

Residence Contract

Student Housing and Hospitality Services

THUNDERBIRD RESIDENCE

2016.2017



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

Student Housing and Hospitality Services

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Thunderbird Residence Contract (2016/2017)

INTRODUCTION

This document is important. This is a legally binding agreement between you and the University. The basic terms of your agreement are outlined in the Acceptance of Residence Contract Page created during your on-line acceptance process. This document, the Acceptance of Residence Contract Page created during your online offer acceptance process, and the Contract Confirmation, ID and Emergency Contact Card comprise the contractual agreement between you and the University (referred to as the “Contract”). It defines the policies and regulations governing the offer of housing and the terms and conditions of accepting residence in the student residences managed by Student Housing and Hospitality Services.

Applicants who wish to live in residence with their children are not eligible for residence at Thunderbird Residence and may apply for accommodation in University student family housing.

SUMMARY OF CONTRACT

Section 1.0 Administration

This section outlines administrative requirements, procedures and important deadlines. The information contained here will answer many of your questions. For other questions or clarifications, please refer to <http://www.housing.ubc.ca>, or contact the area Residence Life Manager or Student Housing and Hospitality Services, at 2205 Lower Mall, building 6 (contact information is listed in Appendix I of this Contract.)

Sections 2.0 Residence Life and 3.0 Residence Standards and Regulations

These two sections of this Contract define the standards of behaviour required of all residents and their visitors while present on or about all residence property, (which includes but is not limited to all residence buildings operated by Student Housing and Hospitality Services including their parking lots, and surrounding grounds), and during all residence related events, even if the events occur off campus. Living with others in a residence is different from living in a private apartment or house. What you may feel comfortable with in private may not be safe or appropriate in a shared residential environment that has a mandate to support the University’s academic mission.

1.0 ADMINISTRATION

Interpretation of Terms

In this Contract:

The resident will be referred to as “you,” “your,” “resident,” “residents,” “student,” “students”.

“Your accommodation,” “the accommodation” and “your room” refers to the room identified on your Contract Confirmation, ID and Emergency Contact Card, as may be changed from time to time in accordance with the terms of this agreement and, in particular:

- If you live in a studio or one-bedroom apartment, it refers to your entire living space; and
- If you live in shared accommodation, it refers to your room and the living area you share with other residents. The living area that you share with other residents, together with your room and every other resident’s room is also referred to as your “unit”.

“Guest” refers to your designated roommate (if applicable) and anyone who you accompany on, invite, accept or admit to the residence property (which includes but is not limited to all residence buildings operated by Student Housing and Hospitality Services including their parking lots, and surrounding grounds).

“Acceptance of Residence Contract Page” means the web page entitled Acceptance of Residence Contract created during your on-line acceptance process.

An “assessment” means a bill for an amount, determined by the University, that you owe to the University on account of one or more of the following: any damage to, repair of or loss of University property (including your keys) or extraordinary service, cleaning, administrative or other costs you, your designated roommate or your guests cause to University residence facilities whether through accident, neglect or intent.

“Fees” mean the residence fees plus all other sums, amounts, charges and monies payable by you to the University pursuant to this Contract, including, without limitation, all assessments, costs, interest and amounts owing as a result of any breach of this Contract.

“Move-In Date” means the date identified as such on your Acceptance of Residence Contract Page and the Contract Confirmation, ID and Emergency Contact Card, unless otherwise agreed in writing by you and an authorized representative of UBC Student Housing and Hospitality Services.

“Move-Out Date” means the date identified as such on your Acceptance of Residence Contract Page and the Contract Confirmation, ID and Emergency Contact Card, unless otherwise agreed in writing by you and an authorized representative of UBC Student Housing and Hospitality Services.

“Residence fees” mean the residence fees applicable to your accommodation, as set out in Appendix IV, which for greater certainty, include utilities and UBC Resnet Internet or Shaw Internet depending on which residence you are located. Telephone service is not included in residence fees. Basic cablevision is included in the common areas of units or floor lounges of Place Vanier, Totem Park and Orchard Commons residences.

“University” and “UBC” mean The University of British Columbia. Student Housing and Hospitality Services is a department of the University and has the power and authority to act on behalf of the University in respect of this Contract. References to Student Housing and Hospitality Services refer to the University, acting through Student Housing and Hospitality Services.

In the calculation of days in this Contract (for example: where five (5) days notice must be given), the first day will be excluded and the last day included.

If there is any conflict or inconsistency between the Acceptance of Residence Contract Page and the Contract Confirmation, ID and Emergency Contact Card, the Contract Confirmation, ID and Emergency Contact Card governs.

1.01 Binding Contract

By clicking “Accept” on the Acceptance of Residence Contract Page created during your online offer acceptance process, you have accepted an offer from the University for accommodation in a student residence managed by Student Housing and Hospitality Services. By accepting this offer you have confirmed that you agree to comply with the terms and conditions outlined in this Contract.

Prior to moving into your accommodation you must:

- fill out and sign the Contract Confirmation, ID and Emergency Contact Card and provide photographs requested by Student Housing and Hospitality Services; and
- provide payment of the residence fees in accordance with Section 1.10 of the Contract.

Even if you omit a step in the acceptance or move-in process, you agree that taking possession of validly offered accommodation establishes a contract between you and the University on the terms and conditions set out in this Contract.

1.02 Contract Term

The Contract term commences at 9 am on the Move-In Date and ends at 12 noon on the Move-Out Date by which time you must have vacated and surrendered your accommodation to the University.

1.03 Designated Roommate

Students who wish to reside at residence with their children are not eligible for the residences governed by this Contract, and may apply for accommodation in University student family housing. You are not permitted to have any other person reside in your accommodation except as follows: If your accommodation is a studio or one-bedroom unit, you may invite a maximum of one additional person to be your designated roommate provided that person meets the minimum age requirements applicable for your residence.

You acknowledge that the person indicated in the Additional Occupant/Designated Roommate section of the Contract Confirmation, ID and Emergency Contact card is the person you wish to have approved as your designated roommate by Student Housing and Hospitality Services.

Your designated roommate is not entitled to reside in the accommodation unless you reside there at the same time. Your designated roommate must be approved in advance by Student Housing and Hospitality Services in writing and is not entitled to move into your accommodation prior to receiving such approval.

You are completely responsible for your designated roommate's compliance with all conditions of this Contract. The behaviour of your designated roommate could result in you receiving standards points, or any other sanction, or may result in a breach of this Contract leading to you and your designated roommate being evicted. This is so whether or not you participated in, condoned, or were aware of your designated roommate's behaviour. You agree that no other persons shall reside in your accommodation without the prior written consent of the University. You agree to advise the University in writing within ten (10) days of a change in designated roommate or of your designated roommate ceasing to reside in the accommodation. You acknowledge and agree that this Contract is with you alone and there is no contract between the University and the designated roommate. When you vacate the accommodation your designated roommate must vacate at the same time. Student Housing and Hospitality Services may at any time, in its absolute discretion, require that your designated roommate cease to occupy your accommodation and your designated roommate's failure to comply with an order to vacate your accommodation is a breach of this Contract, enabling Student Housing and Hospitality Services to pursue remedies against you pursuant to Section 1.13.

1.04 ResNet Agreement

The University will provide computing network access to your accommodation. This may be through wireless or wired connectivity, or both depending on your accommodation. If you use the ResNet service, you agree to abide by the conditions outlined in the [ResNet Service Agreement](#). You also agree to abide by the University's [Acceptable Use and Security of UBC Electronic Information and Systems policy](#).

1.05 Type of Contract

You agree that this Contract creates a licensee/licensor relationship.

As is expressly stated in the *Residential Tenancy Act* of British Columbia, the *Residential Tenancy Act* of British Columbia does not apply to this Contract and to your occupation of your accommodation.

1.06 Eligibility

1. Age Criteria

- a. Unless you are otherwise authorized in writing by Student Housing and Hospitality Services, you must be 19 years of age by December 31, 2016 to reside at Thunderbird Residence.

2. Academic Criteria

To remain eligible to reside in your accommodation, you must:

- a. be and remain registered in a minimum of 9 credits per term in UBC undergraduate credit courses during the 2016-2017 Winter Session; Notwithstanding the above, distance education courses that do not require classroom attendance on the Point Grey campus cannot be included in the calculation of credits; or
 - b. be and remain registered in a full-time graduate program in the Faculty of Graduate and Postdoctoral Studies; For the purposes of this Contract your registration in a graduate program ends on your “Program Completion and Closure Date” which is the date the University considers your academic program to be concluded. This is different from the date of your convocation; or
 - c. have been granted permission in writing from the Manager, Residence Admissions and Assignments of Student Housing and Hospitality Services.
3. Should you no longer be eligible for residency in Thunderbird Residence (for example you have completed your graduate program) you must, within seven (7) days of such change in status, provide 30 days written notice to the University pursuant to Section 1.12(1) and vacate the accommodation within 30 days. Should you fail to give such notice, or fail to vacate the accommodation, the University may terminate the Contract pursuant to Section 1.13.

