by the date stated on your contract.
• You must have paid all previous charges for damages, fines, etc.
• You must not have had previous significant behavioural issues in residence and/or have previously been evicted or banned from living in a Waterloo Residence. Assessment of significant behavioural issues is at the discretion of Residence Life Management.

2.0 Residence contract

2.1 Contract period
A residence contract in the fall term is for two academic terms (fall/winter or fall/spring). In the winter and spring terms, the residence contract period is for one academic term. Your contract begins on the day the residence opens.

2.2 Two-term contracts
You will be assigned to the same residence room for both terms of your two-term residence contract. If you are in residence in the fall, you will be returning to the same residence facility in the winter. If you are living in residence in the fall and on a co-op work term in the winter, you will be returning to the same residence facility in the spring.

In the event that circumstances change, Waterloo Residences reserves the right to change your room assignment for the second term of your contract. If you are moved to a different residence facility for the second term of your contract, you must pay the new residence facility fee and/or meal plan charges as applicable.

2.3 Co-op work terms
If you are on a winter or spring co-op work term placement, you can apply for a one-term residence contract. You must live in our designated area for co-op students. If you are on a co-op work term placement in the winter term, you cannot transfer your spring residence commitment (second part of a two-term residence contract) to the winter to complete your two-term contract obligation.

2.4 Winter break
All undergraduate residences are closed during the University winter holiday period; beginning at 12 noon the day after the last fall exam and ending the day before winter classes start, unless specifically stated within your residence contract. During this time, you have to make alternative living arrangements.

2.5 Election note
In the event of an election during the term of this contract, we will provide the appropriate agency responsible for conducting the election with verification of residence. If you do not wish to have your residence verified with such bodies, you must advise Waterloo Residences in writing within the first two weeks of the start of this contract.

3.0 Residence and meal plan fees

3.1 Residence fee chart*

<table>
<thead>
<tr>
<th>Residence and room type</th>
<th>Fall term</th>
<th>Winter or spring term</th>
<th>Full year fall and winter or fall and spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRADITIONAL STYLE: VILLAGE 1 (V1), RON EYDT VILLAGE (REV), AND UWP Claudette Millage Hall (CMH)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single Room (V1)</td>
<td>$3,932</td>
<td>$2,621</td>
<td>$6,553</td>
</tr>
<tr>
<td>Single Room (CMH)</td>
<td>$4,313</td>
<td>$2,875</td>
<td>$7,188</td>
</tr>
<tr>
<td>Room Type</td>
<td>Price - Term 1</td>
<td>Price - Term 2</td>
<td>Price - Term 3</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>----------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Interconnected Room</td>
<td>$3,753</td>
<td>$2,502</td>
<td>$6,255</td>
</tr>
<tr>
<td>Double Room (V1 &amp; REV)</td>
<td>$3,527</td>
<td>$2,352</td>
<td>$5,879</td>
</tr>
<tr>
<td>Double room (CMH)</td>
<td>$4,111</td>
<td>$2,740</td>
<td>$6,851</td>
</tr>
</tbody>
</table>

**SUITE STYLE: COLUMBIA LAKE VILLAGE SOUTH (CLV-S), UW PLACE- BECK HALL (UWP), UW PLACE EBY HALL (UWP), WELLESLEY COURT (UWP), WILMOT COURT (UWP), WATERLOO COURT (UWP), WOOLWICH COURT (UWP), MACKENZIE KING VILLAGE (MKV)**

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Price - Term 1</th>
<th>Price - Term 2</th>
<th>Price - Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Double room (2-person loft beds) suite (UWP)</td>
<td>$3,704</td>
<td>$2,470</td>
<td>$6,174</td>
</tr>
<tr>
<td>Single room 2-bedroom suite (UWP)</td>
<td>$4,241</td>
<td>$2,828</td>
<td>$7,069</td>
</tr>
<tr>
<td>Single room 3-bedroom suite (UWP)</td>
<td>$4,015</td>
<td>$2,676</td>
<td>$6,691</td>
</tr>
<tr>
<td>Single room 4-bedroom suite (UWP)</td>
<td>$4,015</td>
<td>$2,676</td>
<td>$6,691</td>
</tr>
<tr>
<td>Single room 4-bedroom townhouse (CLV-S)</td>
<td>$3,750</td>
<td>$2,500</td>
<td>$6,250</td>
</tr>
<tr>
<td>Single Room 4-bedroom suite (MKV)</td>
<td>$4,694</td>
<td>$3,129</td>
<td>$7,8234</td>
</tr>
</tbody>
</table>

**MINOTA HAGEY (MH) – VELOCITY**

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Price - Term 1</th>
<th>Price - Term 2</th>
<th>Price - Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single room</td>
<td>$3,416</td>
<td>$3,416</td>
<td>$6,832</td>
</tr>
</tbody>
</table>

**Note:** The fees listed above are for 2019-2020 fees

### 3.2 Meal plan fees
**Residence Meal Plan Allowance (RMPA)**
If you live in Village 1, Ron Eydt Village, or UWP-Claudette Millar Hall you must buy a Residence Meal Plan Allowance (RMPA) for each term.

<table>
<thead>
<tr>
<th>Meal Plan</th>
<th>What’s it called?</th>
<th>What do you pay? (Per term)</th>
<th>Meal Plan Portion</th>
<th>Food Price Reduction</th>
<th>Flex Dollar Portion</th>
<th>Overhead Deduction*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lite</td>
<td></td>
<td>$2,452</td>
<td>$1,196</td>
<td>50%</td>
<td>$0</td>
<td>$1,256</td>
</tr>
<tr>
<td>Average</td>
<td></td>
<td>$2,652</td>
<td>$1,196</td>
<td>50%</td>
<td>$200</td>
<td>$1,256</td>
</tr>
<tr>
<td>Hearty</td>
<td></td>
<td>$2,852</td>
<td>$1,196</td>
<td>50%</td>
<td>$400</td>
<td>$1,256</td>
</tr>
</tbody>
</table>

**Value Plus Meal Plan (VPMP)**
If you live in Mackenzie King Village, UW Place Suite, Minota Hagey, or Columbia Lake Village-South, purchasing a meal plan in option. You have a full cooking facility in your suite so you can prepare your own food. However, you can purchase an optional Value Plus Meal Plan (VPMP).

