



**UNIVERSITY OF CALGARY**  
Residence Services



# 2025/2026 Residence Services Handbook

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# Welcome From Our Director

On behalf of the entire Residence Services Team, I warmly welcome each of you as you embark on your journey at the University of Calgary. Whether you’re arriving from across the city or across the globe, you’re about to start an exciting chapter of your life, and we’re thrilled to be a part of it.

Living on campus is a unique, enriching experience that goes beyond having a place to sleep. It’s about connecting, learning, and growing. We’re committed to making your residence more than just a space; it’s a community where you’ll forge lasting friendships, discover new interests, and create memories that will last a lifetime.

Our staff, from Residence Life Coordinators and Community Ambassadors to our Housekeeping and Maintenance team, are here to ensure that your time with us is safe, supportive, and enjoyable. We’re a big family, and our goal is to make you feel at home.

This year promises to be full of opportunities. We encourage you to engage with our vibrant Residence community, participate in events, and take advantage of the support services available. Remember, we’re here to help you navigate any challenges and celebrate your achievements.

Please take a moment to familiarize yourself with our Residence Handbook’s guidelines and community standards. These policies are in place to ensure a respectful, inclusive, and safe living environment for everyone.

Let’s make this year one of respect, understanding, and mutual growth.

Welcome home!

**Brittanie Walker-Reid**  
**Director, Residence Services**



The University of Calgary, located in the heart of Southern Alberta, both acknowledges and pays tribute to the traditional territories of the peoples of Treaty 7, which include the Blackfoot Confederacy (comprised of the Siksika, the Piikani, and the Kainai First Nations), the Tsuut’ina First Nation, and the Stoney Nakoda (including Chiniki, Bearspaw, and Goodstoney First Nations). The City of Calgary is also home to the Métis Nation of Alberta (Districts 5 and 6).

The University of Calgary is situated on land Northwest of where the Bow River meets the Elbow River, a site traditionally known as Moh’kins’tsis to the Blackfoot, Wichispa to the Stoney Nakoda, and Guts’ists’i to the Tsuut’ina. On this land and in this placeplace, we strive to learn together, walk together, and grow together “in a good way.”

# Introduction

This handbook contains important information that may come in handy while you're living with us. Find out who is who in Residence and who to contact in a given situation or issue. It provides a brief overview of the Residence Community Standards and the Residence Services Agreement. Learn about your rights and responsibilities as residents and everything in between.



# Your Front Line Team

The Residence Services Team, made up of dedicated staff, is essential for creating a welcoming and efficient living environment. Their commitment ensures residents receive excellent support and operations run smoothly.

**Community Ambassadors (CAs):** Members of your community that are always ready to have some fun, foster unity, and ensure a safe, vibrant living space for everyone. Whether it's through events, connecting you to campus resources, or bringing together other like-minded residents, CAs are here to make your stay memorable, educational, and enjoyable.

**Residence Life Coordinators (RLCs):** These staff members ensure that everything in Residence runs smoothly, from community engagement to managing the day-to-day operations. Trained in emergency procedures and conflict mediation, they are the go-to for both residents and CAs for guidance and support.

**Residence Housekeeping:** This team of dedicated staff keeps residence buildings always looking great, ensuring community bathrooms, hallways, and residence lounges are fresh and tidy every day, like clockwork.

**Maintenance:** Our maintenance team is dedicated to ensuring your living space is worry-free. From replacing light bulbs to fixing furniture and pipes, you're in great hands.

# Behind the Scenes Team

**Coordinator for Community Development and Student Engagement:** This team member is always working on creating exciting Residence wide events and making everyone feel like they belong. Their role is to bring UCalgary's big goals to life through its Strategic Plan, including Indigenization, Sustainability, Mental Health, and the UN Sustainability Goals.

**Specialist in Residence Training, Hiring, and Assessment:** This individual is dedicated to empowering student leaders by implementing best practices in hiring, training, and development. They also advocate for academic and educational initiatives, ensuring that feedback is integrated into Residence Life programming through high quality hiring and training practices.

**Residence Student Support Advisor (RSSA):** The RSSA understands the challenges that residents may face with mental health related concerns. This team member is here to provide supportive conversations, help enhance coping mechanisms, offer outreach, provide case management, make referrals, and offer additional resources. The RSSA works closely with Student Wellness Services to ensure that residents receive the support they need in a seamless and compassionate manner.



**Specialist, Conduct and Conflict Management (Residence):** This Team member is also a part of the Student Conduct office. They provide support related to resident conduct and conflict management.