1.07 Assignment Policy

The University will not discriminate in room or unit assignments on the basis of race, colour, religion, place of origin, ancestry or sexual orientation.

The University will attempt to honour, but does not guarantee, your request for a particular type of accommodation. Failure to provide your preferred accommodation will not invalidate this Contract. The University reserves the right, without notice, to assign or change roommates, to change accommodation assignments and/or to consolidate vacancies by requiring you or other residents to move from one accommodation to another. This may include requiring you to move to a different residence area, floor, building or different type of room or unit. If this happens to you, you are required to pay the residence fees stipulated for the new accommodation, including the meal plan, if applicable.

If you or your guests have mobility or agility disabilities, you are welcome to request an assignment to a unit located above the ground floor. Nevertheless, please note that elevators do break down occasionally, and may be out of order for an extended period. Inconveniences may occur for those who are unable to navigate stairs. The University will take action to repair any malfunctioning equipment promptly, however it is not responsible for service disruptions which limit access to your accommodation.

1.08 Compliance with Laws, etc.

You agree to the terms of this Contract and to abide by all federal, provincial and local government laws, regulations and bylaws, University rules, regulations, policies and procedures, including but not limited to those issued from time to time by Student Housing and Hospitality Services. To the extent that there is any discrepancy between matters dealt with both in this Contract and any other publication of Student Housing and Hospitality Services, the provisions of this Contract shall prevail.

1.09 Contract Changes

Changes may not be made to the terms of this Contract without the written permission of the Managing Director of Student Housing and Hospitality Services. During the term of the Contract, the University may unilaterally change or delete any provision of this Contract or add provisions to this Contract (each, a change) by sending you an email notification to the email address you have provided to the University through the University’s [Student Service Centre](#), or by written notification delivered to your accommodation. Changes will be effective and binding upon you on the date set out in the notification. If no date is set out in the notification, the contract changes will be effective one week from the date the notification was sent. Please note, however, that changes may be implemented immediately when, in the

opinion of the Managing Director, Student Housing and Hospitality Services, the health or safety of any person may be adversely affected by a delay.

1.10 Rates and Payment

You agree to pay the residence fees for the accommodation assigned to you, including where applicable, the size of the accommodation and whether the accommodation has been newly renovated, according to the payment schedule attached hereto as Appendix IV. You must pay the residence fees in the amounts and on the dates outlined in Appendix IV. If you choose or are required to change your accommodation, you will be required to pay the fees stipulated for the new accommodation, including the meal plan, if applicable. For periods of less than one month, the daily residence fee is calculated by dividing the monthly rate by thirty.

1. Failure to pay the first instalment of residence fees by or on the date it is due will lead to forfeiture of your accommodation assignment.
2. Charges for residence fees will continue until you complete the contract termination and check out process in Section 1.12. Please note that the following terms apply to all fees and payments required by Student Housing and Hospitality Services (i.e.: residence fees, activities/programs, assessments, et cetera):
 - a) Post-dated cheques will not be accepted.
 - b) A \$35 service charge will be levied on all cheques returned by your bank for any reason. You will pay all fees that may be imposed by the University from time to time in respect of failed electronic financial transactions, including, without limitation, electronic funds transfers and Interac transactions where, after initial processing, the transaction is cancelled or voided due to insufficient funds.
 - c) Late payments may not be accepted. If a late payment is accepted, it will be subject to late payment fees as follows:
 - » first late payment - \$25
 - » second late payment - \$25
 - » third late payment - \$50
 - » fourth and any subsequent late payments \$75 ea.

1.11 Cancellation of the Residence Contract Prior to Move-In Date

You may cancel this Contract before the Move-In Date by paying the cancellation fees and following the procedures outlined in Appendix III.

1.12 Departure Prior to the Move-Out Date

You may terminate this Contract and vacate the accommodation prior to the Move-Out Date provided that all of the following conditions are met:

1. you must provide at least 30 days written notice of your intention to vacate the accommodation to Student Housing and Hospitality Services using the online notice procedure at the Student Housing and Hospitality Services Online Service Centre at <https://secure.housing.ubc.ca>; and
2. the proposed end date must be at least four months after your first occupancy of the accommodation.

If one or both of these conditions are not met, you will be charged an amount equal to thirty (30) days of residence fees.

You will be considered to have vacated your accommodation when all keys have been returned to the Front Desk, all check-out procedures have been followed, including signing the check-out documents at the Front Desk; and all persons and personal possessions have been removed from your accommodation.

For greater certainty, this section applies regardless of whether you have actually moved into your accommodation (i.e. even if you do not check-in).

In the following cases, at the discretion of Student Housing and Hospitality Services, the 30-day notice period may be fully or partially waived:

1. you are not admitted to UBC; or
2. you have a substantiated medical reason preventing University attendance; or
3. your courses have been cancelled by the University; or
4. if you are no longer a student of the University (due to loss of student status or withdrawal); or
5. you can demonstrate unusual or compelling circumstances which, in the judgement of the Manager Residence Admissions and Assignments, merit special consideration.

In each of the cases above you will be required to provide documentation satisfactory to Student Housing and Hospitality Services to substantiate your request for a waiver—

<http://vancouver.housing.ubc.ca/contract-cancellation/>.

1.13 Termination of the Residence Contract by the University

If at any time:

1. you fail to pay when due any of the fees stipulated in this Contract;
2. you fail to pay when due any assessments assessed pursuant to the terms of this Contract;
3. the University becomes aware that the offer of accommodation made to you was based upon incorrect information or a mistake as to your eligibility for residency in your accommodation;
4. you no longer meet the eligibility requirements for residency in your accommodation;
5. the Manager Residence Admissions and Assignments of Student Housing and Hospitality Services has revoked the approval previously given pursuant to Section 1.06 (2)(c) for you to reside in residence.
6. you have failed to pay, when due, monies owed to Student Housing and Hospitality Services with respect to matters other than this Contract;
7. you have violated University rules, policies or procedures and/or the residence standards and regulations as stated in Sections 2 and 3 of this Contract, as they may be amended from time to time;
8. you fail to provide the requested recent photographs and other information required to complete the Contract Confirmation, ID and Emergency Contact Card; or
9. you breach any provision of this Contract;

then, in addition to any other available remedies, the University may, without notice, terminate this Contract, re-enter and take possession of your accommodation, remove you and all other persons and property and use such force and assistance as the University deems necessary to take possession of the accommodation.

In the event of termination of this Contract and eviction, you will remain indebted for any fees, including assessments accrued pursuant to the terms of the Contract and any that may arise:

- from your occupation, use of and departure from your accommodation and the residence;
- due to the cost of cleaning or repairing your accommodation including the cost of storing and disposing of any possessions left in the accommodation;
- otherwise from your failure to comply with the terms of this Contract, including, for greater certainty, fees for the balance of the Contract term remaining after your eviction.

1.14 Overholding

If you remain in occupation of your accommodation after the Move-Out Date or your eviction date, no new right of occupation is thereby created and the University may, without notice, re-enter and take possession of your accommodation, remove you and all other persons and property and use such force and assistance as the University deems necessary to retake possession of your accommodation. In this situation, purported residence fee payment(s) processed through the University's online payment process shall not be effective to create any new or continued right of occupation unless such right of occupation and acceptance of payment are expressly agreed to in writing by the Managing Director, Student Housing and Hospitality Services. If the Managing Director, Student Housing and Hospitality Services has provided such written

agreement then any right of occupation that is thereby created shall be for the period contained in such written agreement, at the residence fees previously payable for your accommodation and subject to the terms of this Contract, as applicable for the occupancy period.

In no case shall any acceptance of residence fees for your accommodation for any period after the Move-Out Date of this Contract result in any right of occupancy greater than a right to occupy your accommodation from month to month (meaning, for greater certainty, terminable by you or the University at any time on one month's notice), at the residence fees previously payable for your accommodation, and not from year to year and shall be subject to the terms of this Contract so far as the same are applicable to a right to occupy from month to month.

1.15 Vacating Your Accommodation

Vacating your accommodation means completing the check-out procedures at the Front Desk, returning all keys to the Front Desk (including your parkade access keys for parking if applicable) and removing all persons and personal possessions from your accommodation no later than 12 noon on the Move-Out Date applicable to your contract term (see Section 1.02 - Contract Term).

If your accommodation is a shared unit, you are supplied with one mattress pad. Upon check-out you must leave the folded mattress pad on the bed (not in a drawer, on a shelf, in a closet, with your roommate, or anywhere else). Failure to do so will result in an assessment for the missing item.