<table>
<thead>
<tr>
<th>Meal Plan</th>
<th>What’s it called?</th>
<th>What do you pay?</th>
<th>Meal Plan Portion</th>
<th>Flex dollar portion</th>
<th>Food Price Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Saver</td>
<td></td>
<td>$1,950</td>
<td>$1,800</td>
<td>$150</td>
<td>18% off most items</td>
</tr>
<tr>
<td>Saver</td>
<td></td>
<td>$1,675</td>
<td>$1,525</td>
<td>$150</td>
<td>15% off most items</td>
</tr>
<tr>
<td>Casual</td>
<td></td>
<td>$1,400</td>
<td>$1,200</td>
<td>$200</td>
<td>6% off most items</td>
</tr>
</tbody>
</table>

**Note:** The fees listed above are for 2019-2020.

### 3.3 Special dietary needs
Due to the many cultural and religious background of our students on campus, we do our best to accommodate as many food selections as possible. However, not all Food Services’ outlets are able to accommodate every option. Before choosing a residence, research the food choices available for each so we can accommodate your needs. Students with severe or life threatening medically documented food allergies must register through the Accessible Housing process.
Waterloo Residences does not guarantee a residence placement with other students with similar food allergies. [https://uwaterloo.ca/housing/applications/special-accommodations](https://uwaterloo.ca/housing/applications/special-accommodations)

### 3.4 Deposits and initial payments
Deposits are initial payments received by the Department of Housing and Residences and are non-refundable and cannot be applied to a later application. An initial payment received as part of the Residence Community Ranking Form (RCRF) is used as an application fee and is applied toward your residence fee. Other residence deposits are initial payments and used to secure your residence space.

An initial payment may be refunded if:
- The University of Waterloo has revoked your academic offer of admission or,
- Your application to defer your offer of academic admission has been approved by the Office of the Registrar prior to August 1, 2018.

All other initial payments are non-refundable and act as an application fee and/or payment to secure a space in on-campus residence. Additionally, initial payments are not subject to an appeal through the Residences Fees & Contract Appeals Committee.

### 3.5 Payment of fees
Residence and meal plan fees (if applicable) along with other University charges are paid prior to the start of each term. These fees are posted to your Quest account. If you have questions refer to the information on your Quest account summary for payment details and options. You can also track your Waterloo finance charges and adjustments on your Quest account.

### 3.6 Refunds
In the event of a refund being granted, values are calculated on a pro-rated daily rate from the start date of your residence contract until the vacancy caused by your cancellation is filled by another student not currently living in residence. Any refund on residence fees are credited to your university account, less an administration fee of up to $500.

No refunds are given during the last 30 days of any term. To request a meal plan refund, contact the WatCard office directly. If you have no outstanding charges, you will be eligible for a refund. Refunds are issued to your Quest account from the Department of Finance at the University of Waterloo.

### 3.7 Tax receipts
Residence fees cannot be claimed as rent for income tax purposes. Under the Income Tax Act, universities are exempt from paying municipal property taxes.

The Ontario Income Tax Act stipulate that all students living in designated university (tax-exempt) student residences are limited to an Ontario Energy and Property Tax Credit claim based on an occupancy cost of $25 for the time they live in a student residence. Therefore, the maximum amount that can be claimed for income tax purposes is $25.

### 4.0 Withdrawal and termination

#### 4.1 Financial responsibility
You are held financially responsible for the full residence fee as indicated in your contractual agreement. If you withdraw from residence before the completion of your contract, you will be placed on our refund assessment list in order of withdrawal date, be afforded an opportunity to find a replacement who meets Waterloo Residences eligibility and room availability, or may submit an appeal to the Waterloo Residences Contracts and Appeals Committee. When a new student is confirmed into residence, financial relief will be processed for the first student on the waiting list if Waterloo Residences reaches full occupancy. This process is based on filling the vacancy rather than filling the specific room type. If you find your own replacement who is not currently living in residence, has an active residence contract, or a part of the first-year guarantee process, you will be eligible to receive a refund. There is no guarantee that a residence space can be filled.
4.2 Academic withdrawal pre-arrival
You will not be held financially responsible for your full residence fee if your offer of academic admission has been revoked by the University of Waterloo or if your application to defer an offer of academic admission has been approved by the Office of the Registrar. Approved deferrals after August 1, 2019 are subject to initial payments being forfeited. Students, who are required to repeat, required to withdraw, intentionally withdraw from your academic program must contact Waterloo Residences and submit an appeal to the Waterloo Residences Fees & Contracts Appeals Committee for consideration.

4.3 Academic withdrawal post-arrival
Should you become "required to repeat" or "required to withdrawal" from you academic program, you will be financially responsible for your full residence fees. Students who have an academic offer changed or adjusted by the University of Waterloo are eligible for an appeal under academic grounds. Students must follow the appeals process outlined in section 4.7 Grounds for appeals.

4.4 Student cancellation
If you cancel your residence contract, you will be held financially responsible for your full residence fee. The Department of Housing and Residences reserves the right to collect payment for any outstanding residence room charges. If after moving into your room, you cancel your residence contract upon the decision to leave the University of Waterloo, decision to move off campus, anticipate a residence environmental conflict, or other reasons based on residence assignment, you will be held financially responsible for your full residence fee and placed on our refund assessment list.

