



Student Housing Handbook *2025/2026*

COLLEGE OF
THE ROCKIES

College of the Rockies

Student Housing Handbook 2025/2026

Welcome to Student Housing at College of the Rockies, your home away from home! Student Housing is located on the ancestral land of the Ktunaxa People. We are so grateful for the honour of working, studying, and living here.

Whether you're coming to campus for the first time, or you've already been living in Student Housing for a few years, we're so happy to have you as a part of our community.

This handbook is your guide to navigating Student Housing at College of the Rockies. It's designed to help you make the most of your time on campus. It includes everything from guidelines on communal living to information about available resources. It also outlines your rights and responsibilities as a member of this community.

It's our hope that your time in Student Housing is comfortable, supportive, fun, and educational. If you have any questions or concerns, the housing team is here to assist you every step of the way.

We are proud to create a welcoming and supportive place where every student feels respected and valued. We encourage you to make the most of the Student Housing community by getting involved in campus activities and attending events in the buildings.

On behalf of the Student Housing team, welcome (or welcome back)! We're so glad you're here!

Sincerely,

Student Housing Team
College of the Rockies

Livia Lara,
Student Housing Coordinator

Phoebe Chou,
Student Housing Operations Specialist

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Student Housing Assistant

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Hours of Operation and Contact Information Student Housing Office

- **Monday to Friday from 8:30 am to 5:30 pm.** **Hours are subject to change*
- Closed on Saturdays, Sundays and Statutory Holidays.
- Phone: 250-489-8282
- Toll Free: 1-877-489-2687 ext. 3282
- Email: housing@cotr.bc.ca

Student Housing Website:
cotr.bc.ca/student-life/student-housing/



eRez Life - Student Housing system:
cotr.erezlife.com/login/



Community Leader On-Duty

Monday to Friday: 5:00pm to 8:00am
Saturday, Sunday, and Statutory Holidays: 24 hours a day

Need urgent assistance after office hours?
Call the Community Leader On-Duty at 250-420-1820

Important Dates

Move-In Dates:

- **August 26, 2025** → NEW Int'l Students Move-In Day (Must attend [Int'l Student Orientation](#))
- **August 27, 2025** → NEW Domestic Students Move-In Day (Must attend [BaseCamp](#))
- **August 30, 2025** → Returning Students Move-In Day for Fall semester

Orientation:

- **August 31 to September 12, 2025** → Mandatory Student Housing Orientation*
- *We'll host multiple sessions at different dates and times. Students must attend at least one.

Payment Deadlines:

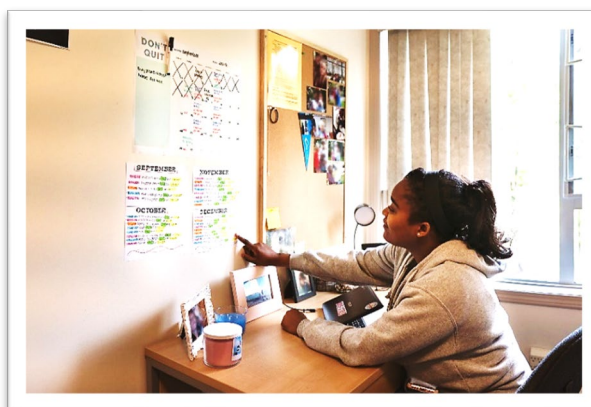
Fall 2025	July 10, 2025 → Security deposit and first month's rent
	August 10, 2025 → Remainder of the student housing fees
Winter 2026	November 10, 2025 → First month's rent due
	December 10, 2025 → Remainder student housing fees due
Spring/Summer 2026	April 10, 2025 → First month's rent due
	May 10, 2025 → Remainder of student housing fees due

Housing Applications:

- **November 22, 2025** → Spring/Summer 2026 and Fall/Winter 2026-2027 Housing applications are open.