If you fail to provide vacant possession when required pursuant to this Contract, then in addition to the University's other remedies, you will pay all the University's costs arising from such failure to vacate including, without limitation, the cost to the University incurred to clean your accommodation and to provide hotel and meals for the incoming resident who is scheduled to take possession of your accommodation.

You acknowledge that any of your personal property and the personal property of your guests remaining at the residential property after the termination of this Contract (whether by expiry, early termination or abandonment), will be removed and disposed of without compensation to any person. You agree that the University will be under no obligation to store any such belongings remaining in the accommodation or to sell them or otherwise recover their value. In the event the University chooses to store any property left in your accommodation you are responsible for the University's cost of doing so, and any subsequent disposal costs.

1.16 Abandoned Accommodation and Personal Property

Your accommodation and your and any of your guests' personal property may be deemed by the University to be abandoned when:

1. a substantial amount of your personal property is removed and your residence fees are unpaid after the date that they are due; or
2. your residence fees remain unpaid after the date they are due and the University has not received a response from you for a period of 14 days after sending you a notice.

If the University deems your accommodation to be abandoned, the University may re-enter your accommodation and, in addition to any additional rights the University may have, the University may re-rent your accommodation. In that event, re-entry may be made without notice to you and without liability to you for any damage or prosecution.

You acknowledge that in the case of abandonment, the University will remove and dispose of your and any of your guests' personal property without compensation to you or your guests (as the case may be). You agree that the University will be under no obligation to store such belongings or to sell them or otherwise recover their value.

1.17 Assignment and Unauthorized Occupancy

You alone and, if expressly permitted pursuant to this Contract, your designated roommate, may occupy your accommodation. This Contract and your accommodation cannot be assigned, “sublet,” lent or otherwise shared with another person without the prior written authorization of the University. Without limiting the foregoing, allowing people to stay in your accommodation through the use of short term rental services (for example - Air Bnb) is not permitted even if you are also present in the accommodation at the same time. This is so even when money or other consideration are not exchanged. The University’s authorization is exercised by the University in its absolute discretion and may be withheld or withdrawn for any reason. Unauthorized assignment, “subletting,” lending or sharing is a breach of this Contract and will result in the eviction of the other person(s) occupying or sharing your accommodation and may result in the University evicting you.

If you wish to apply for a temporary sublet of your accommodation, please visit <http://vancouver.housing.ubc.ca/applications/how-we-assign-rooms/waitlists-sublets> for terms and conditions applicable to temporary sublets and the request form. For greater certainty, the University does not guarantee approval of any request for a temporary sublet.

1.18 University’s Performance

The University, inasmuch as it is within the University’s control, will provide the accommodation pursuant to the terms and conditions stated in this Contract.

To the extent that the University is unable to fulfill, or is delayed or restricted in fulfilling, its obligations under this Contract by any cause beyond its control, the University shall be relieved from the fulfillment of its obligations during that period and you shall not be entitled to any reduction in fees or compensation as a result thereof. Without restricting the generality of the foregoing, the University shall not be responsible for:

- failing to meet its obligations under this Contract due to a strike by its employees, a lock-out of employees by the University or any other form of job action or labour unrest, acts of God including fires, floods, storms, earthquakes, intervention by civilian or military authorities, acts of war, acts of terrorism, public health emergencies, or new or amended federal, provincial or local government laws, regulations, bylaws or policies; or
- the failure to provide any utility to the accommodation, or a reduction in the quality or quantity of a utility, whether such utility is provided by the University or by third party providers.

1.19 Liability

The University is not responsible for property belonging to you or any of your guests which is lost, stolen or damaged in any way, regardless of cause, whether or not this may occur in your accommodation or on the residence property, including storage facilities. The University is not responsible for any injury, death, damage or loss whatsoever caused to you or your guests while in or about your accommodation, the residence property or the University campus or while engaged in activities organized or sponsored by the University. Without limiting the generality of the foregoing, the University shall not be responsible for injury, damage or loss to you or your guests due to:

- the use of residence facilities and equipment, including but not limited to exercise equipment, sports equipment, barbecues, tennis courts and basketball courts;
- taking part in socials, dances, plays or other organized or sponsored activities; and
- taking part in organized or sponsored off-campus activities including ski trips and tours.

You agree you will not do, or permit to be done, any act or thing which may render void or voidable any insurance policy of the University. You agree to indemnify and save harmless the University from and against any expense, loss or damage suffered by the University by reason of your breach or non-performance of any term of this Contract.

1.20 Insurance

The University carries insurance for its own benefit (See UBC Risk Management Services website <http://riskmanagement.ubc.ca> for more information). The University does not provide you with general insurance, liability insurance or property insurance for your personal belongings. **It is recommended that you arrange for your person and all your personal effects in residence rooms, units, apartments, storage rooms, and all other residence property including in all residence buildings be covered by private insurance.** The University strongly advises you to obtain a residential insurance policy that covers:

1. loss of personal property;
2. liability for loss or damage to the property of others (including UBC's property); and
3. liability for personal injury to others.

Insurance may be available as an extension of your family's home insurance policy, or you can obtain your own insurance package. See Appendix II for more information.

1.21 Damages and Costs

You agree to pay for damages, lost property or extraordinary service or administrative costs you, your designated roommate, or your guests cause to University residence facilities whether through accident, neglect or intent. See Appendix II for more information about assessments.

All residents of a unit may be assessed for cleaning, damages, lost property or extraordinary service costs where the person(s) responsible cannot be ascertained by the University but where the damages, lost property, or excessive mess were reasonably believed by Student Housing and Hospitality Services to be caused by one or more residents of a unit. Where charges and costs have not been paid by the specified date, a late fee will be added.

Failure to pay assessments may result in the relocation of you or other resident(s) to another floor or unit, denial of future residence assignment or eviction from residence. To appeal an assessment you must follow the appeal procedure outlined on the assessment notice. Appeals will only be considered if you are not in arrears for any other fees, charges or amounts owed to Student Housing and Hospitality Services.

1.22 Denial of Other University Services

In addition to any other remedies available to it pursuant to this Contract or at law, the University may, pursuant to [University Policy 67](#), suspend your student privileges and deny you student services if any fees or other monetary amounts owing pursuant to this Contract remain unpaid by you either during the term of this Contract or after its termination or conclusion for any reason.

1.23 Room Entry

1. Authorized personnel of the University may enter your accommodation, without prior notice for any of the following reasons:
 - to ensure the health and safety of any member of the community;
 - to investigate or take action to address an ongoing source of disruption or nuisance to the community;
 - to make emergency repairs to your accommodation or to investigate the need for urgent repairs to any portion of the Residential Property;
 - to make repairs to your accommodation that have been requested by you or a previous occupant;
 - to inspect for pests as described in Section 1.31 (Pest Treatment);
 - where it is believed you are in breach of a material term of this contract, for the purpose of investigating that breach,
 - you have granted them permission to enter; or
 - the University believes you have abandoned or vacated the accommodation;
 - to provide access to emergency responders, including police, to ensure the health and safety of any member of the community.

2. Authorized personnel of the University may enter the common area of shared accommodation without prior notice to:
 - access accommodations for any of the reasons in Section 1.23(1) above;
 - deliver a written notice or communication to the bedroom door of a resident occupying the shared unit;
 - make requested repairs to the bedroom of a resident occupying the shared unit; or
 - deliver the housekeeping services described in Section 1.29 (Housekeeping) (Fraser Hall only).
3. A minimum of 24 hours notice will be given to enter your accommodation for reasons other than those identified in sections 1.23(1) or (2), including but not limited to the following:
 - to inspect the condition of your accommodation or shared living space, other than in situations described in Section 1.23(1) or (2);
 - to renovate, alter or make repairs or deliveries which in the sole discretion of the University are necessary or desirable;
 - to deliver the service and treatment described in Section 1.31 (Pest Treatment).

1.24 Arrivals

You may check into residence at the front desk of your residence after 9 am on your Move-In Date. Residents may not arrive earlier than the Move-In Date unless they qualify under Section 1.25 below.

1.25 Early Arrivals

Written permission to arrive early may be permitted in certain limited circumstances. Please contact Student Housing and Hospitality Services for more information.

1.26 Late Arrivals

If you plan to arrive more than five (5) days after your Move-In Date, you must notify Student Housing and Hospitality Services in writing. If you do not move into your accommodation within five (5) days of your Move-In Date, this Contract may be cancelled and your accommodation will be reassigned without further notice.

1.27 Delivery of Personal Property

The University will not accept personal property delivered to you prior to your arrival. You are required to make arrangements to have all personal property held in storage off campus until you have checked into residence. The University does not accept any responsibility for personal property delivered to the Front Desk or left in residence areas.