4.5 University Termination of Contract
If you are evicted from residence or are required to leave the University of Waterloo due to behavioural issues, you will be held responsible for your full residence fee as per your contractual agreement. Waterloo Residences reserves the right to cancel a residence contract at any time for a breach of this contract.

4.6 Exceptional circumstances
If you are unable to live in residence due to exceptional circumstances beyond your control you may submit a written appeal with supporting documentation to the Waterloo Residences Fees & Contracts Appeals Committee for consideration. You will remain responsible for the administrative fee should an appeal be approved.

4.7 Grounds for appeals
In the event your residence contract is terminated, by you or by the University, you may appeal the fees owed by submitting an appeal to the Waterloo Residences Fees & Contracts Appeals Committee. Grounds for an appeal include academic, medical, or compassionate. The appeal must be submitted within ten days of submitting the Withdrawal Form and/or vacating your residence room. The last date to submit an appeal for 2019-2020 academic terms is July 23, 2019.

4.8 Rebooking incentive
Should students receive a $500 Residence Administrative Fee due to canceling a residence contract or have their initial deposit held due to deferring an offer of academic admissions, they can apply for a re-booking incentive once they return to residence during the next academic term and or year.

5.0 Room assignment
5.1 Roommates
You can request a preferred roommate(s). A requested roommate must meet the following requirements:

- If you are both first-year students,
- You must both select the same gender community preference
- You must be in the same academic stream.
5.2 Room changes
Requests for fall term room changes will not be accepted after we have completed room assignments. Once you have moved into residence, if you wish to discuss a room change, you must contact the Don/Residence Life Coordinator (RLC) responsible for your current residence facility. A process of discussing concerns with your roommate(s), mediation and genuine attempts to resolve the situation are expected prior to any room change request being considered.

Transferring rooms may result in an additional charge and/or an adjustment in fees, including meal plan charges, depending on your new room type and location. Additional charges will be posted to your Quest account by the Finance Department. Failure to complete the room change can result in an additional charge. NOTE: Room changes are only completed under extreme circumstances.

5.3 Subletting
Only you and your designated roommate (if applicable) may occupy your residence room. Your room and any other space in residence cannot be shared with, or sublet to, another person.

5.4 Special accommodations
If you have functional limitation, disability or chronic medical condition that will impact your living environment and can be vetted by a certified healthcare practitioner, Waterloo Residences will make every effort to place you in a room that best meets your medical needs. AccessAbility Services will work in collaboration with Waterloo Residences to place you in a room that accommodates your needs, but please give us prior notice and documentation so we can find the best fit quickly.

- If you require specific accommodation due to a physical, sensory, environmental, medical, psychological, sleeping disorder, life threatening allergies, or learning disability related issue, you must complete a Housing Disability Verification form through the Accessible Housing process: [uwaterloo.ca/accessible-housing/](http://uwaterloo.ca/accessible-housing/).
- If you require accommodation due to your height (taller than 6’4” or 195 cm), please check the appropriate box on your residence application. We will attempt to place you in a room with a longer mattress (subject to availability).
- Non-life threatening allergies and serious dietary issues (i.e. peanut allergy) can be accommodated through room assignments. Many moderate allergies or dietary concerns, such as gluten-free or lactose-free diets, can be accommodated through specialized menu planning with Food Services: [uwaterloo.ca/food-services](http://uwaterloo.ca/food-services).

The University of Waterloo respects, appreciates, and encourages diversity. We are committed to fostering equitable learning and living environments for all students including women, Aboriginal people, racialized people, persons with disabilities, gay, lesbian, and transgendered individuals. Some residence accommodations have shared private or semi-private spaces. We use the gender that you have identified on University of Waterloo records to assist with your room assignment. If you have questions or concerns, contact Waterloo Residences at 519-888-4567 ext. 32679 or [housing@uwaterloo.ca](mailto:housing@uwaterloo.ca). We are committed to find the right fit for you in our community. Some of our on-campus partners such as the Equity Office, AccessAbility Service, Student Success Office, and The Glow Centre for Sexual and Gender Diversity may be able to assist us in finding a solution.

Every effort is made to place you in a residence that works for you. Special accommodation requests should be made at the time of your initial residence application. This is done through the Accessible Housing process for first-year students at the time of submitting your Residence Community Ranking Form (RCRF). Upper-year students must complete the Accessible Housing process at the time of submitting your application.

5.5 Contingencies
Although rare, facilities or services may become unavailable as a result of factors that are beyond the control of Waterloo Residences. Under such circumstances, the University reserves the right to make assignments, provide alternative arrangements, or substitute services as the situation requires.
In the event that Waterloo must make decisions in the face of major disruptive events beyond its control, it will do so on the direction of relevant authorities, as appropriate. In some circumstances, students may be placed in alternative accommodations or housing arrangements until a regular room assignment becomes available. Waterloo Residences reserves the right to place limits on the number of residents to be reassigned in order to maximize space for new first-year residents. New residents will be assigned to their preferred building to the extent possible. Failure to honour assignment preferences will not void residence contracts. Waterloo Residences reserves the right to change room or building assignments, assign roommates, and consolidate vacancies.

6.0 Move-in/move-out

6.1 Move-in
You will be emailed your move-in information prior to your move-in date. Please arrive on campus on your assigned date. Go to your residence building and check in at the residence Front Desk. There will be clearly defined volunteers and staff ready to assist you. You will be provided with your keys.

6.2 Early arrival
You may request to move into residence one day prior to the beginning of the next term by completing the Early Arrival Form and meeting the following criteria:

- You live out of province/country
- You are trying out for varsity sports
- Other extenuating circumstances

You will receive notification if your request to move in early has been approved.