College Closure:

- **December 22 to January 2, 2026**
Winter Break Closure (see [section 1.15](#))



1. Housing Contract General Terms and Conditions

1.1. Definitions and Interpretation

In this Handbook:

- The resident will be referred to as **you, your, resident, residents, student, or students**;
- **Accommodation** and **your room** refer to the unit you live in within Student Housing at College of the Rockies. This room may be changed according to the terms in this Handbook. It includes your entire living space – your bedroom, living room, bathroom and kitchen in your unit;
- An **assessment** is a bill from the College for any of the following: damage to, repairs of, or loss of College property (including keys), extra services, cleaning, administrative, or other costs caused by you or your guests, whether by accident, neglect, or on purpose;
- **Student Housing** is defined as all units, common areas (shared kitchen, laundry rooms, study rooms), parking lot, bicycle storage, barbeque patio areas, designated smoking areas, and the grounds immediately surrounding all Student Housing buildings;
- **Fees** refers to the housing fees and any other amounts you must pay under this Housing Contract. This includes the security deposit, rent, assessments, costs, interest, and any amounts owed due to breaking the terms of the contract;
- **Guest** means anyone a housing student accompanies, invites, or allows into Student Housing;
- **Move-in date** unless otherwise agreed in writing by you and an authorized representative of College of the Rockies Student Housing, means the date sent to you by email from Student Housing;
- **Move-out date** means 72 hours after your last final exam on the Registrar's final exam schedule, unless otherwise agreed in writing by Student Housing Services. If you do not have exams on the Registrar's schedule, your move-out date will be the last day of classes. Final exams listed by instructors on course outlines, as well as final projects or assignments, do not count as final exams for determining your move-out date;
- **College** and **COTR** mean College of the Rockies. Student Housing is a department of the College and has the authority to act on behalf of the College in respect to this Housing Contract.

1.2. Binding Contract

Before moving into Student Housing, you must review, e-sign and submit your Student Housing Contract on the [eRezLife website](#). By signing the Housing Contract, you agree to follow its terms and conditions, as well as all municipal, provincial, and federal laws, COTR policies, Community Standards, and the policies in this Handbook. If there are any differences between

the Housing Contract and other verbal or written information from Student Housing Services, the Housing Contract will apply.

You also agree that the Housing Contract creates a licensee/licensor relationship. The Residential Tenancy Act of British Columbia does not apply to Student Housing Contracts or your stay in Student Housing, as stated in the Residential Tenancy Act of BC.

1.3. Housing Contract Changes

During your contract term, the College can change or remove parts of the Housing Contract or add new parts. They will let you know about these changes by sending an email to your student email address and/or the email listed on your housing account, or by leaving you a written notice in your unit.

These changes will come into effect on the date in the notification. If no date is given, the changes will take effect one week after the notice is sent. Some changes may take effect immediately if Student Housing thinks it's necessary for health or safety reasons.

1.4. Contract Term

The Housing Contract starts on your move-in date and ends on your move-out date. You must vacate and give back your room keys to the College on your move-out date.

For students moving out at the end of a term (e.g. move out in December or April), your move-out date is 72 hours after your last final exam listed on the College's final exam schedule. If you do not have exams during the College's final exam schedule, you need to move out no later than 72 hours after the last day of classes as per the Academic Calendar.

If you would like to stay in housing longer than your planned move out date, you must get permission from Student Housing. This might mean filling out another housing application. Extensions are considered based on availability, and if approved, you'll be charged either nightly, weekly, or monthly, depending on your length of stay.

For students whose programs do not align with the typical academic term (Sept-Dec, Jan-Apr, May-Aug), please contact Student Housing Services to confirm your move-out date.

If you want to live on campus for Spring/Summer or for the following academic year (Fall/Winter), you need to fill out new housing application for each terms. Students living on campus do not receive priority and room assignments are offered on a first come, first served basis based on the date of your application.

1.5. Compliance with Laws and College Policies

By signing this Housing Contract, you agree to follow all federal, provincial, and local laws, as well as the College's rules. This includes policies and rules from Student Housing and the College's policies about non-academic student behavior. College policies can be found at cotr.bc.ca/about-us/college-policies/

You also agree that this Contract will be interpreted and enforced according to the laws of British Columbia and any relevant Canadian laws.

1.6. Protection of Privacy

When you sign a housing contract with the College, any personal information collected will be protected according to the Freedom of Information and Protection of Privacy Act (British Columbia). This information will be used to create and maintain records for Student Housing. It also helps determine if you are eligible for housing. If you have questions about how this information is collected or used, you can contact us at housing@cotr.bc.ca.

Personal information held by Student Housing will only be shared with College employees and administration. We will not share this information with anyone outside the College, including parents, family, or friends, without your written consent, unless permitted or required by law.