1.28 Non-residence Furniture and Appliances

Studio, one-bedroom and two-bedroom units are not furnished. Residence rooms and shared units are furnished. In shared units additional furniture and appliances are not permitted to be placed in your room or common areas of your accommodation without prior written authorization from the Residence Life Manager. (See Appendix I for RLM email contact information.) While small pieces of furniture (i.e.: bookshelf, end table) will typically be authorized, pieces larger than 3' x 3' x 3' (i.e.: sofa, bureau, et cetera) are prohibited. Further, costs associated with removing additional furniture or appliances will be assessed as outlined in Section 1.21 Damages and Costs.

1.29 Housekeeping

Following check-in you have seven (7) days to complete a "room inventory and condition" report available via the Online Service Centre at <https://secure.housing.ubc.ca>. This will create a report regarding the condition of your accommodation (i.e. any existing damage), and the condition of and/or any missing inventory items. After your departure the room and common areas and their contents will be inspected. Any

missing items, damage not documented on the room inventory and condition report, or required cleaning will be assessed to you and/or deducted from any residence fee refund. Submission of the online room inventory and condition report is an integral part of any assessment appeal consideration. If there is a question regarding responsibility for damages to the room or unit or furnishings, this report will be used in determining responsibility for the damages. Failure to complete the report may result in you being assessed for all damages and missing items.

Common areas in units will be inspected from time to time during the year to ensure they are kept clean and safe. If you fail to keep common areas/units clean it will result in assessment and/or the possible relocation of you or other residents, and/or denial of a future residence offer.

1.30 Repairs and Alterations

All repairs and alterations to accommodations will be carried out by the University. Residents are prohibited from repairing or altering the exterior or interior of their room or unit and should report any required repairs using the Online Service Centre at <https://secure.housing.ubc.ca>. Without limiting the forgoing, residents are prohibited from painting or wallpapering their accommodation or attaching mailboxes, planters, satellite dishes, signage of any kind or any other thing to the exterior of their room, unit or any residence building(s).

1.31 Pest Treatment

You shall not allow conditions to exist that, in the opinion of Student Housing and Hospitality Services, may encourage the infestation or propagation of insects, rodents or other vermin. You are required to promptly report the presence or suspected presence of pests (including bedbugs) in your accommodation to Student Housing and Hospitality Services. In accordance with Section 1.23, personnel authorized by the University may enter your accommodation, without notice and without your presence, to inspect for pests. Should, in the opinion of Student Housing and Hospitality Services, treatment be required, you will be required to comply with the prescribed treatment methods and protocol which may include preparing you accommodation for scheduled treatment. This may include relocation (note Section 1.07), cleaning and/or removal and disposal of furnishings or personal possessions. In such an event you shall not be reimbursed by the University for any disruption, relocation, loss or loss of use of personal possessions or furnishings. Should you fail to prepare your accommodation for treatment in accordance with instructions from the University, or otherwise fail to follow the University's directions regarding pest treatment, you may be held responsible for the cost of rescheduled or additional treatments of you accommodation, or of other portions of the residence property.

1.32 Construction and Maintenance

There are on-going maintenance, renovation and construction projects taking place in and around the residences. The work typically takes place during regular business hours, but may begin earlier or extend into evenings or weekends. On-going construction or renovation projects will continue through midterm and final exam periods. The University will take measures to ensure that prudent construction practices are followed, but there may be noise, dust and temporary interruption of some services. Residents may be required to temporarily or permanently relocate to facilitate construction or renovations to their residence area. There will be no compensation or reduction to your residence fees due to disruption and/or relocation.

1.33 Storage

There are no storage spaces available outside units at Thunderbird Residence.

1.34 Transfers

There are two types of transfers:

1. The first, called a "room switch," is between two residents of the same gender who mutually agree to exchange or "switch" accommodation of the same type, in the same residence area. For example—a male resident occupying a single room in a shared unit can only switch with another male resident

occupying a single room in equivalent shared unit in the same residence area. Please enquire at your residence Front Desk regarding this procedure. Residents who wish to switch between different unit types, or with a resident of a different gender, or between different residence areas, should enquire at the Student Housing and Hospitality Services Main Office at Marine Drive Building 6. The fee for a room switch is \$10 per person.

2. The second type of transfer constitutes a move to new accommodation when it becomes available. The fee for this transfer is \$50.

If you wish to change accommodation after moving into residence, you may request a transfer to other accommodation. Transfers are not guaranteed and must be approved by Student Housing and Hospitality Services. Unauthorized transfers or switches may result in you being required to move back to your assigned accommodation and/or standards action. You are required to pay the difference in residence fees when you move to more expensive accommodation. Refunds due to a transfer to less expensive accommodation will be credited to your account. You agree to be bound by the terms of the contract governing your new accommodation.

Eligibility for Transfers: You must meet the minimum age and academic program requirements outlined in Section 1.06 to be eligible for a switch or transfer to specific residence areas.

Transfer Application Dates: The first date that you may apply for a transfer or a room switch is the later of the date you move into residence and May 15, 2016. An online transfer/switch application is available on the Student Housing and Hospitality Services Online Service Centre at <https://secure.housing.ubc.ca>.

Transfer Completion Dates: Transfers must be completed within 72 hours of notification of approval from Student Housing and Hospitality Services, or additional fees may be assessed.

1.35 Transportation and Parking

1. Motorized Vehicles

Parking of motorized vehicles (which includes, but is not limited to, cars, motorcycles, mopeds, and scooters) on the University campus is strictly regulated. Residence parking spaces are limited and a parking assignment is not guaranteed.

The terms and conditions of parking and the options available are outlined in the Residence Parking Section of the Student Housing and Hospitality Services website at <http://www.housing.ubc.ca>. Applicants assigned a parking space must provide certification that they are the insured principal driver of the vehicle when claiming their parking space at check-in.

Parking in the reserved lots is allocated only for the term of this Contract. Parking spaces are allocated for one registered vehicle only. You cannot use your allocated parking space for a second vehicle, or for parking for friends or visitors. Any unregistered vehicles may, without notice, be towed at their owner's expense. If you attempt to transfer your allocated parking space you will have your assignment cancelled and will forfeit your parking fees.

Parking spaces are for one normal-sized vehicle only and you may not store oversize vehicles, campers, boat trailers, boats, storage sheds or other vehicle accessories or objects in the parking space. The rules imposed by Student Housing and Hospitality Services (pursuant to this Contract or otherwise) regarding parking services are in addition to, and not in substitution of, the University parking regulations enforced by UBC Parking and Access Control Services. All vehicles parked on residence property are subject to the University parking regulations as amended from time to time, as enforced by UBC Parking and Access Control Services. Residents or visitors in violation of University parking regulations may have their vehicles towed at their own expense in accordance with these regulations.

2. Bicycles

Bicycle theft is a common problem throughout the British Columbia Lower Mainland, including the University campus. Good quality locks are recommended for all bicycles. Bicycles must not be stored in hallways, lounges or in areas that impede exit from buildings. Bicycles must be stored on the racks or bars designed for that purpose. Bicycles found in any other areas (for example: attached to posts, railings, trees, et cetera) will be removed without compensation to the resident or to the owner of the bicycle (if not the resident).

Abandoned bicycles are common at residence. Periodically the residence bicycle racks/bars will be inspected, and bicycles that appear to be abandoned will be tagged for a reasonable notice period, as set out on the tag. If the resident does not deal with their bicycle in the manner set out in the tag or otherwise remove the bicycle, after the expiry of the notice period the University will remove and dispose of such bicycles. Residents are required to check their bicycles at least every two weeks to ensure it has not been tagged for removal. The University shall not reimburse or otherwise compensate any resident nor the owner of any bicycle (if not the resident) for loss or loss of use of a bicycle deemed to be abandoned and disposed of in accordance with this section.

3. Theft or damage

The University is not responsible for theft or damage to cars, bicycles, motorcycles, mopeds, scooters, or any other vehicle, or any contents stored on or within them.

1.36 Security

The University has received reports of break-ins and thefts from units, including where access has been gained from upper storey balconies. You are responsible for taking reasonable precautions to ensure that your accommodation and the building in which it is located are protected from a breach of security. This includes, but is not limited to, locking your door(s) and window(s) (even on upper floors and upper storey balconies), not forcing or propping open building entrance doors, not permitting unknown persons into residence buildings, and immediately reporting strangers or security concerns. You are not permitted to copy any key or keycard provided by Student Housing and Hospitality Services.

1.37 Protection of Privacy

Personal information in possession of Student Housing and Hospitality Services about the resident will not be released to persons outside the University administration, including family members or friends, without the written consent of the applicant, unless permitted or required by law.

1.38A Pets

Residents are not permitted to keep pets or animals in the accommodation or on the residence property, even temporarily. Guests may not visit the accommodation with pets or animals.

1.38B Guide Dogs and Service Dogs

If you or your designated roommate requires that a guide dog or service dog reside in your accommodation, you must obtain the written permission of Student Housing and Hospitality Services by following the process described below. This must be done prior to the animal arriving at your accommodation.