6.3 Late arrival
Failure to check into your room by 12 noon on the first day of classes each term will result in the cancellation of your residence booking. Your initial payment will be forfeited and you will be held financially responsible for your full residence fee. Exceptions will be made for students who have submitted an online Late Arrival Form at uwaterloo.ca/housing/current/move-in. Students can arrive in residence one-week after the beginning of an academic term.

6.4 Move-out – first-year students
You are required to vacate your assigned room and leave residence within 24 hours of your last examination for each contracted term. If you do not have any exams scheduled during the final examination period, you are required to vacate your assigned room and leave residence 24 hours after the last day of classes for the contracted term. If your exam falls on the last day of the examination schedule you are required to leave by 12 noon the following day.

6.5 Move-out – upper-year students
You are allowed to stay in your assigned room until the last day of move-out for each contracted term. We are unable to provide extensions beyond the last day of move-out. If you would like to move-out earlier, you are welcome to do so. Upon vacating your assigned room, you are responsible for removing all garbage and recycling from your room/suite. Not sure when you need to move-out? You will receive official notification and move-out details via email.

7.0 Keys and locks

7.1 Keys
Your keys are your own responsibility. Do not lend your keys out or leave them where they may be taken. You are strongly advised to lock your door when leaving your room. You are prohibited from lending your assigned key(s) to any individual under any circumstance.

7.2 Lost keys
Lost keys should be reported immediately to your residence Front Desk. If you lose your key(s), a spare one will be issued for up to 7 business days to allow you to find the original. If after 7 business days your key(s) has not been returned, you will be assessed a $100 fee to cover the
cost of a lock change. Roommates will receive a new key free of charge. If this happens more than once, appropriate fees and or sanctions are at the discretion of the Residence Life Coordinator.

7.3 Returning keys
If you fail to return your keys at move out, you will be assessed a $100 fee to cover the cost of a lock change. Should you vacate your residence rooms and/or cancel your residence contract the date your keys are returned is used as the final cancelation date.

7.4 Locks
Residents must report damaged or malfunctioning locks, lights and other safety hazards immediately to the Residence Facility Coordinator email account specific to that building. Extra locks of any kind are not permitted on doors, windows or furnishings.

7.5 Room lockout
You are expected to keep your keys with you at all times. If you lock yourself out of your room, you can get help from your residence Front Desk. If being locked out becomes a pattern of behaviour, you will be expected to meet with your Residence Life Co-ordinator and disciplinary action, up to and including a fine, is possible.

7.6 University personnel entering rooms/suites
Authorized University personnel may enter your room or suite without prior notice for the following reasons: to ensure health, safety or general community welfare, to make repairs to your accommodations and the equipment servicing it, to inspect the condition of your room or suite, to silence an alarm or other noise within a living space that interferes with the reasonable enjoyment of the community, to reduce or prevent water damage during a flood or pipe burst, and to investigate compliance with and possible breaches of the terms and conditions.

If a resident requests a repair, a work order is created and will be considered authorization to enter the room. Except in the event of an emergency or safety related concern, notice of entry, other than a work order, will be provided 24 hours in advance.

8.0 Residence facilities

8.1 Room
Your room is equipped with a twin-size bed, mattress (36" X 78"), desk and chair, study light, bookshelf, closet, dresser, waste basket, and Internet connection. Additional furniture (or storage of furniture) is not allowed in rooms or suites including personal mattresses, without permission from Residence Life Management.

8.2 Room Condition Form
You will be required to complete an online Room Condition Form. This form is retained by your residence office as a check against loss or damage to the room and its contents. Walk around your room and ensure every piece of furniture is accounted for. Also, look for any extra wear and tear the residence office should be aware of. (You won’t want to be on the hook for any extra repairs the day you move out).

8.3 Property storage
We do not accept responsibility for the storage or safekeeping of property abandoned in residence rooms.

8.4 Air-conditioning
Air-conditioning units are also not permitted in residence. If you require air-conditioning for medical reasons, you must submit supporting medical documentation through the Accessible Housing. You will be considered for special residence placement or a room change.

8.5 Damage and loss
We hold you financially responsible for any damage or loss to your room or its contents and also for the cleanliness of your room when you vacate.
If you are assigned to a suite-style/townhouse accommodation, you are jointly responsible, with the other occupant(s) of the suite, for damage or loss sustained in the common areas of that accommodation. In some circumstances, you and other students in your building or area may be held accountable for damage to that building or area.

9.0 Residence network
The residence network is a wireless and wired network that provides internet and campus network access throughout residences. All areas of residence rooms are provided with a wireless internet connection. Wireless access is provided in both the 2.4 GHz band, as well as the 5 GHz band. The wireless signal strength should be no less than -75 dBm on either wireless band. Network issues can be reported to the Residence IT Service Desk.

9.1 Misuse
The following are specific items that are considered misuse. They could result in immediate disconnection of your Internet connection without notice, and/or other sanctions as deemed appropriate by Residence Life staff.

- Uploading, downloading or sharing of any copyrighted materials including, but not limited to, movies, music, games, and software.
- Setting up of any server including, but not limited to, DHCP, SQL, FTP, WSeb, File and IIS.
- Scanning the network for any reason.
- Malicious hacking in any form.
- Sharing of any material deemed inappropriate or offensive.
- Tampering with or removing wireless access points in residence, or any other network hardware in residence.
- Any activity that degrades the performance, or impacts the security, of the network.
- Broadcasting a wireless network of any sort, including access point wireless printers.
- Spoofing, or imitating, any official University networks such as eduroam or uw-wifi-setup-no-encryption.

Problems arising from use for purposes other than those intended by the University will be seen as misuse. If you feel that ResNet does not meet your needs, you are welcome to arrange for an outside Internet Service Provider (ISP) at your own expense. Prior to arranging an alternative ISP, the Residence IT Service Desk should be consulted to ensure the required infrastructure exists. The University reserves the right to disconnect (without notice) any port if misuse is suspected. Misuse could ultimately result in disciplinary action up to and including eviction from residence and/or referral for academic disciplinary action.