1.7. Force Majeure

The College will provide accommodation according to the terms in this Housing Contract, as long as it is reasonably possible to do so. If the College cannot fulfill or is delayed in fulfilling its obligations under this Contract due to reasons beyond its control, it will not be held responsible during that time. You will not receive a refund or compensation because of this.

Some examples of reasons beyond the College's control include:

- a natural disaster, fire, flood, storm, epidemic or power failure,
- a war (declared and undeclared), insurrection or act of terrorism or piracy,
- a strike (including illegal work stoppage or slowdown) or lockout, or
- a freight embargo
- New or amended federal, provincial, or local laws, regulations, bylaws, or policies, and/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 College or by third party providers.

1.8. Liability and Indemnity

The College is not responsible for any loss, theft, or damage to your property or your guests' property, whether it happens in Student Housing or anywhere else. The College is also not responsible for any injuries, deaths, damage, or losses that happen to you or your guests while you are in Student Housing, on campus, or participating in College-sponsored activities. This includes situations like using Student Housing facilities and equipment, attending social events, or going on College-sponsored trips or activities off-campus (like ski trips or tours). By signing this Contract, you agree not to do anything that could make any insurance policies the College has invalid. You also agree to cover any expenses, losses, or damages the College might have because of your actions or as a result of not following the terms of this Contract.

You must indemnify and save harmless the College and the College's employees and agents from any loss, claim, damage award, action, cause of action, cost or expense that the College or any of the College's employees or agents may sustain, incur, suffer or be put to at any time, either before or after this Agreement ends, (each a "Loss") to the extent the Loss is directly or indirectly caused or contributed to by any act or omission by you in connection with this Agreement or any representation or warranty by you being or becoming untrue or incorrect.

1.9. Eligibility

To live in Student Housing, you must be enrolled as a full-time student. The College defines a full-time student as a student with a minimum 60% course load in any full-time program (40% for students with a reduced course load accommodation from Accessibility Services). Individuals who do not meet this criterion may be able to live in Student Housing when space permits.

If your student status changes, you are responsible for letting Student Housing know within seven (7) days of the change, as this may impact your eligibility to live in Student Housing. You can do this by sending an email to housing@cotr.bc.ca. If the change means you are not eligible to stay in housing anymore, you will need to move out within thirty (30) days of the change. If you cannot maintain full-time status for medical, family, academic, or compassionate reasons, you can ask for permission from Student Housing to stay in housing. You will need to write a letter explaining your situation and provide any documents that support your request. Student Housing Services checks students' full-time status regularly with the Office of the Registrar.

If you want to apply for housing for the next term, you can do so when applications open November 22nd. Student Housing processes applications and assigns rooms on a first-come, first-served basis, with priority given to full-time students enrolled in a full year program. You will need to fill out an online application form and pay a \$35 fee for each academic year (September to August). You are also required to submit a housing application if you wish to stay on campus during the Spring/Summer semester.

Returning students will be accepted based on available space if they meet the following criteria:

- They are in good financial standing with COTR Student Housing.
- They have shown responsible care of their unit.
- They are in good behavioural standing with COTR Student Housing.

If you are not in good behavioral standing, you will be notified and may be asked to show how you have positively contributed to the community in the past. You may also need to explain your plans for being a positive part of the community in the future.

If you do not meet one or more of the eligibility requirements, you will receive a letter outlining the reasons. You can choose to meet with the Student Housing Coordinator or Operations Specialist to discuss your eligibility further.

If you are not offered a room because of a lack of availability, you will receive an email letting you know you have been placed on the waitlist.

1.10. Assignment and Unauthorized Occupancy

Only you can stay in the accommodation provided. Your unit cannot be assigned, sublet, lent, or otherwise shared with another person. Doing so breaks the terms of this Housing Contract and may result in the eviction of both you and the other person(s) occupying or sharing your accommodation. (Please also see [section 3.02](#) for Community Standards regarding Guests).

1.11. Cancellation of the Housing Contract Before Move-In Date

To cancel the Housing Contract before the move-in date, you must give written notice of cancellation to Student Housing at housing@cotr.bc.ca. Notice must be given one full calendar month, as calculated from the first of each month, in advance to qualify for a refund. For example, cancellations for September must be made by July 31 to qualify for a refund.

If you believe that you should receive an exemption from the cancellation provisions, please email housing@cotr.bc.ca.

