



# SQUAMISH HOUSING HANDBOOK

**2025-2026**



**CAPILANO**  
UNIVERSITY

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# WELCOME HOME



## WELCOME TO THE CAPU RESIDENCE COMMUNITY!

On behalf of our Student Housing Services Team at CapU welcome home!

Living in residence will be an opportunity for you to learn and grow, build connections, and engage with your community while you study at Capilano University. Our team is here to support you in achieving academic and personal success, all while you take part in an exceptional experience at CapU Residence.

As a part of our residence program, you have the unique opportunity to help us create a community that is unlike any other at CapU. In doing so, we encourage you to take an active and engaged role in forming a community that is based on mutual respect and accountability.

This handbook outlines the responsibilities and community values we expect of all our community members and is designed to help guide your experience while in residence.

We look forward to seeing what you contribute to our community,

Best wishes for a great year!

**John Umunna**  
Director, Student Housing and Food Services

# IMPORTANT DATES



**August 29, 2025: Fall Move-In Day**



**August 30, – September 1, 2025: Residence Orientation**

**September 2, 2025: Fall Term Commences**

**September 22, 2025: Residence Fall Fee Payment Deadline**

**September 30, 2025: National Day for Truth and Reconciliation (University Closed)**



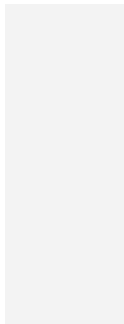
**October 1, 2025: Spring Residence Applications Open**

**October 13, 2025: Thanksgiving (University Closed)**



**November 10, 2025: Fall Reading Break**

**November 11, 2025: Remembrance Day (University Closed)**



**December 1, 2025: Residence Application Deadline for Spring 2026**

**December 1, 2025: Last Day To Cancel for Spring 2026**

**December 1, 2025: Last Day of Fall Classes**

**December 3-12, 2025: Final Exam Period**

**December 13, 2025: Fall Move-Out Day**

**December 14, 2025 to January 2, 2026: Residence Closed for Christmas Break**

**December 24, 2025—January 1, 2026: University Closed for Christmas & New Year Break**



**January 2, 2026: Spring Move-in Day**

**January 5, 2026: Spring Term Commences**

**January 26, 2026: Residence Fee Payment Deadline**



**February 1, 2026: Summer Application Open (Fall/Spring Application Currently Open)**

**February 16, 2026: Family Day Holiday (University Closed)**

**February 17–20, 2026: Spring Reading Break**



**March 31, 2026: Residence Application Deadline for Summer 2026**



**April 3–April 6, 2026: Easter Holiday**

**April 10, 2026: Priority Residence Application Deadline for Fall/Spring 2026-27**

**April 10, 2026: Last Day of Spring Classes**

**April 14- 23, 2026: Final Exam Period**

**April 24, 2026: Spring Move-Out Day**







# WHO'S WHO IN RESIDENCE

## THE STUDENT HOUSING SERVICES TEAM

These are the staff that you will be most likely to see during your time in CapU Residence. They are here to support and help address any concerns that you may have. Depending on what situation you are facing you may need help from different staff, so take a minute to learn about what we do.

### Residence Advisors (RAs)

The RAs are student staff who live in the community, and are a great resource for living in residence. They help create a welcoming student experience by running events and offering guidance and support. They also provide emergency assistance every evening. You can approach them for basically anything, especially when you don't know where to go with your questions.

### Residence Life Facilitator (RLF)

Professional, full time, staff members who supervise and support the RAs, they also support community development. RLFs can help resolve conflict, offer support, and connect you to campus and community resources. They also follow up on community standard concerns and are on-call 24/7.

### Student Housing Assistant

The Student Housing Assistant is responsible for administrative tasks involving applications, and room assignments. You've likely been in contact with them while making your application to live here. They work at the front desk and respond to most phone calls and emails. They are the best person to ask if you have questions about

### Manager, Student Housing Services

The Manager oversees the operation of CapU Residence, including the student housing team, as well as maintenance, cleaning, and dining services contractors. They support the work of the other team members listed here and become involved when there are escalated emergencies, complaints,



## RESIDENCE CONTACTS



**TBD**  
**Residence Life Facilitator Office**  
**Location: Serratus Building, Squamish**

**P | TBD**  
**E | TBD**

**Matt Girard**  
**Manager, Student Housing Services**  
**Office Location: Grouse Hall, North Vancouver & Serratus Building, Squamish Campus**