9.2 Security
You are expected to ensure that your network-connected device is secure and does not pose a risk to yourself or others. Up-to-date virus protection is essential. The University will not be held responsible for damage, or data loss, to any network connected device that is vulnerable in any way. Developments that pertain to information technology may change from time to time, and you are expected to abide by these policies. Please visit uwaterloo.ca/housing/technology on a regular basis to stay up-to-date.

9.3 Network Limitations
The residence network is an enterprise grade network that has security features enabled which are incompatible with some devices. Devices that rely on the ability to communicate with each other over the network (inter-client communication) will not function on the network; some examples of these devices are Chromecasts, wireless printers, wireless speakers, smart home accessories, etc. Devices that do not support WPA2-Enterprise encryption can be whitelisted to connect to uw-wifi-setup-no-encryption on a case by case basis. Uw-wifi-setup-no-encryption is an unencrypted network; users of this network are advised to practice caution in which traffic is sent over this network, and the University assumes no responsibility for any data loss or device vulnerability caused by use of this network.
10.0 Cleaning and maintenance

10.1 Cleaning
You are responsible for maintaining an acceptable level of cleanliness. This expectation is not only for your residence room, but is extended to all common areas in residence including TV areas, game rooms, washroom facilities, cafeterias, etc.

- If you live in a suite-style/townhouse accommodation, it is your responsibility to ensure that your unit’s common areas, washroom facilities and appliances provided are properly maintained and cleaned on a regular basis.
- You are expected to clean your room/unit prior to leaving at the end of term. Any damage beyond normal wear and tear or any excess cleaning required by the Waterloo Residences staff will be billed to the resident(s).
- Residents are to use the garbage and recycling containers provided.

10.2 Pest control
Waterloo Residences has an established and successful procedure for the unlikely event that a case of bedbugs is confirmed. We will work closely with any resident who suspects that bedbugs may be present in their room. This includes testing and if applicable, treatment. Students who suspect a case of bedbugs should immediately notify their Residence Front Desk or Residence Facilities Co-ordinator.

They should not move to a friend’s room, floor lounge or take their belongings anywhere else. Our practice is not to relocate the resident due to the increased risk of spreading. We will work closely with the resident and require their full participation in the process.

10.3 Facility improvement/construction
There are ongoing campus and city construction, renovation and maintenance projects occurring at and/or adjacent to a number of residences on the main campus. Noise due to facility improvement and cleaning, that can be disruptive to residents, will typically not begin before 9 a.m. These activities may begin earlier due to emergencies beyond the control of the department. Outdoor service activities adjacent to the residences, such as grass cutting and garbage removal, may cause noise that some residents find disruptive. The department attempts to ensure these activities do not begin before 7 a.m.

Construction of new buildings, renovations, and maintenance occur year-round on campus and continue through midterm and final exam periods. Measures are taken to minimize disruption and options are provided to students for alternate study spaces. The University ensures that prudent construction practices are followed at all times, however there may be disruptions and inconveniences such as noise, dust, and/or temporary interruption of some services. Please note that there will be no compensation or reduction to residence fees due to any disruptions.

10.4 Noise and Vibration
Due to the proximity of some Waterloo Residences to the Waterloo Central Railway and the Region's future LRT line (ION), projected noise levels may exceed the Noise Level Objectives approved by the Regional Municipality of Waterloo and may cause concern to some individuals. Moreover, each unit within Claudette Millar Hall has been fitted with a forced air-duct heating system suitably sized and is currently equipped with an air conditioning system.

11.0 Residence community standards

11.1 Noise
The University takes reasonable care to ensure that the environment in its residences is conducive to university life and studying, but cannot be responsible for unreasonable or unavoidable noise or disturbance caused by others or by matters outside its control. For consideration of other residents, subwoofers are prohibited in residence. Excessive noise is considered irresponsible behaviour especially in a community where every resident expects to be able to work and sleep in peace and quiet. Noise levels must not infringe on someone else’s reasonable expectations.
11.2 Guests
Having guests in residence is a great way to socialize as you become friends with other students on campus or invite a friend from back home. But having guests in residence is also a privilege. Waterloo residents are responsible for their guests' behaviour and any financial consequences of their guests' actions. Residents must ensure that guests abide by the policies, rules, regulations and terms contained in this document, as well as any established community standards. Guests must be accompanied by their host at all times and are not to be left unattended in residence.

Guests stay less than 48 consecutive hours, pay no residence fees, keep no personal possessions in residence, eat only occasionally in residence, and do not normally stay overnight. Guests are expected to respect the rights and privileges of roommates and other residents of the community at all times. If you are having guests in residence, you are expected to let your roommates/suitmates and Don know in advance when possible. Overnight guests are not permitted during Orientation Week or during the final exam period.

Failure to abide by the above can result in guest privileges being suspended or revoked and the University can ban any person not paying residence fees from entering residence at any time. For your safety, any person found in a residence who is not a guest of a resident or who cannot give a satisfactory explanation for their presence and/or provide identification, must be reported immediately to a Don. Salespersons, canvassers, or agents are not allowed in residence.

11.3 Commercial use
The use of a residence room, mailbox, phone line, or network connection for any commercial purposes is prohibited. A business may not be operated in residence.

11.4 Posters
Posters or promotional materials must be approved by Waterloo Residences before posting. Use two-sided poster mounts (available at the residence Front Desk) when putting up posters.

11.5 Illness
Due to the communal nature of residence living, people suspected of being infected with a communicable disease are required to seek medical attention and inform Residence Life staff.