If you or your designated roommate is part of a guide dog team, service dog team or retired guide or service dog team certified pursuant to the *Guide Dog and Service Dog Act* of British Columbia, you will be granted permission to keep the certified guide dog or service dog in the accommodation if you apply to Student Housing and Hospitality Services and provide documentation acceptable to Student Housing and Hospitality Services that verifies:

1. the guide dog or service dog is certified as a guide dog or service dog pursuant to the *Guide Dog and Service Dog Act of British Columbia*; and
2. the person requiring the guide dog or service dog is certified as a member of a guide dog team, service dog team or retired guide or service dog team pursuant to the *Guide Dog and Service Dog Act*.

Depending on availability and the type of accommodation requested, Student Housing and Hospitality Services may require time to locate an appropriate unit. Accordingly please notify Student Housing and Hospitality Services and provide the information described above as soon as possible after learning about you or your designated roommate's requirement to reside with a guide dog or service dog. Please note that if you live in accommodation that shares bathroom or cooking facilities with other residents the presence of a guide dog or service dog may require you to relocate to a self-contained unit.

Any guide dog or service dog must be kept in such a manner so as not to disturb, threaten or create a nuisance to other persons including staff, and, without limiting the foregoing, in accordance with the applicable Student Housing and Hospitality Services policies, rules and regulations.

2.0 RESIDENCE LIFE

2.01 Statement of Rights and Accompanying Responsibilities of the Individual within the Residence Community

The well-being of the residence community rests on the balance of the community's ability to meet the needs of the individual and vice versa. This balance is best achieved when everyone is aware of their rights and accompanying responsibilities to themselves, others and the community. The following guiding principles describe the rights and accompanying responsibilities of the individual within the residence community:

- Every person in the community can expect consideration and respect for their feelings and needs, and in return has the responsibility to conduct themselves in a civil manner and to show respect for the rights of every other person in the community.
- Every person in the community can expect to live in an environment where their possessions and the communal space are shown respect by every other person.

2.02 Residence Standards Overview

The University is committed to ensuring that all members of the University community are able to study and work in an environment of tolerance and mutual respect, free from harassment and discrimination. The standards and regulations stated here strive to protect the well-being, safety and security of residents and contribute to a residence community that is conducive to residents' academic success, personal growth and development. These standards are applicable on or about all residence properties managed by Student Housing and Hospitality Services (which includes but is not limited to all residence buildings operated by Student Housing and Hospitality Services including their parking lots, and surrounding grounds), and during all residence-related events, even if these events take place outside residence property.

Living with others in a residence is different from living in a private apartment or house. What you may feel comfortable with in private may not be safe or appropriate in a shared residential environment that has a mandate to support the University's academic mission.

If at any time you feel that a member of the residence community has acted inappropriately, or in violation of this Contract, you should bring your concerns to the attention of your Residence Life Manager.

2.03 Residence Standards Process

When an alleged violation of the residence standards and regulations is brought to the attention of the Residence Life Manager, he or she is responsible for ensuring that an investigation is conducted. The Residence Life Manager will then decide on the balance of probabilities, taking into account the relevant evidence (including circumstantial evidence), whether a violation has occurred, and if it has, the appropriate sanction.

If you are found in violation of a residence standard or regulation outlined in Section 3.0 of this Contract you may be warned or assigned one or more standards points. If four or more points are received or accumulated, the University may terminate this Contract, evict you from your accommodation and bar you from visiting University residences. Standards points remain on record for twelve months, or as stipulated upon eviction.

In addition to the assignment of standards points, other discretionary conditions or learning opportunities may also be required and form part of the sanction. These conditions may include restriction of privileges, required transfer to different accommodation, a behavioural contract, work assignments, service to the University, or other related assignments including, but not limited to, research and a written statement or paper, awareness programs for alcohol/drug misuse, or any other sanction deemed appropriate by the University. In addition to a sanction, you may be required by the Residence Life Manager to participate in a professional health assessment or minimum number of counselling sessions to ensure your safety and well-being or that of other residents.

Your failure to comply with the sanctions or other measures imposed under this Section is, itself, a violation of these residence standards and regulations and may result in further action by the University pursuant to this Contract.

If the Managing Director of Student Housing and Hospitality Services, or his or her designate, is of the opinion that you pose a threat to the well-being or ability to study of yourself, or any other resident, then he or she may, without notice impose immediate sanctions including eviction from your accommodation, a ban from all residence property, including your accommodation, your residence building, parking lots, and surrounding grounds, and termination of this Contract.

You may appeal the assignment of standards points and/or the sanctions imposed according to the procedures outlined by Student Housing and Hospitality Services in its residence standards appeal brochure, as it may be amended from time to time.

In addition to being investigated and acted upon by the Residence Life Manager, incidents may be:

- referred to the University's Equity and Inclusion Office, and/or
- investigated under the University's discipline procedures, and/or
- investigated under any other applicable policy of the University, and/or referred to the police or other law enforcement agency.

For more information about the residence standards process and procedures, please consult the following link: <http://vancouver.housing.ubc.ca/residence-life/residence-standards>, and/or see your Residence Life Manager.

3.0 RESIDENCE STANDARDS AND REGULATIONS

You are expected to use reasonable foresight to choose actions that do not place the safety or well-being of yourself or others at risk. These standards and regulations are an important part of this Contract.

- Violation, or actions that contribute to or facilitate the violation, of any of the following regulations are a breach of this Contract and may result in a standards action, sanction and eviction from residence, as well as other actions described in Section 2 above and this Section 3, below.

- The University will not accept ignorance, anger, alcohol or substance abuse as an excuse, reason or rationale for violation.
- If you choose to be part of a group that is violating residence standards and regulations you may collectively and individually be held responsible for the violation.

3.01 Alcohol in residence

Residents who choose to consume alcohol must do so responsibly in compliance with the law, and will be accountable for their actions.

1. Drinking alcoholic beverages or carrying unsealed liquor is permitted only in residents' rooms, floor lounges that the Residence Life Manager has designated for this purpose, and at licensed residence events.
2. Drinking alcoholic beverages or carrying unsealed liquor is not permitted in any other areas including, but not limited to, patios, courtyards, elevators, washrooms, laundry rooms, phone booths, hallways, stairwells, commonsblock corridors, main floor foyers, house lounges (except as expressly permitted by the Residence Life Manager), and areas outside the residence building.
3. Participating in drinking games is not permitted. Drinking games are games which involve the consumption of alcohol and usually involve swift consumption and/or high volume consumption. Some examples are: "beerpong," "funneling," "shotgunning" using a bier stick or otherwise, "quarters," and "floor crawls." This list is not exhaustive, and the University may stop and take action against any resident participating in any activity, whether listed above or not, which is, in the Residence Life Manager's opinion, a drinking game.
4. Possession and/or consumption of 'common source' alcohol (for example: keg cans, large containers of pre-mixed alcohol, growlers, et cetera) within residence is prohibited.
5. Brewing and distilling alcohol are not permitted in your accommodation, in your residence building, or on any other residence property. This includes brewing beer, cider, or wine and distilling spirits (i.e. any kind of hard alcohol).
6. Residence/house/floor funds may not be used to subsidize or provide alcohol.
7. All parties in residence must be registered with the Residence Life Manager. See Appendix II for more information. To register a party, obtain the Function Responsibility Form from the Residence Life Manager and complete and return it before organizing the party. Parties are permitted on Friday and Saturday evenings. Parties are not permitted during exam periods when extended quiet hours are in effect. Alcohol may not be sold, and floor/house/residence funds may not be used to subsidize or provide alcohol. Policies specific to hosting a party are printed on the Function Responsibility Form. Violation of these rules may result in standards action. Parties are not permitted in Totem Park, Place Vanier and Orchard Commons residences.
8. Before organizing or hosting a licensed event in residence, contact the Residence Life Manager to obtain information about and permission to obtain a Special Occasion License and review the provincial laws and residence rules and regulations related to the use of alcohol in residence. Licensed events are only permitted to occur in a specific location in each residence. At a residence event where alcohol is served or sold, the event organizer(s) will adhere to provincial laws, the University's rules, policies and procedures, and residence rules related to the use of alcohol including, without limitation, applying for the appropriate liquor license and complying with all obligations thereunder. All servers, paid and unpaid, must: (a) have received Serving It Right training, and (b) provide upon request a copy of their Serving It Right certificate.

Failure to adhere to the law and the rules, regulations, policies and procedures of the University and Student Housing and Hospitality Services governing the use of alcohol in residence may result in the function being terminated at once, the withdrawal of future party privileges, the suspension of further licensed events, and/or the assessment of standards points and discretionary conditions, and/or eviction from residence.