**P | 604.990.7953**  
**E | [matthewgirard@capilano.ca](mailto:matthewgirard@capilano.ca)**

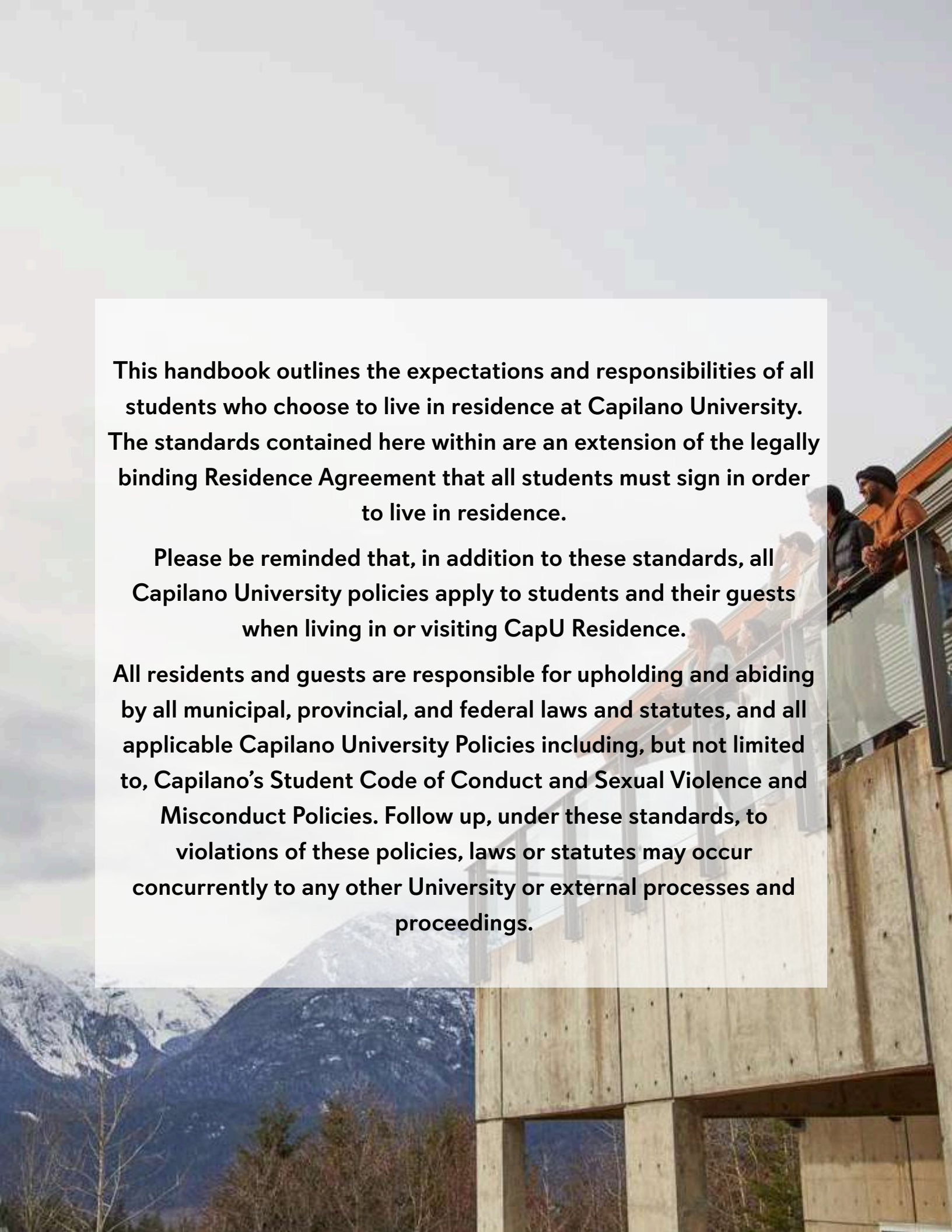
## EMERGENCY NUMBERS

**Police, Fire & Ambulance - 9.1.1** For any emergencies requiring protective services or medical response.

**BC Crisis Line - 1.800.784.2433**  
 For mental wellness support. Available

**Residence /Campus Security - 778.226.1045**  
 Available 24/7 year round.

**Residence Advisor On Call— Provided upon Move In—Available from 7:00 pm to 7:00 am.**



**This handbook outlines the expectations and responsibilities of all students who choose to live in residence at Capilano University. The standards contained here within are an extension of the legally binding Residence Agreement that all students must sign in order to live in residence.**

**Please be reminded that, in addition to these standards, all Capilano University policies apply to students and their guests when living in or visiting CapU Residence.**

**All residents and guests are responsible for upholding and abiding by all municipal, provincial, and federal laws and statutes, and all applicable Capilano University Policies including, but not limited to, Capilano's Student Code of Conduct and Sexual Violence and Misconduct Policies. Follow up, under these standards, to violations of these policies, laws or statutes may occur concurrently to any other University or external processes and proceedings.**



# RIGHTS & RESPONSIBILITIES

## PHILOSOPHY & PRINCIPLES

CapU's Residence has standards that are designed to benefit the well-being and enjoyment of all residents. Living in residence is a privilege and all students are expected to follow these standards in order to be in our community. We aim to inspire a community that respects the needs of the individual and the needs of the community as a whole. Our dedicated team of Residence Advisors work to create a community built on integrity and respect. Our community works best when all residents have a good understanding of what the expectations are when living in residence. Please review the chart below for information about our guidelines and to learn about your rights and responsibilities while residing in CapU Residence.



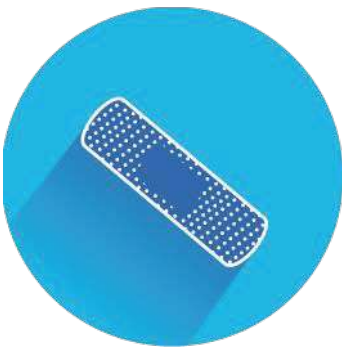
# SAFETY AND WELLBEING

## PERSONAL SAFETY

CapU Residence has personal safety support services available 24/7. During regular office hours (M-F, 8:30–4:30), please visit the residence front desk for assistance. After hours, Campus Security is available 24/7 (778. 266. 1045) and the RA On-Call is also available to assist you, after hours.

### CapUSafe App

The CapU Safe App is recommended for all students, employees, and visitors. It offers ready connections to emergency contacts and services, as well as updating subscribers with push notifications in case of emergencies. Download it to stay safe around campus and residence.



## PHYSICAL HEALTH

Living in a dense community means that germs and illness can spread much easier. We ask that all residents take steps to limit the spread of germs including washing hands regularly and receiving a seasonal flu, and COVID-19 shot. If you are experiencing symptoms of an illness that may be contagious we ask that you see a physician immediately and follow all health recommendations.

**Medical Emergency?** Contact **9-1-1** immediately.

## MENTAL HEALTH

The Student Housing Services team is trained to provide support and resources to students struggling with their mental wellbeing. Our staff are available 24/7 to assist you in accessing resources, help you work through a personal crisis, or if you are just looking for someone to talk to. Capilano University's Counselling Services are also available to all students and provide scheduled and drop-in appointments Monday to Friday.

## SEXUAL VIOLENCE

All members of the CapU Residence community have the right to work, teach, study and live in an environment that is free from all forms of sexual violence and misconduct. Safety and security at Capilano are top priorities and any form of sexual violence and misconduct will not be tolerated. CapU expects all members of the community to abide by all laws and University policies.

All members of the Student Housing Services team are trained to provide support and resources to students who have experienced any form of sexual violence. For more information, please visit:

<https://www.capilanou.ca/student-life/support--wellness/sexual-violence-and-misconduct/>



# SAFETY AND WELLBEING

## FIRE SAFETY

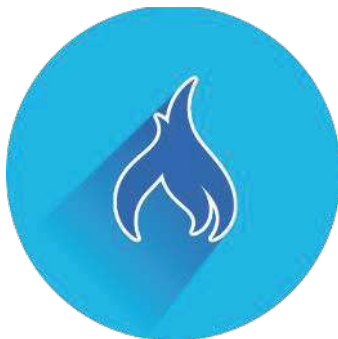
CapU residence is a high-density living environment with increased risk of loss due to fire. As such it is the responsibility of all residents that their actions do not impact the safety of those in the community.

### Fire or Smoke

If you witness fire or smoke that is uncontrolled and no fire alarm is sounding do not try to approach the fire without the proper equipment, such as a fire extinguisher. If you do not feel comfortable using this equipment, activate one of the fire alarms yourself and evacuate the building.

### Fire Alarm & Evacuation

All residents are expected to evacuate a building during a fire alarm. Residents must evacuate immediately except in the case of those who require assistance to do so. Residents are expected to follow the direction of university representatives and emergency responders at all times during a fire alarm and should not return to the building until directed to do so by authorized personnel.



In the event of a fire...

1. Wait for all-clear signal before re-entering the building.
2. Pull the fire alarm. Call 9-1-1.
3. Evacuate using the closest emergency exit
4. Proceed to the designated assembly area (located at the entrance to CapU Residence by the flag poles).

## MICROWAVE SAFETY

All lounges in residence have at least one microwave. These can be great for late night snack but, fire alarms in the early morning hours are not fun for anyone. Additionally some things pose a significant safety threat when in the microwave. Here's list of things to avoid microwaving for the safety of the rest of the community.

- Tinfoil / Aluminium Foil
- Instant Noodle Bowls with lids
- Cutlery

## Fire Safety Equipment

Each building at CapU residence is equipped with a number of fire safety devices and systems to ensure the safety of the community. Discharging, tampering with, or operating any fire safety devices or systems for any purposes other than those intended during an emergency may pose a significant risk to residents in the community. Any such actions will be considered to be a serious violation of these standards and may result in eviction.

# SAFETY AND WELLBEING

## ACTIVE SHOOTER

Though the odds are that you will never encounter an active shooter during your time at Capilano, we want you to be prepared in the event that you do face this situation, whether it is here or elsewhere. An active shooter is a person actively shooting at people, usually at random, in a confined or populated area. In most cases, there is no pattern or method to their actions. These situations develop quickly and tend to be over in about 10 to 15 minutes. Make sure to subscribe to the CapU Safe App to receive all emergency updates.

## EARTHQUAKES

BC is an area prone to earthquakes that may occur at any time so it is important to be prepared in case of such an event. Keep in mind to not store heavy objects on high shelves as these can present a security risk. We also recommend that all residents keep an emergency supplies kit with food and water.