To receive an exemption, you must demonstrate that:

- You were not admitted to the College; or
- You have a substantiated medical condition preventing attendance at the College; or
- You were not approved for a study permit/visa – e.g., denial/rejection; or
- The College has cancelled your courses.

1.12. Termination of the Housing Contract After Move-In Date

You may only terminate this Housing Contract after the move-in date with written notice of cancellation sent to Student Housing at housing@cotr.bc.ca. Notice must be given one full calendar month, as calculated from the first of each month, in advance to qualify for a full refund. If advance notice is not provided, the student is responsible for paying one additional month of rent after moving out.

If you do not notify Student Housing of your move-out and fail to complete the move-out procedures, the Housing Contract will continue in force, and you will be assessed housing fees until your scheduled move-out date.

If you are cancelling your housing contract without advance notice due to extenuating circumstances (e.g. medical reasons), you may be able to receive a full refund and have the one additional month's rent waived. If you believe you are facing extenuating circumstances, please email housing@cotr.bc.ca to explain the situation and request a full refund. Supporting documentation may be required to support your request.

1.13. Termination of the Housing Contract by the College

The College may terminate this Housing Contract if at any time:

- You fail to pay when due any of the housing fees stipulated in this Housing Contract,
- You fail to pay when due any assessments or damages assessed pursuant to the terms of this Housing Contract,
- The College becomes aware that the offer of accommodation made to you was based on incorrect information or a mistake as to your eligibility for housing in your accommodation,
- You no longer meet the eligibility requirements for housing in your accommodation,
- You have breached any provision of this Housing Contract, Community Standards (see [section 3.02](#)) or any other College rules, policies, or procedures as may be issued, amended, supplemented, or replaced.

If the College terminates your Housing Contract or you are evicted, you will still be required to pay any outstanding fees, assessments or damage charges as outlined in the Housing Contract. This includes any costs related to your stay, use of the accommodation, move-out or for not following the terms of the Contract.

The decision of Student Housing to evict a student for any the following reasons is final and not subject to appeal:

- Failure to pay housing fees, assessments, damages, or monies owed to the College when due,
- You do not meet eligibility requirements.

Students evicted for a reason other than those listed above, including violations of the Community Standards, can appeal according to the appeals process set out in [section 3.06](#).

1.14. Overholding

If you stay in your accommodation after your move-out or eviction date without permission, you do not have a new right of occupation. The College may take back your accommodation without notice, remove you, anyone else, and any belongings, using any force deemed necessary. You will be responsible for any costs or damages the College incurs.

If the College allows you to stay and accepts payment for your extended stay, any right to stay will only be for the approved period. You will still be required to pay the assessed housing fees for that time and the terms of this Housing Contract will apply.

1.15. Housing Closure — Winter Holiday Break

During the winter break (December 22, 2025 - January 2, 2026) both the College and Student Housing are closed. If you are living in housing for both the Fall and Winter terms and want to stay during this break, you need to ask for permission by filling out a “Winter Break and Student Housing” form on [eRezLife](#). **You are only allowed to stay in Student Housing during the Winter break if you have been granted permission to do so.**

Before leaving for the winter break, you must ensure that all windows in your unit are closed. College staff may enter your unit during this time to check that all windows are closed as outlined in [Section 1.36 \(Room Entry\)](#).

1.16. Roommate Assignments

You can create a roommate group through [eRezLife](#) from November 22nd, when applications open, until March 1st, when room assignments start. While we try our best to accommodate roommate requests, we cannot guarantee them. Please keep in mind that requests made after March 1st may not be considered.

When assigning rooms, we consider your gender, program of study, and the information you provided on your housing application, including your profile, age, roommate requests, and personal preferences. We do not discriminate in room or roommate assignments based on race, colour, religion, place of origin, ancestry, or sexual orientation.

We do not release roommate information before check-in for privacy and operational reasons.

1.17. Roommate or Room Assignment Changes

At any point during the contract period, Student Housing may, without notice, decide to assign or change roommates, alter accommodation assignments, or consolidate vacancies by asking you or other students to move to a different room. This could involve moving to a different building, unit, or floor.

1.18. Move-In and Orientation

Students must move in on their designated move-in date and time (See [sections 1.19 and 1.20](#) for early and late move-ins). Student Housing will email you with information about your designated move-in date and time.

The COTR Student Housing office is in Purcell House (2700 College Way, Cranbrook, BC) next to the running track.