**Residence Experience Managers:** These managers ensure everything operates smoothly. The Manager, Residence Life oversees the creation of a supportive environment and ensures compliance with Residence Standards, while the Manager of Residence Education and Operations focuses on engaging students through educational initiatives. Together, these roles create a supportive community that fosters student development.

**Housing Services:** This Team, led by a manager and two coordinators, supports all administrative work connected to your room. Whether you're moving in, moving out, or just moving around, the Housing Services team works hard on room placements, room transfers, Residence tours and answering questions about your room and applications. They're your first stop for answers. From making sure your Move-in Day runs smoothly to helping you find the perfect space to call home, they are here to make residence life easy and stress-free.



## Administrative Services

Administrative Services typically encompass a range of functions aimed at supporting the overall management and organization of Residence Services, including, but not limited to, room assignments, transfers, early move-outs, housekeeping and maintenance.

### Room Assignments

First-year residents are assigned a room and can request to be entered into their preferred room type, which is chosen by lottery through their application. Second-year, upper-year and graduate residents have the option to choose their rooms.

### Room Transfer

There is a \$50 fee for transfer requests due to roommate issues, which requires completing the roommate conflict resolution steps first. For personal choice transfers, the fee is \$100. Fees are only charged if the transfer is approved, and residents must remain in their assigned rooms until a transfer offer is received. Housing Services will respond to requests that are able to be approved. Requests will stay in the queue until they can be approved or until the end of the year if nothing is available.

### Moving Out Before the End of the Agreement

Residence will only approve certain requests to move out before the end of your agreement. If approved there will be a \$500 contract-breaking fee. For full details, visit [ucalgary.ca/ancillary/residence/current-residents/moving-out/vacating-end-term](https://ucalgary.ca/ancillary/residence/current-residents/moving-out/vacating-end-term)

**Note:** If you vacate Residence during the contract term without completing the appropriate paperwork, you will be subject to fees for the duration of the agreement.

### Utilities

All utilities are included in your fees: internet, electricity, heat, and water.

### Insurance

All residents will be covered by liability and content insurance provided by Marsh Canada Limited. Residents are responsible for reviewing the policy to ensure it is adequate for their personal needs. Administered by Marsh Canada Limited, the program provides students with the following:

- (a) Coverage for personal property and contents up to \$10,000 (\$500 deductible)
- (b) Additional Living Expenses up to \$2,500 if the Resident is unable to live in Residence
- (c) Personal liability coverage up to \$1,000,000

## Residence Housing Applications

Applications for the following year will open on **November 1**. Make sure to visit [ucalgary.ca/residence](https://ucalgary.ca/residence) for all the information about applying in **November**.

## Room Entry

If Residence Services needs to enter your room, you will receive 24-hour advance notice. In certain situations (outlined below), Residence Services may need to enter your unit without notice:

- When you submit a maintenance request
- If your window is left open during cold weather
- If there is reason to suspect a threat to a person's health or safety
- If there is reason to suspect a facilities hazard, such as pests or water damage
- If there is reason to suspect a violation of the Residence Agreement, the Residence Community Standards, a University policy, or an applicable law/bylaw

The above is taken from your Residence Services Agreement – see **section 25** for more information.

## Housekeeping

Housekeeping staff cleans community bathrooms twice daily and lounges once daily. Need to tidy your room? Borrow a vacuum through Housekeeping's Vacuum Lending Program (free of charge).

**Quick Cleaning Tips** (Stay clean, stay fine-free, and enjoy your space.)

Avoid fines and keep things fresh with these easy tips:

- Split chores with roommates. Talk to your roommate(s) about how you plan to keep common spaces clean. Talk to your CA if you need help
- Clear out trash, recycling and compost in a timely fashion in designated areas. Regular cleaning will help avoid pests and unnecessary charges at move-out
- Use the Checklist. Vacuum floors, wipe surfaces and clean bathrooms/kitchens. Download the checklist:  
[ucalgary.ca/ancillary/sites/default/files/teams/11/residence\\_moveout\\_checklist.pdf](https://ucalgary.ca/ancillary/sites/default/files/teams/11/residence_moveout_checklist.pdf)
- Vacuum borrowing form: [outlook.office365.com/owa/calendar/VacuumLendingProgram@uofc.onmicrosoft.com/bookings/](https://outlook.office365.com/owa/calendar/VacuumLendingProgram@uofc.onmicrosoft.com/bookings/)
- Report issues by submitting a maintenance request if something is broken  
[ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request](https://ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request)