Being familiar with the procedures in case of an earthquake such as those outlined by Shake Out BC can help with the preparation in event of emergency.

For more information, visit: <https://www.shakeoutbc.ca/>

## STAY SAFE

During an earthquake follow the below steps to stay safe:

- **Drop, Cover, and Hold** on under your desk table, or against a wall until the shaking stops.
- **Prepare** for aftershocks; you may have to take cover again.
- Count to **60** (wait 1 minute)
- **Evacuate** if there is any sign of immediate danger. (ie. Gas leaks, fire, imminent collapse)

## UNAUTHORIZED ENTRY

All residents and their guests have a responsibility to respect the personal space and belonging of others. As such, it is an expectation that residents and guests do not enter or remain in residence rooms that are not their own or without the permission of the occupant(s).

Restricted premises such as, but not limited to, rooftops, maintenance rooms, and offices, should not be entered, whether locked or unlocked, without authorization from Student Housing Services.

Guests of residents living on single-gender floors should refrain from using washrooms designated for gender identities that do not match their own.

## THEFT/ BREAK IN

To prevent thefts and break-ins all students are highly encouraged to keep their doors locked at all times, especially when they are not in their room. If you do experience theft during your time at CapU Residence you should immediately report this to Residence Security and the Squamish RCMP.



# COMMUNITY LIVING

## MOVING IN

Residents scheduled to move-in on Residence Move-In Day (**August 29, 2025**) will be able to check in during the time window that is sent to them in late August. Residents moving in on any other date should ensure that they arrive and check in between 9:00 a.m. and 4:30 p.m. Student Housing Services is generally unable to accommodate weekend move-ins with the exception of August 30 -September 1 (Labour Day long weekend). As stated in the Residence Agreement, all residents must check in no later than 7 calendar days past their scheduled move-in date. Requests to check-in outside of these dates/times (due to travel time, flight arrivals or other extenuating circumstances) must be sent to Student Housing Services at [housing@capilano.ca](mailto:housing@capilano.ca) in advance of arrival and cannot be guaranteed.

Personal belongings cannot be mailed to and/or stored by Student Housing Services in advance of a resident's scheduled move-in date.

Requests to move-in prior to Residence Move-In Day will be considered by Student Housing Services on a case-by-case basis and may include an additional per night fee.



Essentials	Toiletries	School Supplies	Cleaning	Personal
<ul style="list-style-type: none"> <li>• Blanket</li> <li>• Sheets (Twin extra long)</li> <li>• Pillows and pillow cases</li> </ul>	<ul style="list-style-type: none"> <li>• Towels • Washcloths</li> <li>• Shampoo &amp; conditioner • Soap • Toothbrush, toothpaste, floss &amp; mouthwash • Deodorant • Shaving supplies • Bath Shoes/Flip Flops • Personal Cosmetics • Nail clippers/file • Hair dryer • Tylenol/Advil</li> </ul>	<ul style="list-style-type: none"> <li>• Laptop &amp; Charger • Headphones • Mobile charger • Pencils, pencils, markers &amp; erasers • Tacks for bulletin board • Stapler &amp; staples • Binders &amp; notebooks • Envelopes &amp; stamps • Scissors • White Out • Calendar • Backpack</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfectant • Broom and dust pan • Garbage bags • Paper towels</li> </ul>	<ul style="list-style-type: none"> <li>• Passport/ID • Shoes/boots • Umbrella • Bathrobe • Jackets/coats • Winter gear • Bathing suit • Clothing hamper • Laundry detergent • Hangers</li> </ul>

# COMMUNITY LIVING

## DECORATING & BELONGINGS

Since our buildings experience a lot of residents there are some special requirements we ask you to follow to keep the buildings in good shape. There are a few other standards to keep in mind when deciding how to make your room feel like home.

**Q: Can I hang anything on the walls?**

**A:** Yes, but be sure that wall hangings do not obstruct smoke detectors, fire alarms or sprinklers. Please be careful when affixing posters or pictures to the walls; we recommend using blue sticky tack or command strips (tape and tacks are not permitted). Please note that any damage to walls will be charged to you at the end of the year after you move out. Please note: String lights are not permitted.

**Q: Can I bring my own furniture?**

**A:** No, you are not permitted to bring outside furniture into residence (i.e. beds, couches, chairs). You are responsible for the condition of the furniture in your room. Any damages found on move-in day should be reported in your room condition form. All furniture within the residence community is assigned to specific areas. Removing or moving any residence furniture from residence rooms is prohibited. Thin mattress pads/toppers may be used provided they are new.

**Q: Can I cook or have appliances in my room?**

**A:** Residence is not able to accommodate students who wish to cook in their room or in common rooms. Appliances, other than those provided by Student Housing Services, such as, but not limited to, microwaves, toasters, hotplates, barbecues/grills, rice cookers, air conditioners and/or space heaters are not permitted to be used or stored anywhere in the residences. Students are welcome to bring a small (no greater than 4 cubic feet) fridge, provided that it is purchased or rented new. Only **one refrigerator** is permitted in each room. Canadian Standard Association (CSA) approved kettles and coffee makers may be stored in student rooms and used only in common lounges.

**Q: Am I allowed to make my room smell nice with incense or diffusers?**

**A:** Strongly scented items including, but not limited to, mothballs, camphor, incense, diffusers, personal scents or fragrances and some aerosol products, may trigger allergies and sensitivities in some community members. As such, we ask that all residents refrain from using these products and follow any additional directions from Student Housing Services regarding scents. Candles, are not permitted in residence.

**Q: Is there anything else that I can't bring?**

**A:** To ensure the safety of the residence community possession/storage of any weapons, ammunition, or items resembling weapons whether legal or illegal, is strictly prohibited. This includes weapons used or kept for the purposes of sport. Items that are highly flammable or explosive are not permitted in residence. This includes, but is not limited to, firecrackers, fireworks, propane tanks, lighter fluid and/or gasoline canisters.



# COMMUNITY LIVING

## MOVING OUT

Residents are required to vacate their assigned room and return all residence keys to Student Housing Services by **12:00 pm (noon)** on their scheduled move-out day. To avoid additional charges, all residents must check out by this time.

Residents should ensure that their room is left clean and tidy at the time of check-out. Personal belongings must not be left in rooms or common areas. All garbage and recycling should be taken to the appropriate containers outside of the buildings. Roommates occupying double rooms are equally responsible for the condition of their room after move-out.

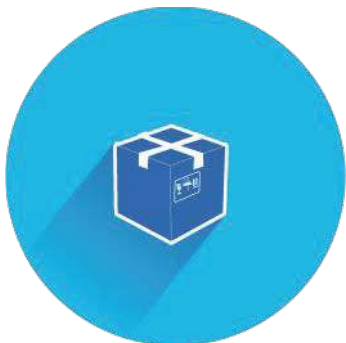
Items left in residence **after 12:00 pm (noon)** on their scheduled move out day will be removed and discarded. Any costs associated with removing these forgotten items will be charged back to the resident.

After residents have moved out, Student Housing Services will inspect rooms and common areas. The costs associated with cleaning, missing items and repairs (excluding those documented on the Room Condition Form) will be charged to residents in accordance with the Residence Agreement.

### Winter Interim Break

During the Winter Interim Break Period (**December 13, 2025 to January 2, 2026**), residence will be operating at reduced service levels. The Dining Hall and Student Housing Services Desk will be closed during this time and students who are approved to stay will be responsible for their own meals.