11.6 Pets
Residents are prohibited from keeping non-service/emotional support animals of any kind in their rooms or common areas. Exception: fish in aquariums. Contact the office for more information on how we can accommodate service animals in rez.

11.7 Food and cafeteria dishes
Remember to be courteous of other when eating in your room or in residence common areas. Store food in suitable containers to avoid contamination, vermin, and odour. If you plan on eating outside of the cafeteria dining areas, select food that comes pre-packaged. Cafeteria dishes, utensils, and trays are to remain in the cafeterias of Village 1, Ron Eydt Village, and Claudette Millar Hall residences and are to be returned to the proper areas there. Bringing cafeteria dishes onto the residences floors is not permitted and will result in sanctions. Inappropriate or disruptive behaviour in a University cafeteria or residence dining room is not permitted and may result in disciplinary action.

12.0 Safety and security

12.1 Compliance
It’s important that students behave responsibly and do not compromise their own safety or endanger the health and safety of others. The Residence Life Co-ordinator and the Office of Residence Life, on behalf of the University of Waterloo, reserves the right to determine what constitutes unsafe practices.

Residents shall comply with instructions given by the residence staff, campus police and other people in authority within residence. Residents shall accurately identify themselves if requested
to do so. While our staff attempts to secure the physical access of the residences, please remember that you are responsible for making good choices for your own personal safety.

12.2 Access to residence rooms
Entering another student’s room without permission or disturbing another resident’s property is prohibited. Residents must ensure that all floor doors are firmly closed and locked at all times. Entering another student’s room without permission or disturbing another resident’s property is prohibited. Unauthorized entry into any Waterloo storeroom, office, cafeteria etc., is strictly prohibited.

Residents must not prop doors open. You must not open doors for people or allow people into residence if they are not personally known to you. By allowing another individual into residence you are assuming responsibility for their behaviour and all consequences as a result. All suspicious people and behaviour should be reported to a Don and/or Waterloo Campus Police, 519-888-4911, uwatertlo.ca/police.

12.3 Fire safety
When notified of fire or other emergencies in the building, all students must immediately evacuate the building and remain outside until permission to re-enter has been granted by Waterloo personnel. The discharging, tampering with or operating of any fire prevention or detection apparatus for any purpose other than the control of fire is strictly prohibited. Any student found to be in breach of the fire safety regulations can expect to incur sanctions at the discretion of the Residence Life Co-ordinator.

12.4 Cooking
Cooking food in any resident’s bedroom is not permitted. All electrical cooking appliances (i.e. toasters, hot plates, microwaves), are to be stored in areas with approved kitchen facilities. Automatic shut-off coffee makers or kettles are permitted in residence rooms. Residents are prohibited from having barbeques or fires on residence property.

12.5 Storage
Residents are not permitted to keep bicycles or large personal items in any stairwell, hallway, or common areas in residence.

12.6 Electrical equipment
Residents must use only CSA, UL-approved or Canadian-certified electrical equipment; the rated wattage of light fixtures must never be exceeded; and only replacement bulbs supplied by Waterloo maintenance staff may be used.

12.7 Weapons and physical violence
Firecrackers, firearms, weapons, or any object the Residence Life Co-ordinator considers dangerous to the health and/or wellbeing of fellow residents, are strictly prohibited. Physical violence of any kind is not tolerated and will be dealt with severely, up to and including immediate eviction.

12.8 Dangerous behaviour
Residents must refrain from dangerous behaviour (i.e. sitting on window sills, being on the roof of any residence, throwing or dropping items from windows). Removing window screens or limiters is dangerous and prohibited. Cable should not be run between rooms. Pranks of any kind are deemed a threat to safety and security of other residents and are therefore prohibited.

12.9 Stolen property
Residents must refrain from using another student’s property without prior permission. Stolen property is not permitted in residence (i.e. shopping cart, road signs).

12.10 Harassment and abuse
Freedom from bodily harm, sexual assault, domestic violence, threats, harassment, or damage to personal property by others is a legislated right. Any resident who denies another resident or staff member of those rights will be in breach of the residence contract and may face criminal charges.
Complaints or inquiries regarding these issues can be made to the Don, Residence Life Coordinator, or to the Office of Management and Human Rights.

12.11 Alcohol
Residents who choose to consume alcohol while on University of Waterloo property are expected to do so safely and in a manner that respects the wellbeing and legal obligation of the University and its members. Residents must be of legal drinking age (19 years of age), as defined by Ontario law, in order to consume alcohol and/or have alcohol consumed in their residence room or suite. In residence, the consumption of alcoholic beverages is restricted to the bedrooms and suites. Open alcoholic beverages are not permitted in hallways, common areas or outside of residence buildings.

Any person who serves an alcoholic beverage to – or purchases an alcoholic beverage for – any person under the age of 19 is in violation of the law. Students participating in underage drinking or buying alcohol for minors will be subject to sanctions, at the discretion of the Residence Life Co-ordinator. If you serve any person an excessive amount of alcohol, regardless of his or her age, you can be held legally liable should your guest sustain injury.

If a resident fails to maintain a responsible level of alcohol consumption, or breaches this policy, the Residence Life staff may intervene. Residence Life staff reserves the right to contact Emergency Services if they feel that a resident or guest has overconsumed and their wellbeing is in question. Any costs associated with this (ambulance fees, for instance) are the responsibility of the individual. In addition, the Residence Life Co-ordinator may impose conditions to address the behaviour, including, but not limited to:

- A meeting with Residence Life Staff
- A behavioural contract
- Completion of an educational sanction
- Privilege restrictions
- Eviction

12.12 Drinking games
Drinking games and the use of instruments and paraphernalia used in unsafe drinking practices (i.e. funnels) to maximize or accelerate the consumption of alcohol are prohibited in all areas of residence. Brewing alcoholic beverages in residence and/or bringing containers of alcoholic beverages for mass consumption (i.e. kegs) into residence is prohibited. Parties held without sanction by Residence Life staff are prohibited.