## Waste, Recycling, and Compost

Residence Services provides garbage, recycling, and compost bins in every Residence unit. Each residence building has a garbage, compost and recycling room, making waste sorting a breeze. Here's how to keep things tidy:

**Trash:** Wrap it, tie it, and toss it into the garbage bin.

**Recycle:** Pop your clean recyclables straight into the recycling bin.

**Compost:** Use compostable bags to wrap and tie up your food scraps, then drop them in the compost bin.

**Grease:** Don't pour it down the drain. Check out the City of Calgary website, [calgary.ca/waste/what-goes-where/cooking-oil-or-grease.html](https://calgary.ca/waste/what-goes-where/cooking-oil-or-grease.html)

## Maintenance

You can submit a Residence Maintenance Request for any issues you have in your unit or in common areas that you would like our residence maintenance team to fix. Submit a maintenance request, or give the Facilities Customer Care Centre a call. 403.220.7555.

[ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request](https://ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request)



# Residence Services Agreement (RSA) & Residence Community Standards (RCS)

Welcome to our Residence community. By joining us, you’re agreeing to follow the Residence Services Agreement (RSA) and the Residence Community Standards (RCS). These documents outline what we expect from all residents and their visitors in our residence buildings.

Your stay here will be shaped by these rules, requirements, and expectations. Please take a moment to review them thoroughly. The full documents can be found on our website.

[ucalgary.ca/ancillary/residence/move/residence-agreements](https://ucalgary.ca/ancillary/residence/move/residence-agreements)

## Substance Use

Every individual in the Residence community contributes their unique experiences, values, and beliefs. The Residence Services Team is committed to ensuring the physical, emotional, and mental well-being of all community members. Therefore, the following rules regarding alcohol and substances are strictly enforced:

- No drinking games or items that encourage excessive alcohol consumption
- No consumption or display of open alcohol outside of your unit
- No use or possession of illicit substances. This includes methamphetamines, cocaine, MDMA, heroin, psychedelics (such as psilocybin “magic mushrooms” and LSD/Acid), and the non-medical use of prescribed medications

The University of Calgary understands that you or your guests may make decisions regarding substance use that contravene these rules. Your safety is the first priority. If you, or a guest, are experiencing negative effects caused by over-intoxication or substance use (including from illegal substances), please contact Campus Security or the CA On Call immediately. We can provide assistance to EMS.

## Cannabis and Residence don’t mix.

Although cannabis use is legal, the University and Residence Services have a strict no-cannabis use policy on all university property. This means no cannabis use is allowed anywhere within the residence community.

While smoking or vaping cannabis is not permitted on university property, you can keep cannabis in your unit. Make sure it’s stored in a scent-proof container and remember to use it off campus.

**Note – if you require a medical accommodation for the purposes of consuming cannabis, please reach out to Student Accessibility Services to learn more about that process.**

[ucalgary.ca/student-services/access](https://ucalgary.ca/student-services/access)

## Smoking and Vaping

No smoking indoors. For tobacco and nicotine use please smoke or vape outside, and make sure you’re at least **7.5** meters away from any building entrance, exit, window, or air intake.

Remember, smoking indoors is a major fire hazard and often sets off the fire alarm, which comes with a hefty fine. Plus, it makes the units smell gross over time. Keep in mind, if there’s a smell of smoke indoors, all occupants of the unit will be responsible for the cost of a deep cleaning.

## Guests

Having guests in Residence is a privilege, not a right, and it comes with great responsibility. When you invite guests to stay, you are accountable for their actions, behaviors, and any consequences resulting from violations of Residence rules and expectations.

Here are some important rules to remember about guests:

- Stay with your guests at all times (do not leave them alone in your unit or somewhere else in your building)
- Before inviting a group of people over, consider whether you’re able to be responsible for them, and if it would be safe to have that many people in a unit
- Make sure your guests understand what is and is not allowed in Residence
- Speak with your roommate(s) before inviting a guest to stay overnight, and make sure they are okay with it. If not, make other plans
- **Guests cannot spend more than three consecutive nights (or nine nights over the course of a semester) without permission from the Manager, Residence Life**

Finally, if you have guests over and things and things start to go south, don’t hesitate to reach out to your CA before things get out of hand. They’re there to help and support you.

## Being Part of a Respectful Community

Living in a shared community means we all need to interact with consideration, courtesy, and respect for the dignity of roommates, neighbours, and staff.