Only residents who have been approved and have paid the associated fee for residence during the Winter Interim Break will be allowed into the buildings during this period. All other residents will be required to vacate their room. Personal belongings may be left in rooms, but cannot be accessed during this time. The buildings will be **open to all residents on January 2, 2026**.



### TIPS FOR A SMOOTH MOVE-OUT

At the end of your stay you will have to leave everything as you found it. Here are a few tips to help you:

- **Start Early:** When you pick out things you will be needing over the last couple of weeks and start packing up the rest it can save you a lot of stress on move-out day.
- **Take a last look:** Make sure your room is tidy and you're not leaving anything behind as you will not have access once you hand in your keys
- **Report maintenance concerns early:** Avoid charges by making sure to address all maintenance concerns that happen during your stay early.

### Late Move-Out Requests

Requests to remain in residence after your scheduled move-out date will be considered by Student Housing Services on a case-by-case basis and may include an additional per-night fee.

# COMMUNITY LIVING

## ACCOMMODATIONS & ACCESS

CapU Residence is an inclusive community that welcomes students with a wide variety of lived experiences and needs. We are committed to ensuring that our community meets the needs of CapU Students.

### Accessibility Needs

Our single occupancy rooms are prioritized for students who have an accessibility need or ongoing medical conditions. If you require accommodations, please ensure that you select the "I have an accommodation request" option when completing your application and follow the steps to provide as much detail as possible, based on comfort levels to help us meet your needs. We may also ask you to provide documentation to our Accessibility Services department to help us better respond to your request. Please contact us early in the process so that we can determine the most appropriate placement and additional requirements so that we can best meet your needs.

### Transgender & Non-Binary Students

At present, our student information system only allows for the use of binary legal gender as entered in the Apply BC portal when you applied for CapU. We recognize that this poses a significant challenges and barriers to the safety and comfort of some of our students, particularly when selecting living options and roommates in residence. If your gender identity does not match what is shown in our student information system, we will work with you in a confidential setting to ensure that you have the opportunity to live in the type of community and room that contributes best to your safety and comfort. This is most effective when we have the opportunity to connect with you directly about your needs. you may also choose to provide this information to us in writing by also selecting the "I have an accommodation request" when applying to residence. Please contact us early in the process so that we can determine the most appropriate placement and additional requirements so that we can best meet your needs.

### Band/Nation Sponsored Indigenous Students

With the exception of the \$50 application fee, our residence fee schedule can be modified to meet the payment schedule of your band or nation. Typically, this means that your \$500 confirmation payment will be deferred so that it can be included in the payment from your band or nation during the term you are living in residence. If you have received an offer to live in residence and will be receiving sponsorship from a band or nation, please contact [housing@capilanou.ca](mailto:housing@capilanou.ca) for further instruction.



# COMMUNITY LIVING

## LIVING WITH ROOMMATES

All students living in double room with a roommate are expected to complete a roommate agreement, facilitated by their Residence Advisor. These agreements help facilitate conversation between roommates and develop agreed upon standards of what the coming year will look like in your shared space. Within the first few weeks of classes, you will be contacted by your RA to schedule a meeting with you and your roommate. Like any relationship, it is important to approach your roommates with mutual respect and be willing to communicate openly with one another. Living with a roommate presents the opportunity to create a unique bond, share moments and create a life long friendship.

If you do find yourself having challenges throughout the year the RA will be available to coach you through roommate conflicts or to provide mediation if necessary. You and your roommate are responsible for your shared space and any damages or cleaning fees that are assessed will be split between you and your roommate.

### WAYS TO BREAK THE ICE

- Have either of you lived with a roommate before? What was your experience?
- What is your definition of noise? Of cleanliness?
- Will you and your roommate share anything? Is there anything that is completely off limits?
- Are you allowed to have guests? What about overnight guests?
- Do either of you have any pet peeves that the other should be aware of?

### Room Switch Policy

Residents may request a room switch provided that they have exhausted all options for the resolution of their concern including, but not limited to, roommate agreements, mediation and maintenance requests. The Residence Life Facilitator is responsible for reviewing room switch requests and will make decisions based on the urgency of the situation and the availability of spaces in residence. Residents should ensure that the room (or their section of the room) is clean and free of personal belongings after moving. Single rooms and empty double rooms will be cleaned by Student Housing Services prior to new move-ins, however double rooms that are half -occupied will not be cleaned by Student Housing Services. Issues with cleanliness or room condition should be reported immediately to Student Housing Services. In certain situations, residents may be permitted to switch rooms with one another, provided that all parties involved (including roommates who are not moving) agree. This may only be done with the express pre-approval of Student Housing Services. Students who initiate room switches without approval will be subject to additional charges.

### Room Inspections

Room inspections are typically completed at least once per semester (including the summer term). Students will always be provided at least 48 hours notice prior to having a room inspection. During the room inspection, Student Housing Service staff will enter your room to check for cleaning and damages. Student Housing Services will typically follow-up with students whose rooms are not at an acceptable level of cleanliness and provide them with an opportunity to clean the room themselves before re-inspection. If the issue still persists as of the section inspection, a cleaning fee will be applied.





## GETTING TO CAMPUS

### By Car Share

Evo is a local car sharing service. Sign Up is available online or via app. This is also a great option for carpooling.

Visit [www.evo.ca](http://www.evo.ca) for more information.

### Transit

- Take Squamish Transit bus route 1 or 2 from downtown Squamish.
- Bus route 1 stops near Capilano University Squamish Campus at the Garibaldi Village stop.
- Bus route 2 stops near the campus at the Mamquam Blind Channel stop.
- Check the Squamish Transit website for

### Walking/Biking

Convenient outside bike storage is provided in residence. Students are not permitted to store bikes inside their rooms as it poses a fire safety risk.

### By Car

- From Vancouver, take Highway 99 North towards Squamish.
- Continue on Highway 99 until you reach the Squamish Valley Road exit.
- Follow signs for Capilano University Squamish Campus.

# RESIDENCE SERVICES



## INTERNET

High-speed, wireless internet is available to all residents. The wifi extends throughout all of residence, including common rooms, and individual rooms.



## MAIL

While living in CapU Squamish Residence your mailing address will be as follows:

Your Name  
#—3021 University Boulevard ( Serratus Building )  
Squamish, BC  
V8B0P8

## CLEANING

### Responsibilities

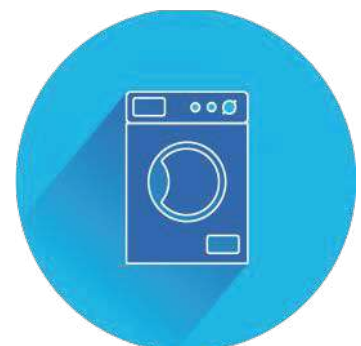
All students are responsible for maintaining an adequate level of cleanliness in their personal spaces and for ensuring that they leave the common spaces in a clean state. Washrooms and showers are serviced by Capilano cleaning staff.

### Sustainability

Capilano University encourages, appreciates and actively promotes environmental sustainable behaviours amongst our students, staff, faculty, administration, and the broader community. We encourage you to do your part as a member of residence by properly recycling and composting.

## LAUNDRY

The laundry facilities in residence are available for all students to use and include washers and dryers. Laundry rooms are available on the third and fourth floors of the OSSA building. Students are responsible for bringing their own detergent and other laundry supplies.