Students checking in during business hours should come to the Student Housing Office. If you are checking in after business hours, please call the Community Leader on-duty at 250-420-1820 30 minutes before you arrive.

Mandatory Online Orientation

Before arriving, you need to complete the mandatory online Student Housing orientation. The Student Housing Office will not give you keys unless you have completed this training.

Please allocate approximately 6 hours for the online orientation.

There is a lot to learn about living in Student Housing. Our online orientation provides you with valuable tips for transitioning to living on your own, along with an overview of the responsibilities that come along with this. You will also learn the Community Standards (rules) we live by, how to get something fixed, how we keep the campus and building safe and so much more. The online orientation also includes “Safer Campuses for Everyone” a module on Sexualized Violence prevention and response.

Mandatory In-Person Orientation

Our in-person orientation is scheduled for Sunday September 1st, and is also mandatory for all students. During Student Housing orientation, you will:

- Attend a Building / Floor Meeting with your designated Community Leader
- Have a pod meeting with your roommates
- Complete and submit a Pod Agreement

Student Housing orientation is a chance to meet other students in the community, get to know the Student Housing staff, learn about the services available to you, and have fun! A full calendar of events will be posted in each building and discussed in the floor/building meetings. Attending Student Housing orientation is essential to getting the information you need to know while living in housing. All students must attend their designated sessions.

1.19. Early Move-In

If you would like to move in before the scheduled move-in dates, you can email housing@cotr.bc.ca to request an early move-in. We are not always able to accommodate early move-ins. If we can, you will be responsible for paying the daily/weekly rental rate.

If you are requesting an early move-in to participate in an approved College activity, you may be exempt from paying early move-in fees. Some examples of the activities that may qualify for this exemption are [BaseCamp Orientation](#), Community Leader Training, Avalanche Volleyball Training, and International Student Orientation. If space allows, you would be able to move in the day before the start of the activity without paying early move-in fees.

Students who arrive for an early move-in without prior approval from Student Housing may not be accommodated. In this case, you would be responsible for finding alternative accommodations until your scheduled move-in date. If we are able to move you in that day, **a \$150 administrative fee will be applied as well as the daily/weekly charge until your scheduled move-in date.**

1.20. Late Move-In

If you plan to arrive after your assigned move-in date, you must provide written notice by emailing housing@cotr.bc.ca. If you do not notify Student Housing Services of a late move-in, you may be charged a \$150.00 administration fee. If you have not moved in within five business days after your scheduled move-in date, your Housing Contract may be cancelled and your room given to a student on the waitlist.

1.21. Moving Out

The move-in and move-out process must be followed even if you are staying in housing and transferring to another room.

Moving out of your accommodation means:

- Confirming with Student Housing your move-out date;
- Removing all persons and belongings by the move-out date;
- Cleaning your unit, including the common spaces, and,
- Completing the checkout procedures emailed to you by Student Housing.

If you do not complete the steps above it will be considered an improper move-out. When moving out, all personal belongings must be removed, all garbage and recycling must be disposed of properly, and the room must be in the same condition as when you took possession.

Charges for housing fees will continue until you return all assigned keys. You will be invoiced for losses, damage, special cleaning, or maintenance required as a result of your occupancy. You will have 14 days from the date you receive your invoice from Student Housing to make the payment; a hold may be placed on your COTR student academic account until payment is received.

Improper move-outs are subject to a \$150 improper move-out fee, as well as additional cleaning fees determined using the hourly cleaning rate (see [section 1.28](#)).

Move-Out Cleaning:

Following move-out, cleaning charges will be assessed for each unit. Additional cleaning charges may be deducted from your security deposit if you have not made a notable attempt to clean your unit. Cleaning charges for the common spaces of your unit will be shared by roommates.

Cleaning or Replacement Fees:

Fees will be assessed based on the time required by our janitorial staff to clean the unit or room at the current hourly cleaning rate (see [section 1.28](#)).

You will be notified by email of any cleaning charges added to your housing account. See [section 1.26](#) for information on fee payment.

1.22. Room Condition Reports for Move-Ins and Move-Outs

Student Housing inspects your accommodation before your move-in to assess your unit's condition. This information is recorded on a Room Condition Report in [eRezLife](#). This form will be available to you on your [eRezLife](#) account after you move in. **It is your responsibility to review and submit the room condition report provided to you within 3 days of moving in to ensure the report is accurate.** When you move out, another inspection is completed and compared to the original.