Residents are expected to make reasonable efforts to develop and maintain constructive relationships with each other. This means respecting each other’s property, keeping an open mind about different perspectives, and making genuine efforts to resolve conflicts in safe, healthy, and respectful ways. This also applies to interactions with CAs.

**Rights & Responsibilities of Residents**

Every individual has rights and responsibilities within any community, and Residence at the University of Calgary is no exception.

Want to learn more about your rights and responsibilities? Check out these important documents, including your Residence Services Agreement.

[ucalgary.ca/ancillary/residence/move/residence-agreements](https://ucalgary.ca/ancillary/residence/move/residence-agreements)

All residents are expected to understand and follow the terms of their agreement, and to regularly check communications from Residence Services (via email, the Resident Portal, or Maxient).

In interactions with staff, residents can expect to be treated with dignity and respect, and staff should receive the same treatment from residents.

Residents must also adhere to all relevant University of Calgary policies, including:

- The Code of Conduct
- The Student Non-Academic Misconduct Policy
- The Harassment Policy
- The Sexual and Gender-Based Violence Policy

You can find links to full University policies here: [ucalgary.ca/pdri/policies-procedures](https://ucalgary.ca/pdri/policies-procedures)

**Roommate Agreements**

All residents living with a roommate are required to complete a Roommate Agreement, and to follow it. The Roommate Agreement can be found on the Resident Portal and Residence staff can help with questions or finalizing an agreement.

Learn more about how to deal with common roommate disagreements and great resources on how to “Handle Conflicts in Residence”. [ucalgary.ca/live-uc-ucalgary-site/sites/default/files/teams/20/Handling%20Conflicts%20In%20Residence.pdf](https://ucalgary.ca/live-uc-ucalgary-site/sites/default/files/teams/20/Handling%20Conflicts%20In%20Residence.pdf)

Residence Services affirms the values outlined in **section 4.1 of the Student Non-Academic Misconduct Policy**, which states:

The University endeavours to create and maintain a positive and productive learning environment; an environment in which there is:

- a) Respect for the dignity of all
- b) Fair treatment of individuals
- c) Respect for academic freedom
- d) Respect for University resources and the property of individuals

As such, residents who are involved in a complaint alleging that they have violated the RCS and/or the RSA can expect:

- To be notified by Residence Services and given all relevant and necessary information on which a decision will be made
- That decisions will be made in a transparent manner, and without bias
- Residence Services to follow its processes as outlined, including respecting timelines for resolving a complaint
- Sanctions and/or consequences that are proportionate to the nature of the concern
- To be treated with dignity and respect throughout the process and to be provided with any relevant support as required

All residents are expected to:

- Understand and abide by the terms of their agreement, including the RCS
- Regularly and diligently monitor communication sent to them by Residence Services, including communications sent through Maxient or the Resident Portal
- Engage respectfully with others in the process of resolving complaints in Residence
- Understand and follow the terms of any sanctions assigned to them through this process

We require that all residents living with roommates complete a Roommate Agreement. Residence staff can help mediate any issues that arise, but residents must make an effort to follow their Roommate Agreement. The Roommate Agreement template can be found on the Resident Portal. [ucalgary.ca/residence](https://ucalgary.ca/residence)



**Protection of Privacy**

In a shared living community, privacy is paramount. It is strictly prohibited to audio or video record, photograph, or broadcast another person without their express consent. Additionally, residents are not allowed to share private or personal information about other residents. For more details, refer to the ‘Protection of Privacy’ section in the Residence Community Standards, which are part of your Residence Services Agreement.

[ucalgary.ca/ancillary/residence/move/residence-agreements](https://ucalgary.ca/ancillary/residence/move/residence-agreements)

Noise

Be a great neighbour by being mindful of noise, both inside your unit and in common areas. If any resident or staff member reasonably asks you to lower the volume of your activity at any time, please comply with their request. It's a great idea to talk about noise expectations in your Roommate Agreement.

Common examples of excessive noise include:

- Loud music or TVs
- Dropping heavy things on the floor, like weights
- Having too many people over

Quiet Hours

**During final exam season, there is a designated 23-hour quiet period. These hours are subject to change.**

Most buildings in Residence have standard quiet hours, maintained by Residence Services. During these hours, all residents are expected to keep noise levels to a minimum.

Standard Quiet Hours are as follows:

- Sunday to Thursday: 11 p.m. to 8 a.m.
- Friday to Saturday: 1 a.m. to 8 a.m.