# RESIDENCE SERVICES

## MAINTENANCE

### Regular Repairs and Maintenance

Student Housing Services is responsible for maintaining the buildings within the residence community and responding to maintenance issues or required repairs. From time to time, building maintenance may result in unusual or unexpected noise or interruption for students. Student Housing Services will work to ensure that, whenever possible, interruptions are minimal and considerate of important student events such as the exam period. Repairs, maintenance and alterations may only be completed by authorized University personnel. Residents are not permitted to repair or alter rooms and/or common spaces in any way.

### Maintenance Requests

Residents are encouraged to promptly report any repair or maintenance issues to Student Housing Services by using the online maintenance system which can be accessed by visiting the residence portal at

[capilano.starrezhousing.com/starrezportal](http://capilano.starrezhousing.com/starrezportal).

## LOCKS AND KEYS

In order to respect the safety and security of all residents, keys are only to be possessed and used by residents to whom they are assigned and should not be shared for any reason. Keys to buildings and rooms are the property of Capilano University and may not be copied. Keys are only to be used in the locks to which they are assigned, and locks may not be tampered with for any reason.

### Lost or Misplaced Keys

In the event of a lost key or keys, Student Housing Services may provide a temporary set of keys for a period of 24 hours. If the lost key or keys are unable to be located in 24 hours, the resident will be charged for a replacement key in addition to any required lock changes.

### Lockouts

Students who are locked out of their room or building can seek assistance from the staff or security at the front desk. Students must show valid photo ID in order to be provided access when locked out. Student Housing Services tracks students who request lockout assistance

## ROOM CONDITION FORM

Following move-in, residents will have seven calendar days to complete a Room Condition Form (instruction for which will be provided upon move-in). The Room Condition Form is an opportunity to document the condition of the room and any missing inventory items. It is essential that residents complete this form in order to avoid being charged for damages that existed previously, or items that were already missing at the time of move-in. Failure to complete this form before the deadline will result in the conditions most recently on file being recorded as the condition of the room.

## PARKING

Parking is available to students on campus and is facilitated by Campus Security.



# RESIDENCE SERVICES

## PEST CONTROL

Residents are expected to maintain a satisfactory standard of cleanliness in rooms and common spaces so as not to attract pests such as rodents, insects and other wildlife. Residents who suspect that their room or community is affected by pests should report this immediately to Student Housing Services. Student Housing Services, in partnership with our pest control providers, will take the necessary steps to address the problem and limit pest exposure within the community. Students should not tamper or interfere with any traps or devices designed for this purpose. Residents whose cleanliness is found to have contributed to issues with pests in the community may be responsible for the costs associated with cleaning and control.

### Bed Bugs

CapU Residence is a high-density community with a high frequency of move-ins and move-outs. As a result our community may occasionally become susceptible to bed bugs. Student Housing Services is committed to an effective and efficient response to residents who suspect they may have bed bugs.



If, at any time a resident suspects that they may have bed bugs, Student Housing Services should be contacted immediately. Student Housing Services will then contact our pest control provider on the next business day to schedule an inspection of the room. Student Housing Services will follow the recommendations of our pest control provider in treating and addressing the issue as effectively as possible.

Student Housing Services will support and communicate frequently with any residents affected by bed bugs to ensure that the treatment is smooth and minimally impactful. Please note that Student Housing Services is unable to move residents who are affected by bed bugs before or during treatment as this poses a significant risk for the problem to spread to other rooms.

## IDENTIFYING BED BUGS

Bed Bugs are small insects that are typically reddish brown in colour and are about the size and shape of an apple seed. Bed bugs do not have wings and are not able to fly. Though bed bugs do bite and feed on the blood of human hosts, they pose no threat to human health and have not been shown to spread disease. Signs that bed bugs may be present include:

- Small reddish bumps that are similar to a mosquito bite and appear in rows or clusters, usually on exposed areas of the body;
- Bloody spots on bed sheets and linen;
- Dead or living bugs, molting or eggs

# RESIDENCE POLICIES

## WILDLIFE

CapU Squamish Residence is located in a forested area **that is near many local parks**. While this provides an excellent setting for our community, it also means wildlife such as raccoons, coyotes, bears, cougars, squirrels and deer may occur on the property. Residents are to refrain from feeding wildlife or leaving food and trash in areas that could attract these animals. In the event of sightings of dangerous or potentially dangerous animals in the area, Student Housing Services will ensure that students are notified of safety procedures and will work with conservation officials in the area as needed.



## SOLICITATION, COMMERCIAL USE, AND ADVERTISING

It is an expectation that residence rooms, common spaces, telephones and internet connections are not used for commercial purposes. In keeping with this, solicitation is not permitted at any time within residence buildings. Student Housing Services may, from time to time, permit authorized groups to solicit in designated residence spaces.

Any and all advertising within the residence community must be approved by Student Housing Services. Print advertisements, notices and/or posters may only be posted by Student Housing Services. Any unauthorized forms of advertising will be removed.

## USE OF INFORMATION TECHNOLOGY

The standards outlined in this document extend to actions that include the use of information technology including, but not limited to, computers, tablets, mobile devices, gaming consoles, and/or connected accessories.

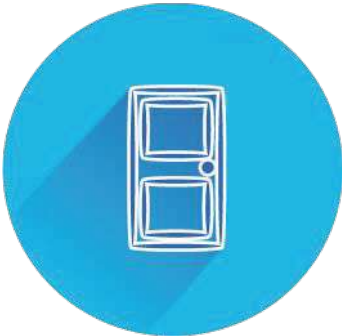
The use of internet services provided by the University to students in residence for the purposes of downloading content that is considered illegal or infringes on copyright is strictly prohibited. In addition, high-bandwidth activities, such as torrenting, are not permitted in residence as they may impact internet connectivity for others in the community. Residents found to have misused Internet Services may receive temporary or permanent device bans as deemed necessary by Student Housing Services.

# RESIDENCE POLICIES



## ROOM ENTRY PROTOCOL

Privacy is an important component of living in a community; however, there may be certain circumstances where entry into a resident's room is required. Authorized University personnel may enter a room, at any time, without prior notice for any of the following reasons:



- a) To ensure the health and safety of any individual;
- b) To provide access to emergency responders such as police, fire and ambulance in the performance of their duties;
- c) When there is probable cause to believe that a violation of the Residence Standards, University policies and/or applicable laws and statutes is being committed;
- d) To investigate or take action to address an ongoing source of disruption;
- e) To make or investigate the need to make emergency repairs or cleaning and/ or to take any necessary action to mitigate the need for future repairs or cleaning;
- f) A resident has provided prior permission or requested that University personnel enter their room (i.e., through submission of a maintenance request).

Residents will be provided with 24 hours notice in the event that authorized University personnel are to enter a room for any reason other than those listed above (such as regular facilities inspections, routine and preventative maintenance, etc.). Outside of the circumstance listed above, anyone other than the current resident(s) of the room wishing to enter a residence room must have verifiable, written permission from the room's resident(s) and may only do so in the presence of a Student Housing Services staff member at the discretion of Student Housing Services.