3.02 Attack on the Dignity and Security of an Individual

1. Conduct or communications involving or directed at residents or visitors or staff of Student Housing and Hospitality Services that:
 - Are offensive, threatening, demeaning or discriminatory (for example, racist, sexist, homophobic);
 - constitute harassment, sexual harassment or unwanted sexual attention; or
 - contribute to an intimidating, hostile or uncomfortable environment;are prohibited, and may result in eviction from residence (“Prohibited Activities”).
2. Examples of Prohibited Activities include, but are not limited to:
 - repeatedly following or attempting to make unwanted contact with another person;
 - displaying posters, pictures, or other materials containing content defined in section 3.02(1) where they can be viewed from public areas (including shared common areas); and
 - using social media to redistribute, repost, or forward communications that contain content defined in section 3.02(1).
3. The determination of whether any conduct or communication constitutes a Prohibited Activity will be made by the Residence Life Manager. Conduct or communications that may be acceptable in another context may not be acceptable in a residential environment.

3.02A Aerial Drones

Operating remotely operated aerial vehicles (Drones) is prohibited within 150 meters of Residence Property. Residents are not permitted to use drones to conduct surveillance or make recordings (video, audio, photographic) of any individual on Residence Property without their knowledge and consent.

Please note that the University may impose additional restriction on the use of Drones.

3.03 Barbecuing and Outdoor Grilling

Barbecuing and outdoor grilling is only permitted in areas authorized by the Residence Life Manager. It is not permitted inside residence buildings, on balconies, or on walkways. Where barbecuing and outdoor grilling is permitted, the grill or barbecue must be attended at all times. Barbecuing and outdoor grilling must be carried out a sufficient distance away from the building as to not to create a nuisance, disturbance or inconvenience to other residents or other members of the University community, or cause damage to or otherwise endanger any person’s property.

3.04 Cablevision

Tampering with television cable, cable splitting or splicing, diverting the signal or attempting any other unauthorized access to cablevision is prohibited.

3.05 Conduct in the Residence Dining Room or Retail Outlets

Inappropriate or disruptive behaviour in a University residence dining room or retail food outlet located in a residence managed by Student Housing and Hospitality Services is not permitted and may result in sanctions, including eviction.

3.06 Cleanliness Standards

Residents are expected to keep shared living areas and the exterior of their room/unit doors clean. Students are also responsible for strong odours and smells originating from their room/unit that are deemed disruptive to their community. Failure to do so may result in cleaning charges, and/or further action as may be deemed appropriate by Student Housing and Hospitality Services. Common area damage or

unreasonable mess may result in shared assessments, the possible relocation of the residents of the unit, and/or denial of future residence assignment. See Section 1.29 Housekeeping and Section 1.31 Pest Treatment.

Residents are expected to contribute to the cleanliness of common areas and are not permitted to leave garbage bags, waste or other items in the common areas of the building (for example hallways, stairwells, study lounges, or elevators). Leaving garbage bags, waste or other items anywhere other than designated areas may result in a standards violation.

Nothing can be kept on balconies.

3.07 Cooperation with Staff and Others

Residents and guests shall cooperate with requests from staff members, emergency personnel and police. Failure to cooperate with, and/or verbal or physical harassment or abuse of a staff member (residence life staff, housekeepers, Front Desk personnel, trades staff, third-party contractors, emergency and/or police personnel, et cetera) may result in standards action, eviction from residence, and/or referral to the University disciplinary process. Misleading or not cooperating with a standards investigation may result in standards action.

3.08 Damage to Property

Damage to the personal property of other residents or damage to residence or residence association property including, but not limited to, posters and advertising materials is prohibited and may result in eviction from residence and an assessment for, without limitation, damages. See Appendix II for additional information.

3.09 Dangerous Activity

Participating in activities that are dangerous or potentially harmful to any person or property is prohibited and, any participation in such activity, regardless of whether it is you, your designated roommate or your guest(s) that are actually engaging in the activity, may result in eviction. Restricted activities include any activity that, in the opinion of the Residence Life Manager, is dangerous or potentially harmful to any person or property. This includes, but is not limited to: smashing objects, breaking glass, dangerous horseplay (for example: “dog piling,” wrestling, et cetera), climbing the outside of buildings or other structures, climbing into any building through a window, setting fires of any size in or about the accommodation or anywhere in residence or on residence grounds, which includes setting any objects, regardless of size, on fire (except as expressly authorized in this Contract, see Section 3.03 Barbecuing and Outdoor Grilling and 3.27 Smoking and Incense).

3.10 Drugs

The possession, use, trafficking (which includes manufacture, sale, giving, administering, transporting, sending, delivery, distributing) or offering to do anything related to the possession, use or trafficking of illegal drugs is prohibited. Any involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. For greater certainty, being present where others are consuming illegal drugs or engaging in illegal drug related activity is not permitted—if others are engaging in this activity you must leave. Possession of paraphernalia that is associated with the possession, use or trafficking of illegal drugs (for example: bongs, vaporizers, scales, grinders, et cetera) is prohibited. These activities may result in eviction and referral to the police.

For greater certainty:

- marijuana, hashish and their derivatives are considered illegal drugs for the purposes of this Contract. Students who have a prescription from a medical doctor for the use of marijuana, hashish or their derivatives must obtain permission from Student Housing and Hospitality Services prior to possessing or using them on residence property. Please meet with your Residence Life Manager for information about the process for obtaining such permission.

- trafficking in prescription drugs is considered an illegal drug activity for the purposes of this Contract, regardless of the amounts involved, and regardless of whether or not money or any other form of consideration are exchanged. Without limitation, both selling and sharing (giving away) methylphenidate (commonly sold under the name Ritalin) are prohibited.

3.11 Elevator Tampering

Tampering with elevator safety systems or engaging in activities that may damage or interfere with the operation of the residence elevators are prohibited, and will result in an assessment for, without limitation, the cost of repairs and possible eviction from residence.

3.12 Explosive, Flammable or Dangerous Materials

Possession of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, or other such materials, is not permitted on residence property. Possession of the same may result in eviction. Propane tanks are not permitted in residence buildings. The Managing Director of Student Housing and Hospitality Services may, at any time, determine that certain classes or materials or objects are too hazardous to bring on to Residence Property due to documented safety concerns – for example a safety recall (“Hazardous Items”). A list of Prohibited Items may be found at <http://vancouver.housing.ubc.ca/residence-life/moving-in/what-should-i-pack>. Residents shall not bring any Hazardous Items to their accommodation or onto the Residential Property.

3.13 False Identification

Using false identification for any reason, including gaining access to a licensed event when underage or signing out a key, is prohibited, and may result in referral to the police.

3.14 Guests or Visitors

Residents are responsible for their guests’ behaviour whether they participated in, condoned or were aware of the guests’ behaviour or not. Anyone who is invited to, accompanied on, accepted or admitted to the residence property (which includes but is not limited to all residence buildings, parking lots, and surrounding grounds) is deemed to be a guest of that resident.

A resident who facilitates the access (for example: opening a locked door) of a stranger or ‘unhosted’ person to residence property will be deemed to be the host of that person and will be held responsible for that person’s behaviour as if the person were their guest.

Residents must be present as hosts of their guests at all times, however their failure to be present does not mitigate or relieve their responsibility for their guests’ behaviour. Residents are responsible for their guests’ actions until the guests leave the residence property.

Accompanying or acting as a host to a former resident who was evicted and does not have visiting privileges, and/or a person whose visiting privileges have been revoked, is prohibited.

Residents are responsible for activities that take place in their room or unit whether they are present at the time of the activity or not. A resident’s failure to lock their door does not mitigate their responsibility for the actions of others that occur in the resident’s room or unit.

Residents may accommodate overnight guests in their rooms for a maximum of four (4) nights in any given month. Residents may be evicted for guests’ stays which exceed this period of time or are a disturbance to the floor, unit/apartment. No extra bedding is available and guests may not sleep in the lounge or common area. No person may be the guest of more than one resident in succession. In exceptional circumstances, extensions may be granted by the Residence Life Manager.

Roommates are only permitted for certain types of accommodation in accordance with the provision of Section 1.03.

3.15 Illegal Entry

You must have written permission to enter another person's unit when they are not present. You must only enter residence property, your accommodation and any other place you are duly permitted to enter by using the prescribed key in the prescribed manner. Manipulating locks, doors and windows is prohibited. Unauthorized entry for any reason is prohibited, and may result in eviction and referral to the police.

3.16 Inappropriate Behaviour

In addition to the other provisions of Section 3, any conduct which is inappropriate or disruptive to the residence community or the University, as determined by the Residence Life Manager, is prohibited and may result in eviction.

Without limiting the foregoing, inappropriate behaviour includes "mooning," public urination and nudity visible outside of the resident's room.

3.17 Initiations/Hazing

Initiation or hazing activities that single out particular residents and/or create mental or physical discomfort, and/or exposes another to undue embarrassment or ridicule, and/or may be physically or emotionally harmful to others, are prohibited. Encouraging, initiating, participating in and/or supporting such activities is prohibited and may result in eviction.