You are financially responsible for any damage or losses to your unit and room or its contents, as well as for its cleanliness when you move out. You will be assessed for any missing items, damage, or anything that is not considered normal “wear and tear”, and for any extra cleaning required. All charges for damage to common areas in housing (laundry rooms, elevator, hallways, common rooms, etc.) will be split equally among the occupants of the building or floor, if the damage cannot be traced to those directly responsible.

When damages are assessed, it includes the external door and three feet around the door frame and hallway.

1.23. Room Change Requests

To request a room change, you will need to fill out a “Room Change Request” form on [eRezLife](#). However, we can't guarantee that your request will be approved due to operational reasons.

Here are some things to consider:

- We will do our best to accommodate your requests, but we cannot guarantee your request, or a specific room or roommate.
- All transfer requests must be approved by Student Housing and are processed based on when they are received and operational needs. We will let you know if your request is approved.
- There is a \$50.00 processing fee for all room changes which must be paid prior to changing rooms.

If you are asking to change rooms because you are having issues with your roommate(s) that you cannot resolve, you must talk to the Housing Coordinator before being approved for a room transfer. They will try to help resolve the problem within your unit before approving a transfer. This could include meeting with you and/or your roommate(s) to determine whether the problem can be resolved with a change to your pod agreement.

1.24. Cleanliness Standards While Living in Housing

Students are responsible for keeping their units clean. This means taking care of everything from doors to floors, including kitchens, bathrooms, bedrooms, cupboards, and appliances. While we always try to provide advance notice of move-ins, if you have an empty room in your pod, it is possible you could have a new roommate arrive with little to no notice. Because of this, it is important the shared spaces are kept clean so that new students moving in feel comfortable and welcomed. Vacant bedrooms must be kept empty and cannot be accessed by other students in the pod.

Each student is responsible for ensuring their room and the shared spaces in the pod are cleaned before they move out. We recommend that you speak with your roommates to set up a cleaning schedule. A recommended schedule is provided during orientation to assist with that discussion.

Damage or unreasonable mess may result in an assessment of cleaning fees, relocation of students, eviction and/or denial of a future housing offer.

All students can use the shared areas in housing, like common rooms, kitchens, laundry rooms, study areas, and hallways. Since these spaces are for everyone, each student needs to do their

part to keep them clean and neat. There are cleanliness standards set by Student Housing that apply to all areas in housing. If you don't keep up with these standards, you may face cleaning fees or other sanctions decided by Student Housing.

If there's damage or a significant mess in the common areas, you could be charged for cleaning, evicted from Student Housing, or not offered housing in the future.

1.25. Abandoned Accommodation and Personal Property

If you leave any items in your unit (bedroom or shared spaces) after your move-out date, the College will remove and dispose of these items without compensation. The College is not required to store these items.

If you move out without notifying Student Housing, we will consider your accommodation to be abandoned. Any personal belongings remaining in an abandoned accommodation will be stored for a maximum of 30 days and then disposed of. When possible, items left after move-out will be made available to other students or donated to local organizations. Improper move-outs are subject to additional fees of \$150.

1.26. Rates and Payment

You agree to pay the applicable housing fees as outlined by Student Housing. Rental costs are assessed per semester (e.g. September-December, January-April, May-August). For stays that do not align with the semester, your rates will be calculated using our daily/weekly/monthly rates and will be emailed to you individually along with your payment due date(s).

The following table outlines the payment schedule for students staying in housing for the full academic year (August 30/31, 2025 until end of April 2026).

Due Date	Description	Purcell House	The Village
July 10, 2025	Security deposit and rental fees for September	\$300.00 + \$600.00	\$300.00 + \$685.00
August 10, 2025	Remainder of Fall 2025 rental fees (Oct-Dec)	\$1,800.00	\$2,055.00
November 10, 2025	Rental fees for January	\$600.00	\$685.00
December 10, 2025	Remainder of Winter 2026 rental fees (Feb-Apr)	\$1,800.00	\$2,055.00

Failure to pay on time may result in termination of your contract and/or your room being assigned to a student on the waitlist. Any charges incurred during the term of the Housing Contract, such as cleaning or lost key fees, must be paid within two (2) weeks of being assessed or late payment charges and administrative fees may be applied at the discretion of Student Housing. Non-payment of fees will result in a hold on your student account which impacts your

ability to register for classes, receive academic transcripts, etc. Non-payment of fees may also result in eviction or denial of future accommodation in Housing.