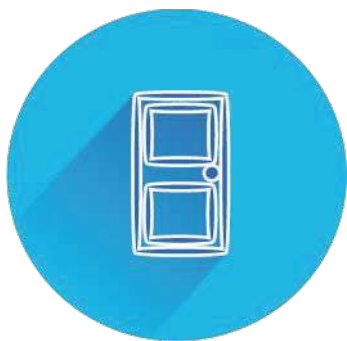


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# COMMUNITY STANDARDS



## Violation of Community Standard

Our residence conduct process exists to ensure a meaningful and appropriate response for addressing actions that negatively affect or threaten the safety of individuals or the community. Whenever possible, this process will place a focus on the learning and growth of those who participate in it for the betterment of individuals and the community.

Violating any community standard may result in interim measures/restrictions being put into effect for you, pending a meeting with Housing Services staff.

If you are found responsible for violating community standards, particularly those that put the health and safety of our entire community at risk, sanctions could include (but are not limited to):

- A. Educational sanctions
- B. Fines placed on your account
- C. Jeopardizing future housing applications at CapU.
- D. Cancellation of your current housing contract and eviction from CapU housing

By reading and accepting your residence offer, you are agreeing to conduct yourself in a manner that shows consideration and respect for the health and safety of those around you, to minimize health risks, and prevent the potential spread of the disease within our residence community. This guidance may change as new public health information become available.



# COMMUNITY STANDARDS

## NOISE

All residents within our community have the right to an environment that is conducive to studying and sleep. Additionally, all members of the community have the right to request that excessive or unreasonable noise is minimized to a non-disruptive level. In keeping with this, all members of our community have a responsibility to ensure that noise is kept at a level that does not have a significant impact in the residence community. Consideration hours are in effect at all times within the residence community, including the exterior and common areas of buildings. At any given time, it is expected that noise will be kept to a level that contributes to an environment that is conducive to sleep and study. This means that volume should be limited to a level in which it cannot be heard clearly outside of a residence room.

## PETS

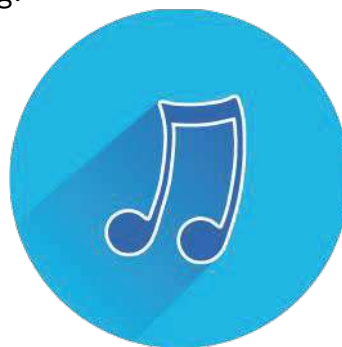
No animals of any kind are permitted inside resident rooms or interior public spaces in the residence. Exceptions will be made in the case of service animals and emotional support animals provided that they are registered with Accessibility Services and approved by Student Housing Services.

### Examination Periods

Additional consideration related to noise is a responsibility of all within the residence community during the December and April examination periods to ensure that the environment is conducive to studying.

### Sound Systems

Speakers and sound systems designed to produce excessively loud music or bass such as subwoofers are not permitted to be used in the residences. Student Housing Services may require that such items be removed immediately or confiscated until the resident can arrange its removal from housing.



## SPORTS & PHYSICAL ACTIVITIES

In order to ensure the safety of all residents and to reduce indoor noise, residents are not permitted to engage in physically active games/activities inside residence buildings, including hallways and common rooms, and in exterior residence parking lots. These activities are permitted in other outdoor spaces provided that they do not impact the safety of persons property and/or results in excessive noise in the community.

# COMMUNITY STANDARDS

## RESPECTFUL CONDUCT

### Respectful Conduct Toward Community Members

All residents have a right to a community built on mutual respect and acceptance that is free from any form of harassment or discrimination. In keeping with this, all residents have a responsibility to treat all members of the community with respect, acceptance and understanding, and to speak up if acts of harassment or discrimination occur in the residences.

In accordance with federal and provincial laws, the BC Human Rights Code, and university policies, residents are expected to refrain from any activity: whether verbal, written, graphic, or physical, that may be reasonably interpreted by another person as racist, sexist, homophobic or any other form of discrimination or harassment. Such activities may include, but are not limited to:

- a) Posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating hostile or uncomfortable environment;
- b) Putting offensive posters or pictures in areas where they may be viewed by other community members;
- c) Using email, phone, mail, social media, or other mediums to convey nuisance, obscene, or otherwise objectionable messages or material;
- d) Encouraging offensive acts or behaviour;
- e) Discriminating against or indicating an intent to discriminate against a person or a group or class of persons;
- f) Following or attempting to make unwanted contact with another person;
- g) Any behaviour that could reasonably be interpreted as bullying or hazing; and/or
- h) Pranks that jeopardize the safety or may reasonably be interpreted as hostile or offensive.

### Respectful Conduct Toward Property

It is expected that residents treat all property within the residence community with respect and consideration. This includes property belonging to any community member and/or the University. Residents who are found responsible for or contribute to damages, whether intentional or unintentional, will be held accountable under these standards in addition to any replacement or repair cost deemed necessary. Theft or unauthorized removal of property belonging to another community member or the University is prohibited by law and will result in follow up under these standards. Stolen items should be reported to Residence Security and the RCMP.

### Respectful Conduct Toward Staff

At CapU Residence we employ a variety of staff to ensure that you get the best experience here. From Residence Advisors to our dining hall staff, we all work to make your time in residence amazing. In order for everyone to do their jobs to the best of their ability it is expected that all members of the residence community interact with staff in a respectful manner. This includes interactions with University representatives and emergency responders. Residents and their guests are expected to cooperate with reasonable requests from those noted above. Providing false or misleading information or identification is also prohibited by these standards.

# COMMUNITY STANDARDS

## CLEANLINESS STANDARDS

Residents have access to various communal areas in residence. As shared spaces, each resident is responsible for doing their part to ensure shared spaces are clean and tidy. Standards of cleanliness, as determined by housing, must be observed for all residence spaces.

**Common Spaces:** Residents are expected to keep the interior and exterior of their room and/or unit doors clean, as well as all common areas or shared living spaces. This includes, but is not limited to, lounges, living rooms, kitchens, bathrooms, laundry rooms, and stairwells.

**Garbage and Recycling:** Residents are responsible for disposing of their garbage, compost, recyclables, and all other unwanted items within the provided bins. Littering or leaving garbage or unwanted items in any location other than within the proper waste disposal bins is not permitted. Residents are also expected to keep recycling and garbage bins free of excessive mess caused by placing waste in areas other than those previously mentioned.

## OPEN FLAMES, SMOKE AND VAPOR

Open flames, smoke, and/or vapor are not permitted inside or within 10 meters of any residence building. This includes, but is not limited to, candles, incense, cigarettes, vaporizers, hookahs, and e-cigarettes. Products that produce smoke or vapour are only permitted to be used in the designated smoking area.

## APPLIANCES AND BBQ / GRILLING

Cooking appliances are not permitted to be used in bedrooms, hallways, bathrooms, or lounges. Residents may use small Canadian Standard Association (CSA) approved appliances (e.g., electric kettles with an automatic shut off) within kitchen areas or in common spaces with a sink.

Residents may not install or use any major appliance that has not been provided by housing.

Major appliances include, but are not limited to, air conditioners, washers, dryers, dishwashers, and freezers. If you are unsure about whether a particular appliance is acceptable, please contact [housing@capilano.ca](mailto:housing@capilano.ca) and/or your Residence Life Facilitator, Resident Advisor.

## BUILDING ACCESS, LOCKS, AND FIRE DOORS

Leaving doors or entrances open creates security and safety issues which puts other residents and their property at risk. As such, propping open doors and entrances to any building or tampering with/ disabling any locking mechanism(s) is not permitted.