3.18 Noise

Residence is a densely populated community, located in a vibrant and growing community. You must expect some reasonable living noise. Absolute silence is not possible. However, as is set out in this Section, residents are not permitted to create excessive noise.

In all residences, residents are expected to be considerate of their neighbours 24 hours a day, seven days a week. An individual's right to reasonable quiet study and sleep supersedes others' rights to make noise. In cases of dispute, the residence life staff will determine what is reasonable. If someone asks that you be quiet, respect that person's wishes and reduce your noise.

There may be no loud playing of radios, televisions, stereo or other audio equipment or musical instruments except during approved parties. Audio equipment may not be played such that sound, and especially the bass (low frequency sound) can be heard outside of the resident's room or unit. Subwoofers are not permitted in your room, accommodation or unit.

Musical instruments may not be practised or played in the resident's room or unit except as authorized by the Residence Life Manager. Residents may be required to practise their musical instruments elsewhere on campus. Instruments that are stationary or not easily transported to a practise area (for example: acoustic pianos, et cetera) are not permitted in residence.

The use of the outdoor sports facilities such as the basketball or tennis courts near residences is restricted to "non-quiet" hours, and there may be special, limited hours of use during examination periods, or other times as designated by the Residence Life Manager.

In addition to being considerate at all times, quiet hours are those times during which residents are prohibited from making noise which can be heard outside of their unit, or which may disturb the resident's roommate in any way (if applicable), or which can be heard outside the residence building and may disturb a resident inside the building. This refers primarily, but not exclusively to talking, noise from audio equipment, radios, televisions, musical instruments, computer equipment and telephones.

Quiet Hours

The quiet hours are as follows:

Sunday–Thursday 10 pm to 7 am
Friday and Saturday nights 1 am to 7 am

Exam Quiet Hours

During exam periods, starting no later than the first Saturday following the last day of classes and through to the last day of exams, quiet hours are from 6 pm to 12 Noon daily. These may be further extended in each residence area.

Noise regulations may not be changed by a vote of residents of the building. See Section 1.32 Construction and Maintenance.

3.19 Open Flame

Unattended open flames, and leaving anything burning, such as a candle or incense, is not permitted in residence.

3.20 Parties/Social Gatherings

Parties must be registered and conducted in accordance with the requirements of Section 3.01(7). Parties are not permitted in Totem Park or Place Vanier residences.

3.21 Pets, Guide Dogs and Service Dogs

Residents are not permitted to keep pets or animals in the accommodation or on the residence property, even temporarily. Guests may not visit the accommodation with pets or animals. You must seek prior approval in accordance with Section 1.38B if you or your designated roommate require that a guide dog or service dog reside in your accommodation.

3.22 Playing Sports or Sporting Activities in Residence Buildings, Hallways or Common Areas

Residents are not permitted to engage in physically active games/activities inside residence buildings, including but not limited to: games/activities that involve throwing, kicking or shooting an object (such as ball hockey, football, golf, soccer, Frisbee, hacky sac), games/activities that may result in participants running (such as tag, and water fights), cycling, skateboarding, et cetera.

3.23 Prohibited Areas

Residents are not permitted access to unauthorized areas unless accompanied by a representative from Student Housing and Hospitality Services. This includes areas not normally used by persons other than staff, and includes but is not limited to the top of covered walkways, roof tops, fields/recreation areas marked “closed,” mechanical rooms, hot water tank rooms, or any area marked “off-limit to unauthorized personnel,” “staff only” or “closed,” et cetera. Accessing these areas is prohibited and may result in eviction and/or referral to the police.

3.24 Raids or Pranks: Inappropriate or Destructive

Initiating, encouraging, supporting or participating in raids or pranks that are inappropriate, disruptive, offensive or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited and may result in eviction.

3.25 Removal of University Property

Removing furniture or property from lounges and other common areas without permission of the Residence Life Manager is not permitted. Taking university property out of a residence area without permission of the Residence Life Manager is considered theft and may result in eviction and referral to the police.

3.26 Safety/Security/Fire Equipment

Safety equipment including sprinklers, smoke detectors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment is necessary to safeguard residents. Activating, handling, using, or interfering with any fire or safety equipment for any reason other than an emergency is prohibited and may result in eviction whether such actions were intentional or not. Examples include but are not limited to discharging fire extinguishers, covering or otherwise disabling smoke detectors, touching fire alarm pull stations or fire hoses, hanging objects from sprinkler heads, or striking safety equipment with an object, et cetera. See Appendix II for additional information.

Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.

Propping open a door and leaving it unattended is prohibited.

3.27 Smoking and Incense

The term “smoking,” as used in this Contract, and in the policies, rules and regulations applicable in respect of your accommodation and the residence property, is deemed to include, without limitation: smoking cigarettes, cigarillos, and cigars; smoking using pipes, hookahs, shishas, and any other smoking devices; including but not limited to the use of electronic cigarettes (for example: vaporizers).

Smoking is not permitted in residence buildings or on residence balconies. Residence rooms and all common areas, such as house or floor lounges, study rooms, laundry rooms, elevators, washrooms, Commonsblock halls, main floor foyers, stairwells and hallways are non-smoking areas. Smoking outside buildings will take place a minimum of eight (8) metres from the outermost exterior of the building (i.e.: building overhangs, balconies, entrance canopies, et cetera).

At the request of the Residence Life Manager, the resident shall refrain from the burning of incense or scent, or certain kinds of incense or scent, in their unit or elsewhere in residence. At the request of the Residence Life Manager, the resident shall remove hookahs, shishas or any other smoking device from their accommodation.

3.28 Theft

Theft or possession of another person’s property without permission is prohibited and may result in eviction, and/or referral to the police.

3.29 Throwing or Falling Objects

Throwing, dropping, knocking or ejecting objects from residence buildings, windows, balconies or stairwells, whether intentionally or unintentionally, is prohibited and may result in eviction. For greater clarity, you must not place objects on windowsills close to any windows that open and you must ensure that all objects on balconies are secured such that they will not fall or be blown off the balcony.

For greater certainty, nothing can be kept on Walter H. Gage Residence balconies

Throwing snowballs or other objects at residence buildings is prohibited.

3.30 Cooking

Cooking devices that are open-coil, open-flame or gas-based, including but not limited to hot plates and butane-burners, are not permitted in residence buildings. For barbecues, see Section 3.03 Barbecuing and Outdoor Grilling.

Residents must be in attendance at all times while preparing food in/on any cooking appliances, including but not limited to kettles, microwaves, toasters, electric grills/sandwich makers, stoves, et cetera. A complete list of permitted cooking appliances for your residence can be found at: <http://vancouver.housing.ubc.ca/residence-life/moving-in/what-should-i-pack>.

Permitted cooking appliances may only be used in designated areas.

3.31 Unauthorized Key Possession or Entry

Unauthorized possession or unauthorized use of residence keys is prohibited and may result in eviction. The resident is not permitted to copy, tamper with or compromise any key, keycard or keyfob provided by Student Housing and Hospitality Services.

Tampering with, forcing or disabling a door's locking mechanism is prohibited.

3.32 Unauthorized assignment

You alone, and, if expressly permitted pursuant to this Contract, your designated roommate, may occupy your accommodation. This Contract and your accommodation cannot be assigned, "sublet," lent or otherwise shared with another person without the prior written authorization of the University. Without limiting the foregoing, allowing people to stay in your accommodation through the use of short term rental services (for example - Air Bnb) is not permitted even if you are also present in the accommodation at the same time. Such authorization is exercised by the University in its absolute discretion and may be withheld and withdrawn for any reason. This is so even when money or other consideration are not exchanged. Unauthorized assignment, "subletting," sharing or lending is a breach of this Contract and will result in the eviction of the other person(s) occupying or sharing your accommodation and may result in the University evicting you.

If you wish to apply for a temporary sublet of your accommodation, please visit <http://vancouver.housing.ubc.ca/applications/how-we-assign-rooms/waitlists-sublets> for terms and conditions applicable to temporary sublets and the request form. For greater certainty, the University does not guarantee approval of any request for a temporary sublet.

3.33 Vehicles in pedestrian courtyards

Vehicles, including motorcycles and mopeds and scooters, are not permitted to be driven or parked in pedestrian courtyards or fire lane areas. Consequently, they may be ticketed or towed at the owner's expense. During residence check-in and check-out times, between 8 am and 10 pm, residents must obtain written authorization from the staff at the Front Desk to bring a vehicle into the pedestrian courtyard or area to load or unload their belongings.

3.34 Violence/Physical Aggression

Physical aggression, violence, and/or sexual assault are not tolerated in residence.

Physical aggression and violence include any physically aggressive or violent behaviour, such as fighting, hitting, punching, slapping, kicking, pushing, pulling, throwing objects at another, et cetera.