**Note: Quiet hours apply to all single-student housing, except for Varsity Courts. For quiet hours information specific to Varsity Courts, please refer to the City of Calgary Bylaws related to noise.**



Prohibited Activities

The following activities are prohibited:

- (a) Any form of soliciting, surveying, polling or commercial activity, whether advertising or selling in any part of the Residence Complex
- (b) All campaigning activity for the Graduate Students' Association and Students' Union is prohibited unless otherwise approved by Residence Services. This also applies to any other electoral activity except that which is authorized by law
- (c) Borrowing or otherwise relocating private or university property without the express consent of the owner
- (d) Behaviour which interferes with Residence operations, including misuse of on-call resources

Examples of violations would include:

- Placing products or advertisements in Residence
- Moving a housekeeping sign
- Taking cutlery from The Landing
- Taking someone else's food delivery or package
- Taking something that belongs to your roommate without their permission

Cooperation with Staff/Compliance and Identification

Residents must comply with reasonable requests from an identifiable Residence Staff/ Representative, including but not limited to:

- Producing identification
- Promptly opening doors
- Lowering noise levels in a room/unit

It is prohibited to lie or misrepresent oneself to a Residence Staff/Representative or run/hide from a Residence Staff/Representative. CAs ask residents for identification regularly as part of their responsibilities. Part of your Unicard Cardholder Agreement includes providing it to UCalgary staff when required.

It is prohibited to impede a Residence Staff/Representative in the performance of their duties, including:

- Deceiving, disrespecting, or harassing a Residence Staff/Representative
- Being dishonest with CAs or Campus Security (for example, regarding how many people are in your unit or what your UCID is) could be a violation of this policy



# Safety & Security

This section focuses on creating a secure living environment by addressing a range of topics, from best health practices to unsafe behaviour to fire safety, room safety, and expected conduct to maintain the overall safety and security of all residents.

## Fire Safety

Residents are expected to know and follow all fire safety policies and procedures. If you or your guest(s) cause an alarm or fire, whether intentionally or accidentally, you will be held responsible. This includes covering any associated costs. The Calgary Fire Department may charge a fire alarm fee of up to **\$1,500** to the resident who causes an alarm. During a fire drill or fire alarm, all residents **MUST** evacuate their building promptly, without delay or actions that could slow or impede others. Units may be checked during any fire alarm to ensure all occupants have evacuated.

Pay attention when you're cooking, smoke from burning food can set off the smoke alarm.

### Never Ever:

- Cover, hang items from, or tamper with fire suppression devices (sprinklers, fire extinguishers, hoses) or alarm devices (pull-alarms, smoke detectors, alarm bells)
- Impede access to exits hallways, or fire safety equipment – this includes leaving bulky items, such as welcome mats or shoes in entry ways or hallways
- Prop or tamper with common access doors or related equipment
- Modify, overload, or add to electrical or heating equipment systems

**Be Aware:** The following pose a fire safety risk and are prohibited in the Residence Complexes:

- Leaving cooking unattended
- Cooking in units/rooms without a designated kitchen area
- Cooking without using the stove range hood fan
- Cooking in a manner that produces grease-laden vapours
- Deep-frying or cooking with excessive amounts of open oil
- Not removing lint after using the dryer
- Using items which are intended to be burned/combusted, or which may be considered a fire hazard (candles, incense, lighter fluid, gasoline, and halogen lamps)

### Always:

- Immediately report the use of a fire extinguisher to Resident Services. We need to ensure everyone's safety and replace the fire extinguisher
- Ensure that all electronic devices and accessories are CSA-approved (look for the CSA certification mark). Devices without CSA approval may pose an increased fire risk
- Avoid placing electronic devices and accessories (power banks, charging cords, power bars) on flammable surfaces, such as beds, blankets, or clothing
- Unplug devices (phones, tablets, laptops, etc.) once they have finished charging

## Health and Safety Requirements

Maintaining a healthy and safe environment in a large community is an essential task, but it can be challenging to manage your physical and mental health when you're dealing with illnesses like the flu, measles, or chickenpox. Here are some steps to help you navigate this situation:

- **Seek Support:** Contact Residence Services for assistance with cleaning, quarantine procedures, and any other support you might need
- **Take Precautions:** Use masks, sanitize hands frequently, and avoid close contact with others
- **Minimize Exposure:** Stay in your unit as much as possible and avoid common areas to reduce the risk of spreading the illness
- **Self-Care:** Focus on resting, staying hydrated, and following any medical advice you receive
- **Stay Connected:** Use virtual means to keep in touch with friends and family while recovering

Taking these steps can help ensure the safety and wellbeing of everyone in the community. If you have any specific concerns or need further assistance, feel free to ask your CA.