# COMMUNITY STANDARDS

## PUBLIC AREAS/ OUTDOOR STORAGE

Indoor spaces intended for shared use, or any outdoor space such as hallways, are not appropriate spaces to leave personal items and/ or food as it negatively impacts the ability of others to use the space and poses a fire safety risk. As such, storing any items outside of a resident's room, unit, or residence building is not permitted. Bike Storage rooms are available on residence property.

## UNATTENDED COOKING

Cooking appliances may only be used in designated areas (e.g., common rooms and kitchens) and residents are required to be in attendance at all times while preparing food in or on any cooking appliance including, but not limited to, microwaves, kettles, toasters, stove tops, and ovens.

## PROHIBITED AREAS

Due to the associated health and safety risks, residents are only permitted to access authorized areas. Prohibited areas include, but are not limited to, rooftops, mechanical and utility rooms, construction sites, areas marked "off-limits" to unauthorized personnel" or "staff only" or other areas not normally used by persons other than CapU staff.

## DANGEROUS ACTIVITY

Activities that are considered dangerous or potentially harmful to any person, including the person engaging in them, are not permitted. This includes, but is not limited to, smashing objects, breaking glass, 'rough housing' (e.g.: "dog piling", wrestling, etc.), climbing buildings, jumping in elevators, or using windows as entry/exit points.

## UNAUTHORIZED ENTRY

All residents and their guests have a responsibility to respect the personal space and belonging of others. As such, it is an expectation that residents and guests do not enter or remain in residence rooms that are not their own or without the permission of the occupant(s).

Restricted premises such as, but not limited to, rooftops, maintenance rooms, and offices, should not be entered, whether locked or unlocked, without authorization from Student Housing Services. Guests of residents living on single-gender floors should refrain from using washrooms designated for gender identities that do not match their own.

A resident is required to have written permission to enter another resident's room or unit and may do so only with authorized use of the resident's room keys,

## ROOM USE FOR COMMERCIAL PURPOSES

Use of a room or unit within a residence building, or any other area within the residence community including, but not limited to, parking lots, outdoor areas, or data connections, for any commercial purpose is not permitted without the prior written approval of CapU Housing.

# COMMUNITY STANDARDS

## GUESTS & VISITORS

Hosting guests is an exciting part of the residence experience but also a privilege extended to those who live in our community. A guest is defined as any person not holding a current residence agreement who has been invited into the residence community by a host who is a current resident.

Residents are responsible for their guest's behaviour whether or not they participate in, agree with, or are aware of that guest's behaviour while they are within the residence community. Residents should be with their guest at all times during their stay within residence. It is each resident's responsibility to make sure that guests abide by all applicable university and residence policies, rules and regulations as implemented within the residence community. If your guest fails to comply with Residence Community Standards, we may require that the guest vacate the residence community.

Residents are limited to hosting a maximum of two guests at any one time. Each resident may host an overnight guest for a maximum of seven nights each semester, not to exceed three consecutive nights per visit.

**Overnight guests are not permitted during Orientation from August 29, 2025 to September 9, 2025.** To ensure a safe and study-focused environment, overnight guests are also not permitted during the December and April final examination periods. Student Housing Services reserves the right to revoke or modify guest

## TIPS FOR HOSTING RESPONSIBLY

- Remove any obvious hazards in your room
- Make sure to talk to your roommate about their comfort levels before hosting guests
- Remain sober to keep track of guests
- Use plastic instead of glass containers to reduce the risk of injuries
- Offer plenty of nonalcoholic beverages and food
- Make arrangements to get your guests home safely or stay overnight
- Don't be afraid to call the RA on call or Security if you feel like things are getting out of hand



## Parties and Gatherings

Any gathering that is deemed to be unsafe or disruptive to the community by Student Housing Services staff is prohibited. This includes, but is not limited to, events where alcohol is the focus. And/or music is a major part of the environment, and the volume too loud.

# COMMUNITY STANDARDS

## CONTROLLED SUBSTANCES

Residence and Housing supports Capilano University's commitment to create an environment in which controlled substances are used responsibly and in moderation, and to discourage abuse of these substances on our campuses. Such controlled substances include, but are not limited to, alcohol, cannabis, and tobacco. The expectations in the residence community for these controlled substances are:

### ALCOHOL

Student Housing Services supports the safe and responsible practices regarding alcohol consumption by students who are of legal drinking age and make the choice to consume alcohol. The following information exists to discourage high-risk activities related to alcohol and to reinforce provincial and federal laws regarding alcohol consumption.

**Please be reminded that the legal drinking age in British Columbia is 19.** The sale or distribution of alcohol to minors is illegal.

### Responsible Drinking

All members of the CapU residence community must take responsibility for their actions when drinking alcohol and should behave in such a way as to not cause a disturbance in residence.

All residents who drink are responsible for practicing safe and moderate drinking habits. Activities that promote fast, excessive drinking are not permitted within the residence community. Student Housing Services reserves the right to require removal of any accessories in order to minimize the impact on the rest of the community.

In particular, it is expected that residents will not participate in, promote, or spectate drinking games in the residences. Drinking games are defined as any activity, game or contest in which

consumption of beverages is either a primary focus or a penalty, typically in response to a **specific cue** or prompt.

### Areas of Consumption

Students who are of legal age may consume alcohol responsibly in private residence rooms. Alcohol transported outside of your room must be sealed in its original container.

Alcohol cannot be consumed in public spaces, including but not limited to, common lounges, hallways, bathrooms, the dining hall, and outdoor spaces.

### Proper Containers

Cans and bottles intended for individual consumption may not exceed 355 millilitre. Liquor and wine bottles may not exceed 1 litre. Kegs, mini -kegs, beer bongs, pitchers, Jell-O shots and other sources/accessories designed for communal drinking are not permitted in the residences.

### Controlled or Illegal Substances

In accordance with federal law, the possession, use and/or distribution of illegal drugs and/or medication for the purposes other than those which they were prescribed is not permitted in residence. Evidence in these cases may include drug traces, drug paraphernalia, and/or the distinct smell of prohibited substances.



# COMMUNITY STANDARDS

## CANNABIS

Possession of cannabis by individuals less than 19 years of age, or selling / providing cannabis to individuals less than 19 years of age, is a violation of provincial law, which applies to the university as a whole, including all areas of residence.

Those who are 19 years of age or older, can possess up to 30 grams of dried cannabis or the equivalent in oils, capsules, or seeds. Consumption of cannabis is only permitted within the Designated Smoking Areas (DSAs) . Smoking Cannabis outside of a DSA is not permitted on any CapU property.

Manufacturing of cannabis oil or cooking with cannabis products in residence for the purpose of producing edibles for self or distribution is strictly prohibited.

### STORAGE

Cannabis product must be stored:

- In a private space in your room. For example, they cannot be stored in a shared fridge, freezer or cupboard; with labels clearly indicating they contain cannabis
- Sealed in a container such that any smell is undetectable outside of your residence room. This includes not removing cannabis from such a container for any activity including but not limited to preparing cannabis to be consumed, during which an odour could be detectable Cannabis equipment must be stored:

## CANNBIS PLANTS

Although home cultivation of cannabis plants is legal, it is not permitted in residence or on residence property. This is due to the inability to control impact on the physical and community environment and the possible impact on resident utilities.