Sexual assault includes any unwanted act of a sexual nature imposed by one person on another without consent, such as fondling or sexual intercourse.

Behaviours described in Sections 3.02, 3.09, 3.17 may also be considered as violence and are not tolerated in residence.

Anyone engaging in physically aggressive behaviour, violence or sexual assault may be evicted from residence, and may be referred to the police and/or University Disciplinary Committee and/or Equity and Inclusion Office.

The need for self-defence is recognized. Physical self-defence is acceptable only when the resident has no other means to escape another's physical aggression, and then only at a level necessary to escape. See Appendix II for additional information.

3.35 Weapons

Residents and their guests are not permitted, at any time, to bring on to or keep in your accommodation or the residence property, any of the following:

- any real or replica projectile weapons, including but not limited to real or replica firearms, air guns, cross-bows, sling shots, paint-ball guns and air guns, which includes BB guns;
- blades including but not limited to swords, bayonets, épées, and blades used in martial arts; and
- any other weapons, whether used for martial arts or other forms of combat training, or otherwise.

Wielding any object, including but not limited to the weapons listed above, in a threatening or aggressive manner may result in eviction and referral to the police.

3.36 Signs

No signs (electric or otherwise), posters, banners or flags of any size may be hung outside, or around the residence, except with permission from the Residence Life Manager.

APPENDIX I

Contact Information

If you have questions regarding housing assignments, services, facilities, rates and payments, contact:

Student Housing and Hospitality Services
SHHS Main Office at Marine Drive Building 6
2205 Lower Mall
Vancouver, BC V6T 1Z4

Phone: 604-822-2812
Fax: 604-822-6935

E-mail: yearround@housing.ubc.ca

Website: <http://vancouver.housing.ubc.ca>

If you have any questions about residence life programs, staff, activities, residence standards, contact:

Residence Life Manager
Ponderosa Commons and Thunderbird Residence
Phone: 604-822-0959
Email and mailing address: <http://vancouver.housing.ubc.ca/contact-us/>

APPENDIX II

Contract Related Terms

Physical Aggression, Violence and Self Defence

Refer to Section 3.34 Violence/Physical Aggression. The need for self-defence is recognized. Physical self-defence is acceptable only when the resident has **no other means to escape another's physical aggression, and then only at a level necessary to escape**. You are expected to:

1. Avoid (conflict) situations that escalate to the point that your physical safety is at risk.
2. Walk or run away. Get away from the unsafe situation, even if it means a loss of face or pride. Shout for help. Then immediately seek assistance from the residence life staff.
3. If those strategies fail, you are expected to use only the amount of force required to create the opportunity for escape, and immediately seek assistance from the residence life staff.

Guests, Visitors, and Parties

Refer to Section 3.01 Alcohol in Residence and 3.20 Parties/Social Gatherings. Friends and socializing are an important part of life on campus. In residence, as in life, it is important that your social agenda does not disrupt others. So, we have some basic rules about social gatherings and parties. First we consider it a party if:

- There are seven or more people present.
- Alcohol is being consumed.
- You are noisy enough to attract attention or distract others.

If you are having a social gathering or party in your accommodation or anywhere else in or around your Residence, you are required to pre-register your function with your Residence Life Manager. To do so meet with your Residence Life Manager at least 48 hours before your function to complete a Function Responsibility Form; it is not

a lengthy process. If you're not sure if your social gathering needs to be registered, consult with your Residence Life Manager.

Registered parties/social gatherings must abide by the terms of the Function Responsibility Form. One other thing to note—unit or private social functions aren't permitted on the same nights as Residence Association or residence-wide events.

Safety Equipment

Refer to Section 3.26 Safety/Security/Fire Equipment.

- Do not disturb or hang things from the fire safety sprinkler heads in your room, lounge or corridors. If they are accidentally activated, the resulting damage will be extensive and expensive for you.
- Never cover or disconnect the smoke or heat detector in your room. If it malfunctions, immediately call the Front Desk and the staff will advise you what to do. If a smoke or heat detector is found disconnected or disabled (without permission), all the residents of that room or unit will be at risk of standards action, and will be assessed for reconnection or repair.

Damage to Walls

Refer to Section 3.08 Damage to Property.

- Do not use nails, screws, hooks, glue-on hangers, scotch/masking/duct tape on your walls. You will be at risk of receiving an assessment for, without limitation, the damage.
- To hang posters, please use only poster magic mounts which are available at the Front Desk (for free), or the 3M Command poster strips available at retail stores.
- To hang pictures or decorations use the removable 3M Command picture strips or sawtooth/wireback picture hangers. These are inexpensive and widely available at grocery or hardware stores.

Assessments

Refer to Section 1.0 for the definition of an assessment and 1.21 Damages and Costs. Upon receiving an assessment notice choose one of these two options:

1. Pay the assessment online by the due date, or request an extension from the Residence Front Desk Services Coordinator or Residence Life Manager before the due date. Reasonable requests will be accommodated.
2. Appeal the assessment online before the due date. You have to pay the assessment when you submit your appeal.

If you do not pay or appeal your assessment by the due date, it will be applied to your university account. If your account with the University is not in good standing, you will be blocked from future academic registration and residence accommodation.

Protect your Electrical Equipment

Refer to Section 1.19 Liability. Computers and other electronic equipment are sensitive to electrical disturbances. These disturbances can occur frequently and have the potential of disrupting or damaging your sensitive electronic equipment. You can take the following actions to reduce the risk of electrical problems:

- Limit the amount of equipment plugged into one outlet.
- Use three-pronged plugs for equipment that requires them. Never remove the grounding pin from the plug.
- Purchase a good quality "surge suppressor." This is different from a power bar.

Carry Insurance

Refer to Section 1.19 Liability and 1.20 Insurance. Please consider the following:

- You may be covered under your family's insurance policy. You will need to confirm with your family's insurance company IF you are covered under that policy, and to what extent.

- What does your insurance cover (for example: damage or loss due to theft, water, fire, earthquake, flood)?
- Is your coverage right for your needs (for example: depreciated or replacement value)?
- How much insurance do you need to fully protect your belongings?
- What is your coverage and protection if your actions result in others' property being damaged or others being injured?
- Ask your insurance agent about terminology you don't fully understand.

APPENDIX III

Cancellation Prior to Move-In Date

To cancel the Contract before the Move-In Date you are required to give notice of cancellation online at <https://secure.housing.ubc.ca> or to Student Housing and Hospitality Services, 2205 Lower Mall, Marine Drive building 6 by the applicable dates outlined below. Residence fee refunds will be based on the refund and forfeiture policies outlined below.

1. The \$50 residence application fee is non-refundable.
2. If you cancel your Contract before the start of your Move-In Date, you will be charged for 30 days of residence fees. The daily residence fee rate is calculated by dividing the monthly residence fees by 30. The cancellation fee will be refunded in the circumstances noted in sub-section (3).
3. Criteria to qualify for the exceptions noted below are as follows. Evidence acceptable to Student Housing and Hospitality Services must be provided with your written notice of cancellation and must be received at Student Housing and Hospitality Services, 2205 Lower Mall, Marine Drive building 6, before the Move-In Date demonstrating that:
 - a) You are not admitted to UBC; or
 - b) You have a substantiated medical condition preventing University attendance; or
 - c) The University has cancelled your courses.

APPENDIX IV

2016/2017 Residence Fees*

Thunderbird Residence

Thunderbird Residence Un-Renovated Unit Fees include utilities, internet (wireless and plug-in), and basic cablevision

UNIT	TYPE	MONTHLY FEE
		Effective May 1, 2016 to April 29, 2017
One bedroom	F and M	\$ 1,125
One bedroom	G	\$ 1,154
Shared two bedroom	J and P	\$ 783 /person
Shared two bedroom	Large	\$ 809 /person
Shared four bedroom	B, C, K and N	\$ 735 /person
Studio	A and E	\$ 938
Studio	D and H	\$ 980
Studio	Q and R	\$ 1,015

All fees are payable monthly in advance by the first day of the month

**All residence fees are subject to approval by UBC's Board of Governors*

Thunderbird Residence Newly Renovated Unit Fees include utilities, internet (wireless and plug-in), and basic cablevision

UNIT	TYPE	MONTHLY FEE
		Effective May 1, 2016 to April 29, 2017
One bedroom	F and M	\$ 1,220
One bedroom	G	\$ 1,249
Shared two bedroom	J and P	\$ 841 /person
Shared two bedroom	Large	\$ 867 /person
Shared four bedroom	B, C, K and N	\$ 777 /person
Studio	A and E	\$ 1,003
Studio	D and H	\$ 1,055
Studio	Q and R	\$ 1,220

All fees are payable monthly in advance by the first day of the month

**All residence fees are subject to approval by UBC's Board of Governors*