12.13 Cannabis
Residents who are 19+ can consume cannabis that is legally distributed, but smoking recreational cannabis in any form is strictly prohibited in residence and on-campus. Residents cannot possess or grow cannabis plants in residence. Residents may convert legally purchased cannabis into homemade edible products if they reside in a suite-style accommodations, however, it cannot interfere with the reasonable enjoyment of the community for others. Consumption of cannabis is only permitted in students’ own residence rooms (traditional style bedroom or suite/townhouse kitchen, living room, or bedroom). Possession and consumption of cannabis is prohibited for any resident under the age of 19 and mail delivery of cannabis is strictly prohibited to residence. Residents who use cannabis for medicinal purposes can discuss reasonable accommodations with AccessAbility Services (see the University's guide to cannabis legalization).

12.14 Drugs
In residence, the consumption of any substance (over-the-counter substances, prescription, or legal drugs) is restricted to the bedrooms and suites. Legal drugs are not permitted in hallways, common areas or outside of residence buildings.

Students in residence are prohibited from trafficking, possessing, using, or consuming any illegal drug substance in residence or surrounding property. Individuals found to be involved in drug trafficking will be immediately evicted from residence or surrounding property and may face
charges under the Criminal Code of Canada. Residence Life staff reserve the right to prohibit any abuse or excessive use of any substance (including but not limited to over-the-counter substances, prescription or legal drugs) based on the effect to the residence community.

The possession or use of illegal drugs, being party to the consumption or use of illegal drugs by being willfully present during their use or consumption, or return to residence under the influence of illegal drugs, constitutes cause for disciplinary action, up to and including eviction. If a resident breaches this policy, the Residence Life staff may intervene. Residence Life staff reserves the right to contact Emergency Services if they feel that a resident’s or guest’s well-being is in question. Any costs associated with this are the responsibility of the individual. In addition, the Residence Life Co-ordinator may impose conditions to address the behaviour, including but not limited to:

- A meeting with Residence Life Staff
- A behavioural contract
- Completion of an educational sanction
- Privilege restrictions
- Eviction

12.15 Smoking
Smoking and smoking related activities (including, but not limited to, vaping and e-cigarettes) are strictly prohibited in all residence buildings and immediate surrounding areas. Consideration for others must prevail at all times. The University prohibits smoking of cannabis (including vaping) on University property. Smoking other legal substances is permitted 10 meters away from buildings on campus. Smoking in residence may result in a fine and/or behavioural contract. Residents who use cannabis for medicinal purposes can discuss reasonable accommodations with AccessAbility Services (see the University's guide to cannabis legalization).

12.16 University liability
The University of Waterloo is not liable, directly or indirectly, for any loss of theft of personal property, or for damage or destruction of such property by fire, water, or other causes. As with any public area, we recommend that you obtain personal property/content insurance.

12.17 Growing plants in residences
Residents are prohibited to have equipment intended to grow and cultivate plants within their residence facility. This equipment poses numerous potential harms to the overall community including excessive moisture, potential excessive energy use, and potential scents that might be harmful or distracting for other members of the community. Excessive water vapour and high temperatures can create humidity damage. Large mold accumulations can follow and grow fast in humid environments and can lead to structural decay. Growing and cultivating plants can harm the residence facility and detract from the enjoyment of residence for other students. Growing cannabis on campus is strictly prohibited.

13.0 Rules and regulations

13.1 Enforcing the rules
Residence Life staff have the responsibility of enforcing residence rules, regulations, and the terms of the residence contract. When you accept your residence contract, you agree to abide by the direction and authority of Dons, Residence Life Co-ordinators (RLCs), and other Residence staff. Residence Life staff have the authority to apply sanctions against any resident who has violated the rules or who has undermined the authority of the Don or any other University employee. Sanctions are applied after careful consideration of what Residence Staff determine is best for the student, best for the community, and best for the University.

13.2 Resident responsibilities
Residents must comply with requests made by residence staff and University officials. These requests include those pertaining to established regulations, policies and guidelines. They also include attending community and/or individual meetings. The conduct of residents is governed by this Residence Terms and Conditions and other residence guidelines and directives issued by the University of Waterloo or through Waterloo Residences. Should your need for support and
assistance exceed the resources available, or should you not actively participate in residence sanctions, you may be required to leave residence. You may also be required to leave residence if your behaviour gives rise to concerns for your own wellbeing, or the wellbeing of others in residence.

13.3 Acceptable conduct
The expectation of acceptable conduct applies to the on-campus conduct of all residents and residence student organizations. The expectation of acceptable conduct also applies to off-campus conduct of residents and residence student organizations in direct connection with:

1. Field trips, floor trips, committee organized events and University or residence coordinated volunteer work.
2. Any residence activity sponsored, conducted or authorized by the University, their respective residence administration and/or student organizations.
3. Any activity that causes (or was likely to cause) destruction of property belonging to the University, or causes (or was likely to cause) harm to the health and safety of members of the University community.
   Any activity that brings the University, or the residence operations into disrepute.

13.3 Sanctions
The residence reserves the right to determine appropriate sanctions even if the student withdraws from the residence, is no longer enrolled in classes, or subsequently fails to meet the definition of a student while a disciplinary matter is pending. Sanctions may include but are not limited to:

- A meeting with Residence Life Staff
- A behavioural contract
- Completion of an educational sanction
- Privilege restrictions
- Eviction

Students should be aware that unacceptable conduct within a residence community may result in sanctions or non-academic discipline. These could impact potential residency at any of the other residences of the University of Waterloo and the Federated University and Affiliated University Colleges.