# COMMUNITY STANDARDS PROCESS

## Decision Making and Standard of Evidence

When a report of a violation of the Residence Standards is received, Student Housing Services is responsible for ensuring that the incident is addressed with the resident(s) involved. Residents who are involved in an incident will be contacted by email by the Residence Life Facilitator or designate requiring them to attend a meeting. Residents will have the opportunity to respond to the reported violations and discuss their involvement and responsibility. The focus of the conversation will be on the impact of the behaviour on the community. In most cases, residents will be given the opportunity to show accountability for their actions and take part in the decision making process related to outcome and next steps.

At each stage in the decision-making process, Student Housing Services is responsible for establishing that there has been a violation of these standards by a student. Decisions will be based on the balance of probabilities, which means that the evidence shows that it is more likely than not that the behaviour occurred. The principles of natural justice and procedural fairness will be followed at all times during the Residence Conduct Process.

**Interim Measures** It may be necessary for Housing to implement interim measures prior to the resolution of incidents and investigations.

Such measures will be strictly precautionary and not disciplinary in nature. Any interim measure(s) by Residence and Housing will be initiated by the Manager Student Housing (or designate) and they are responsible for initiating, reviewing, amending, and removing any interim measures using reasonable **discretion**.

**Confidentiality:** Please note that due to privacy regulations, information about Community Standards investigations will not be shared with students other than those who are the subject of the investigation. Where possible, communication will be provided to the witness about the conclusion status of the investigation.

## PROCESS OVERVIEW

1. A **report** of a possible violation of the residence standards is made.
2. Housing staff reviews report and sends a meeting invite to all resident(s) who may be involved (Notice of Investigation')
3. The resident and the Residence Life Facilitator **meet and discuss** the report.
4. A **decision ('Note of Decision')** is made based on the information in the report, relevant evidence, and meetings with those involved.
5. The decision is **communicated** to the resident (s) via email.
6. If the resident(s) is found responsible, they may be given an appropriate **sanction**.
7. If the resident feels the decision is unfair they have a chance to **appeal to the Manager, Student Housing Services**

# COMMUNITY STANDARDS



## Outcomes and Sanctions

Whenever possible residents will have the opportunity to contribute to the discussion regarding their own outcomes and sanctions. Outcomes should always be educational in nature and focus on opportunities to address community and personal impact. In certain situations, sanctions may need to be imposed by Student Housing Services in order to address continued, escalating, or serious behaviour. The table below outlines some of the common sanctions.

SANCTIONS AND	DESCRIPTION
<b>Community Service</b>	An assigned community-focused activity or project that involves service and learning by the student within residence. The form of community service must be approved by the Residence Life Facilitator or Designate and be completed within the specified timeline. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.
<b>Educational Sanction</b>	An assigned activity, meeting, project, or submission with the learning objective of engaging the student in reflection and dialogue surrounding the behaviour(s) at hand. The details of the educational sanction must be approved by the Residence Life Facilitator or Designate and be completed within the specified timeline. Examples include, but are not limited to; reflection essays, educational pamphlets, apology letters, and meeting(s) with campus partners.
<b>Behavioural Contract</b>	A written agreement between Residence and Housing and the student that outlines specific conditions under which the student will be permitted to continue to remain living in residence for the remainder of the current term or contract. The Behaviour Contract will usually include restrictions, and/or conditions that the student must meet and any consequences for the student if they fail to fulfill them.



# COMMUNITY STANDARDS



## SANCTIONS AND OUTCOMES

## DESCRIPTION

### Monetary Restitution, or Fines

A requirement of the student to pay a fine for damage repair, clean-up, or replacement charges, for violations of the Community Standards or the Residence Contract that affect residence and/or University property.

### Relocation or Room Transfer

A mandatory and permanent move from a room in one residence building to a room in another, assigned by a Housing staff member as a result of violations of the Community Standards. Once a student has been relocated/transferred they may be prohibited from entering the building where they previously lived.

### Removal of Privileges

A student may have their privileges removed for a specific period of time. Removal of privileges may include:

- Removal of guest privileges
- A premise ban from Student Housing following their stay with us
- Ineligible to return to live in residence for the following year.

### Termination of Residence Contract

The student's Residence Contract is terminated, and the student is required to leave residence. This might also be accompanied by a specified ban from residence property

# RESIDENCE STANDARDS



## Limitations of Support

When a resident exhibits unacceptable behaviour and/or psychological needs that are beyond the scope and expertise of what may reasonably be provided, Student Housing Services will consult with the Duty Of Care Committee (DOCC) team regarding next steps. Where it is deemed that a resident's continued occupancy could place the resident or others at risk, Student Housing Services may be required to relocate or evict (either temporarily or permanently) the resident.

## Referrals

Student Housing Services reserves the right to, at any time, refer a violation of these standards to the Office of Student Affairs and/or any other appropriate body for further review.

# RESIDENCE STANDARDS



**Appeals of decisions made under the Residence Standards can be made in writing to the Manager of Student Housing Services, within five (5) calendar days of the receipt of the decision in writing.**

Residents may appeal decisions made on the following grounds:

- a. Lack of procedural fairness or bias/unfair treatment or discrimination;
- b. The sanction is not proportionate to the violation/behaviour; and/or
- c. New evidence or information has become available that renders the original decision unreasonable (in such cases, evidence must not have been reasonably available during the original investigation).

**To initiate this process the resident is required to e-mail the Manager, Student Housing Services with the following information:**

- Ensure the title of the email is: Residence Community Standards Appeal
- In the body of the email indicate your full name, building and room number and your reason for entering an appeal (based on the requirements above)

Your case will be considered in conjunction with other reports and information presented by Staff. You will be informed of the outcome of the appeal meeting within seven (7) University business days.

Once an appeal has been submitted, one of the following outcomes will result:

- a. No change and the original decision is upheld.
- b. The original decision is overturned.
- c. The decision/sanction is modified, which may result in increasing/decreasing the sanctions already assigned

**The decision of the Manager, Student Housing Services, or designate is final and not subject to further appeal.**

Appeals of evictions or other sanctions imposed by the Manager, Student Housing Services can be made under university policy B.109 Student Appeals within 21 calendar days of the receipt of the decision in writing.



## OTHER FEES

ITEM	CHARGE	DESCRIPTION
Improper Move-Out	\$50 (+ any additional costs)	Charged in the event that a student fails to move-out on time or leaves the room in very poor condition. Removal and disposal of items left behind by a student will be included in this charge. If improper checkout results in the displacement of an incoming resident, the costs will be included in this charge.
Cleaning and Damages	The greater of: The actual cost OR \$50 (minimum charge)	The actual cost includes any labour and materials cost associated with cleaning, repair and/or replacement before/after
Lost Keys	The greater of: The actual cost OR \$50 (minimum charge)	A charge will be for the cost of a replacement key or set of keys and any necessary lock changes .
Frequent Lock-Outs	\$25	Charged for the fifth recorded lockout and every subsequent lockout in a particular term.
Early Move-In / Late Move-Out Fee	\$50 per night OR \$75 per night (without approval)	Without approval means that the resident has not received prior approval from Student Housing Services.
Summer/Fall Interim Fee	\$300	Charged to students who are approved to stay during the Summer/Fall Interim Break.
Winter Interim Fee	\$200	Charged to students who are approved to stay during the Winter Interim Break.
Late Cancellation Fee	\$500	Charged to students who cancel their contract for the Spring 2025 semester after December 1,



## **STUDENT HOUSING SERVICES**

**T | 604.990.7951**

**E | [housing@capilanou.ca](mailto:housing@capilanou.ca)**

**W | [capilanou.ca/residence](http://capilanou.ca/residence)**

**@capuresidence**