**Note: It is crucial for residents to follow all health and safety directives issued by staff. Adhering to the University of Calgary's policies and procedures regarding communicable diseases, including COVID-19, helps ensure the wellbeing of everyone in the community.**

## Prohibited Items

Creating a comfortable and personalized living space is important, but there are a few items that can't be stored or used in Residence for safety and community well-being.

The following are prohibited from storing or using:

- Mattresses, refrigerators or freezers other than those provided by the University of Calgary
- Hot plates, unless purchased from the University of Calgary
- Space heaters that do not meet the requirements set out by the University of Calgary's Code of Practice for Portable/Personal Heaters  
[ucalgary.ca/risk/sites/default/files/teams/13/personalheaters.pdf](https://ucalgary.ca/risk/sites/default/files/teams/13/personalheaters.pdf)
- Items which may reasonably be construed as weapons, including but not limited to swords, air guns, paintball guns, or replicas of weapons



### Reckless or Unsafe Conduct

Damaging property, whether intentional or reckless, is strictly prohibited. That means no unsafe stunts, no carelessness that could harm the space or belongings of Residence or of others, and no actions that put the people around you at risk.

A thriving community is built on responsibility and respect. Let's work together to keep it that way.

### Doors and Windows

Residents must leave all doors locked at all times. Residents will be held responsible for problems such as vandalism and theft that occur inside their assigned unit when a door is left unlocked.

To ensure safety and prevent damage, window screens must stay fastened, and throwing or dropping items from windows is strictly prohibited. And remember, windows are not an alternative exit or entrance except in a real emergency.



## Residence Unit Care

Unit care addresses the maintenance and cleanliness of individual units and shared spaces within Residence. Following guidelines will help minimize wear and tear and reduce stress when it's time to move out.

### Cleanliness and Disposal

Residents must maintain all areas of their assigned unit/room (including shared spaces like kitchens, bathrooms and living rooms) in reasonably clean and sanitary condition. If, during the period of the Residence Service Agreement or upon move-out, a Residence Staff member becomes aware that the assigned unit/room is not being maintained in these conditions, the resident(s) may be responsible for fees associated with cleaning the unit.

While units might get messy, residents must make efforts to regularly clean and maintain the space to prevent pests and long-term damage to the property. Once per semester and once in the summer, Residence Services will perform inspections of each Residence unit.

- Talk to your roommate(s) about how you plan to keep common spaces clean

Waste (garbage, recycling, and compost) must be:

- Disposed of properly and in a timely fashion
- Waste must not be disposed of or stored anywhere other than designated areas
- Residents must independently dispose of any item(s) too large for a garbage bin
- Make sure your garbage bags are securely wrapped and tied, then placed in a garbage bin
- Place your recycling (such as cans, bottles, and pizza boxes) neatly in recycling areas

Contact a Housekeeping Staff member at [residence.housekeeping@ucalgary.ca](mailto:residence.housekeeping@ucalgary.ca) if you are not sure of how to dispose of an item too large for a garbage bin.

The common areas and student lounges are shared spaces designed for relaxation and socializing. Housekeeping regularly maintains these spaces, but everyone can do their part by keeping them tidy. It makes these spaces even more enjoyable, so please be mindful and considerate when using them. Respecting the shared areas ensures everyone can have a great experience.

### On-Demand Cleaning Services

On-Demand cleaning services are designed to support, not replace, residents' regular cleaning routines. These services help residents during busy periods, preventing them from falling behind on household tasks. The goal is to ensure that every resident enjoys a clean and healthy living environment. This optional service is available for an additional cost. Learn more.

[ucalgary.ca/ancillary/residence/current-residents/services/housekeeping-services-0](https://ucalgary.ca/ancillary/residence/current-residents/services/housekeeping-services-0)

**Pests**

Residents must immediately report to Residence Services any evidence of pests, including bed bugs, other insects or vermin. Residents who fail to do so assume responsibility for all associated expenses. Residents may be required to help prepare for pest treatments by packing and/or cleaning. Residents may be required to leave their assigned unit/room for pest treatments. Staff may have to enter the assigned unit/room multiple times to monitor treatment progress or check for signs of recurrence.

**Pets**

The only pets permitted in Residence are fish kept in an aquarium with a volume equal to or less than 25 liters. Pets are subject to immediate removal from the Residence Complex.