13.4 Fines
Fines can be issued for, but not limited to, tampering with fire safety equipment, and property damages. All fines are set at the discretion of the Residence Life staff, but are generally not less than $100. Residence Life staff have the authority to issue floor/community fines to all members when responsibility for behaviour and/or damage in the community is not assumed by the individual(s) responsible. If deemed appropriate, the RLC will levy a fine in writing and the fine will be applied to your student account through Quest. Academic marks and other processes will be withheld until all fines have been paid.

13.5 Community service
You may be requested to perform some form of community service within the residence facility.

13.6 Health assessment
You may be asked to attend a mandated professional health assessment or a minimum number of counselling sessions to ensure your safety and well-being.

13.7 Educational sanction
You may be asked to research a topic relating to your behaviour and share it with other members of the community and/or a designated workshop or program.

13.8 Behavioural contract
This is a written agreement between you and Waterloo Residences, in which you agree to refrain from and/or engage in specified behaviour in order to continue to live in residence. At this stage, once a behavioural contract has been established, any further residence violations will likely result in eviction.
13.9 Relocation
We reserve the right to move you to a different residence at any time as a result of disturbance to the community and/or breach of this contract. Relocation may result in an additional charge and/or adjustment of fees depending on your new room type, location and meal plan requirements.

13.10 Eviction
Eviction is reserved for those residents who have seriously breached the expectations for living in residence and/or infringed on the comfort and/or safety of other residents, however, any breach of this contract can result in eviction.

13.11 Legal proceedings
It must be emphasized that the University’s system of non-academic discipline should not be regarded as a substitute for the civil or criminal law but rather as a complementary system. Students continue to be subject to provincial and federal laws while in residence, and violations of those laws may also constitute a violation of the definition of acceptable resident behaviour. In such instances, the residence administration may proceed with disciplinary action independently of any criminal proceeding involving the same conduct and may impose sanctions for inappropriate conduct even if such criminal proceeding is not yet resolved or is resolved in the student’s favour.

13.12 University discipline
Waterloo Residences may refer violations of any of these terms and conditions to Waterloo Police, appropriate University officials, and/or Residence Directors at the Federated University & Affiliated Colleges. This may result in further investigation and disciplinary action, including action under Waterloo Policy 71 (Student Discipline).

13.13 Disciplinary appeals process
In order to appeal disciplinary action and/or eviction from residence, a student must submit a Notice of Appeal to the Director, Student Development and Residence Life or his/her designate, within 10 working days of the action and/or eviction being appealed. Submission of a Notice of Appeal does not change or delay the disciplinary action in question and the student is expected to carry out the sanction that has been imposed. An outline of the appeal process and the Notice of Appeal are available from the Waterloo Residences website.

14.0 People and services

14.1 Residence Life
Dons are upper-year students who have a real passion for residence. They live and work in your building and are on call to help everyone get acquainted, answer questions, and uphold policies and rules. You’ll also meet the full-time professional Community Co-ordinators and Residence Life Co-ordinators (RLCs) responsible for educational and social programming, resolving conduct issues and more.

14.2 Counsellor in Residence
You can talk to your friendly and experienced professional counsellor about personal issues and trauma, relationship problems, stress, anxiety, depression, sexual harassment, eating disorders, and more. Counselling is offered on a short-term basis.

14.3 Tutoring in Residence
Having trouble with an upcoming assignment? Help is never too far away thanks to the Tutoring in Residence program. In addition to regular tutoring hours, the program also offers midterm and final exam prep sessions.

14.4 Desk Services
Who do you see if you’ve locked yourself out of your room, want to sign out a movie, have a question, or just want to play pool? Your residence Front Desk Assistant (FDA). REV, V1, and UWP FDAs are on duty 24-hours a day, seven days a week. CLV and MKV FDAs are on duty from 8 a.m. to 12 midnight, seven days a week. FDAs are a great starting point if you have
questions or concerns about your residence or academic experiences and can point you in the right direction.

14.5 Residence IT Service Desks
The Residence IT Service Desk is located in Village 1. The Residence IT Services Desks provide a number of free services to residents. Services include, but are not limited to;

- General troubleshooting
- Wireless troubleshooting
- Computer reformatting and operating system installation
- Office 365 support
- Malware removal
- Data recovery

14.6 Residence Facilities
We know you’re busy. And while we expect all students to maintain basic cleanliness in residence, in traditional-style residences, our cleaning service staff scrubs the washrooms and common areas on each floor daily. They’ll also remove garbage from your room weekly. In suite style residences, staff clean the common areas (i.e. hallways, laundry facilities, lounges, buildings) daily. We pride ourselves on maintaining a great home for all residents. If an item in your room needs repair, please contact your Residence Facilities Co-ordinator email account.

14.7 Occupancy and Marketing Services
Have questions about living on or off campus? The Waterloo Housing Services Office is here to help. Located in the Student Life Centre, staff can provide details on special accommodation needs, Waterloo Residences applications, information on important deadlines, and residence tour requests.
And, if you need off-campus housing, this office can support you on your search. Very handy for students searching for off-campus housing on their co-op terms.

15.0 Additional information

15.1 Contact information
University of Waterloo
200 University Avenue West
Waterloo, ON
519-888-4567, ext. 32679 Fax: 519-746-8152
housing@uwaterloo.ca
uwaterloo.ca/housing

15.2 Links for more information
- Waterloo Residences uwaterloo.ca/housing
- UWaterloo Off-Campus Housing uwaterloo.ca/och
- Visiting the campus uwaterloo.ca/find-out-more
  Meal Plans uwaterloo.ca/food-services
- Waterloo Important Dates Calendar uwaterloo.ca/guest/undergraduate-students/important-dates
- Waterloo Policies and Regulations uwaterloo.ca/conflict-managementhuman-rights
- Ontario Human Rights Commission ohrc.on.ca