**Posting Materials**

Materials must be approved by Residence Services before they are publicly posted anywhere in the Residence Complex. Publicly posted materials include, but are not limited to, materials displayed in windows or materials that can be observed through a window, materials displayed in common areas of a unit, and materials displayed in publicly accessible areas of the Residence Complex.

Speak with a Residence Staff member if you would like to gain approval for putting up posters in the Residence Complex.

Residents must not post materials that:

- (a) Are likely to expose people to hatred or contempt, for example, based on their race, ethnicity, religion, gender, sexuality, ability, age, family status or socioeconomic status
- (b) Whether intentionally or inadvertently, have the effect of making others feel unwelcome or unsafe
- (c) Use offensive or discriminatory language or imagery
- (d) Display, promote, or can reasonably be understood to advertise drugs, drug paraphernalia, alcohol consumption, alcohol brands, licensed establishments, or events like “pub crawls”, “party buses” or “all-you-can-drink” events

Be mindful about what kinds of materials you put up in Residence, and how they might impact others.

**Facilities**

Residents must promptly report any facilities problem to Residence Services. Residents who fail to do so assume responsibility for all associated expenses. The following are prohibited:

- (a) Failing to close windows when the exterior temperature is at risk of falling below zero degrees Celsius
- (b) Mounting televisions, monitors or other items on walls or ceilings
- (c) Painting any surface, including the use of window paint
- (d) Disposing of oil, grease or any other unacceptable substance in a drain
- (e) Flushing items down a toilet which are likely to cause blockages in the pipes
- (f) Allowing water to leak into the floor
- (g) Using appliances or electronics that are not CSA or UL certified
- (h) Using kitchen appliances anywhere other than kitchens
- (i) Altering or connecting anything to a plumbing component, including but not limited to faucets or toilets
- (j) Altering or intentionally overloading any electrical component, including but not limited to outlets, panels or wiring
- (k) Altering, misusing, or otherwise interfering with Information Technology equipment

**Be careful not to damage the walls or windows of your unit.**

- Use your shower curtain properly and avoid getting water on the floor
- Remember to close your windows when the weather is cold, otherwise pipes can freeze and burst, causing serious flooding
- Do not install a bidet in your Residence unit
- Do not flush tampons, pads, or wipes down the toilet – put them in the garbage
- Refer to the City of Calgary’s website for more tips on how to dispose of oils and grease [calgary.ca/waste/what-goes-where/cooking-oil-or-grease](http://calgary.ca/waste/what-goes-where/cooking-oil-or-grease)

Should you have any concerns or notice any issues with any building, room, or area on campus you can submit a Maintenance Request. Alternatively, you may reach out to report a problem. The Customer Care team will assist you with any questions or concerns you may have.

**Email:** [myfacilities@ucalgary.ca](mailto:myfacilities@ucalgary.ca)  
**Phone:** 403.220.7555 8 a.m. – 4:30 p.m. (Monday to Friday)  
**Campus Security:** 403.220.5333 for any after-hours issues  
**IT request:** [itsupport@ucalgary.ca](mailto:itsupport@ucalgary.ca) or 403.210.9300



# Residence Conduct Procedures

Residence Conduct Procedures outline the consequences for violations of the RSA and RCS, which may range from warnings to eviction, ensuring that the community remains supportive and considerate for everyone involved.

## Process

The Community Standards Conduct process is designed to educate and support resident development, focusing on responsibility, accountability, and community impact. It aims to prevent future violations and foster a safe, respectful living environment.

If a resident, or their guest is alleged to have violated the Residence Community Standards (RCS), Residence Services will inform them of the evidence and next steps. This process encourages learning and growth while maintaining a strong, supportive community.

## Breach of Agreement Process

As a resident, you are required to follow your Residence Services Agreement. Failure to do so is considered a breach of your agreement, and may result in being contacted by a Residence staff member to address the concern.

For serious or repeated violations, residents may need to meet with a Residence Life Coordinator to discuss the issue and possible outcomes. These outcomes may include:

- A formal warning
- Monetary restitution for damages or costs
- Reassignment to another living space
- Recommendation for termination of the RSA, in severe cases

Your Agreement states that you will be held responsible for any damage whether, intentional or accidental, to Residence property. Residents can check with their tenant’s insurance for coverage and should contact [resaccts@ucalgary.ca](mailto:resaccts@ucalgary.ca) early if payment issues arise.

## Resolution Without a Hearing

In some cases, alleged violations of the Residence Community Standards will not require a meeting (referred to as a “Hearing”) with a Residence Life Coordinator. These may include incidents where Residence Services is satisfied that the incident was addressed sufficiently by a staff member or CA in the moment, or in a follow-up meeting to discuss the incident.

## Termination of the Residence Services Agreement by the University of Calgary

Repeated or serious violations by residents may result in termination of the Residence Services Agreement. If this is considered, Residence Services will notify the resident.



# Residence Services Contact Information

## Campus Service Centre (CSC)

This is your all-in-one destination for essential student, faculty, staff and visitors services. For residents, whether you prefer a face-to-face chat or a quick email, this team is here to assist you with everything from:

- Unicard creation and questions
- Meal Plan inquiries
- Parking inquiries
- Residence questions
- UPass support

Convenient services offered include:

- Storage locker rentals
- Mail service and package information
- Temporary keys
- Cart rentals, etc.

Located at International House, main lobby

\*Monday to Friday: 8 a.m. to 10 p.m.

Saturday: 8 a.m. to 8 p.m.

Sunday and Holidays: 9 a.m. to 5 p.m.

Phone: 403.220.8300

Email: [campusservicecentre@ucalgary.ca](mailto:campusservicecentre@ucalgary.ca)

Maintenance (submit a maintenance request at):

[ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request](https://ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request)

Housekeeping: [residence.housekeeping@ucalgary.ca](mailto:residence.housekeeping@ucalgary.ca)

For all other residence staff contact information:

[ucalgary.ca/ancillary/residence/contact-us/residence-staff-contacts](https://ucalgary.ca/ancillary/residence/contact-us/residence-staff-contacts)

\*Office hours may vary throughout the academic terms, please check the website for the most up-to-date information. [ucalgary.ca/ancillary/residence/contact-us/office-hours](https://ucalgary.ca/ancillary/residence/contact-us/office-hours)

# Other Campus Services & Resources

- **Campus Security and Safewalk Program**  
Phone: 403.220.5333  
Email: [campus.security@ucalgary.ca](mailto:campus.security@ucalgary.ca)  
[ucalgary.ca/risk/campus-security](https://ucalgary.ca/risk/campus-security)
- **Student Wellness Services**  
Counselling: 403.210.9355, option #2  
Medical services: 403.210.9355, option #3  
Massage therapy and Chiropractic care: 403.210.9355, option #3  
[ucalgary.ca/wellness-services](https://ucalgary.ca/wellness-services)
- **Residence Student Support Advisor (RSSA)**  
Email: [swsmentalhealth@ucalgary.ca](mailto:swsmentalhealth@ucalgary.ca)
- **Harm Reduction Support Advisor (HRSA)**  
[ucalgary.ca/wellness-services](https://ucalgary.ca/wellness-services)
- **University of Calgary Recovery Community**  
Email: [ucalgary.ca/safer-substance-use/ucrc](https://ucalgary.ca/safer-substance-use/ucrc)
- **Sexual and Gender-Based Violence Prevention and Support**  
Email: [svsa@ucalgary.ca](mailto:svsa@ucalgary.ca)  
[ucalgary.ca/sexual-violence-support/sexual-violence-support](https://ucalgary.ca/sexual-violence-support/sexual-violence-support)
- **Q Centre, SU Centre for Sexual and Gender Diversity**  
Phone: 403.220.4460  
Email: [qcentre@ucalgary.ca](mailto:qcentre@ucalgary.ca)
- **Women's Resource Centre**  
Phone: 403. 220.8551  
Email: [women@ucalgary.ca](mailto:women@ucalgary.ca)
- **The Faith & Spirituality Centre**  
Phone: 403.210.7245  
Email: [interfaith@ucalgary.ca](mailto:interfaith@ucalgary.ca)
- **Chancellor Cuthbertson Student Success Centre (CHSSC)**  
Advising support, learning support (i.e., math, writing), academic development, success seminars, Sensory-Friendly spaces and online resources.  
Phone: 403.220.5881  
Email: [success@ucalgary.ca](mailto:success@ucalgary.ca)  
[ucalgary.ca/student-services/student-success/student-success](https://ucalgary.ca/student-services/student-success/student-success)



Aurora Hall



Cascade Hall



Kananaskis Hall



Olympus Hall



Crowsnest Hall

# RESIDENCE BUILDINGS



Rundle Hall



Glacier Hall



International House



Varsity Courts



Yamnuska Hall



## **Residence Services**

2500 University Drive NW  
Calgary, AB T2N 1N4

**403.220.8300**

**[ucalgary.ca/residence](http://ucalgary.ca/residence)**