If you are facing financial hardships that mean you are unable to pay your student housing fees as outlined above, please contact Student Housing. We are available to meet with you to review available options and resources.

1.27. Security Deposit

All students living on campus are required to pay a \$300.00 security deposit by July 10. This security deposit will be held until you move out of Student Housing. Once you move out, we will inspect your room. If there is any damage or additional cleaning requirements, students will be assessed charges as outlined in [sections 1.22](#) and [1.24](#). These charges will be deducted from your security deposit. If a student owes more than \$300.00, the remaining charges will be added to their account. See [section 1.26](#) for information on fees and payments.

If your unit does not require any maintenance or additional cleaning, your full security deposit will be refunded to you after move-out. If your security deposit was paid with credit card, it will be refunded to the same card. If your security deposit was paid using another method, you will receive a cheque. It is your responsibility to ensure your address and contact information is up to date with the College. Please note that while we do our best to process these in a timely manner, it may take up to 8 weeks after moving out to receive your security deposit refund.

1.28. Hourly Rate for Additional Cleaning and Facilities Repairs

If additional cleaning is required while you are living in Student Housing or after you move out, the hourly rate charged will be based on the expenses incurred by Student Housing Services (e.g. hourly payment to janitorial contractor/facilities staff, administration fee). This rate is variable and may change throughout the year. Currently, the hourly rate assessed to students for additional cleaning and facilities repairs is \$50.00/hour.

1.29. Animals in Student Housing

Except for freshwater fish (see below) and authorized assistance animals, you are not permitted to keep pets or animals in Student Housing or on housing property, even temporarily. Guests may not visit the accommodation with pets or animals.

Fish

For students who want to maintain a fish tank, the following criteria applies:

- The tank must be equal to or less than 2 gallons (7.5 liters).
- In the spirit of quality pet care, the fish to tank ratio is 1 fish per liter of water.
- You assume responsibility for any damage that results from your fish tank.

- You can only keep non-dangerous fish and fish that cannot survive outside an aquatic environment.

Assistance Animals

Please see [section 1.30](#) on Accessibility in Student Housing for more information about assistance animals. Assistance animals are only permitted in Student Housing once approved by both Accessibility Services and Student Housing Services.

Student Housing will work with students to arrange for their approved assistance animal to move into Student Housing. Students are responsible for caring for their assistance animal in a way that minimizes the impact to other students, the community, and/or the building.

1.30. Accessibility in Student Housing

We are committed to reducing barriers for students with disabilities living on campus. We work closely with the Accessibility Services Coordinators at the College to support students requiring accommodations in Student Housing. Accommodations in Student Housing can include things like being assigned to a barrier free room, placement in a building with a private washroom, having an assistance animal, or being allowed to bring in specialized furniture. The College provides a variety of supports for students with learning disabilities, physical or psychological challenges, as well as those with temporary disabilities. If any of these categories apply to you and you require accommodations to improve your experience in Student Housing, please reach out to the Accessibility Services Coordinators using the contact information provided on the College website: cotr.bc.ca/accessibility-services/

Once the Accessibility Services Coordinators have worked with you to confirm your documentation, they will contact Student Housing Services to let us know you have a documented accessibility need. We will then work together with you and the Accessibility Services Coordinators to reduce barriers and provide accommodation where possible. Please note that the further in advance you can let us know about any accessibility needs you may have, the more likely that we will be able to accommodate them with minimal disruption to you and/or other students. For example, assistance animals may not be able to live in all suites so if we know well in advance of move-in that you require this accommodation, we will ensure that you are assigned to a suite where your assistance animal can join you.

1.31. Health and Safety Room Inspections

Your unit (bedroom and shared spaces) will be checked at least once a semester for health, safety and/or significant cleanliness concerns. You will be notified in advance. If Student Housing staff determine that your unit does not meet cleanliness standards or if there are other health or safety concerns, they will let you know and arrange a follow-up inspection. If it's still not clean after the second check, janitorial staff will come in to clean it. These costs will be

assessed to the appropriate student(s). Please see [section 1.28](#) for information on hourly cleaning costs.

Cleaning Standards for Bedrooms	
Bedding	Washed/no odour, sheets used over top of the mattress protector
Bed	Clear from items that are not currently in use (books, paper, clothes)
Under bed	Items stored under the bed in containers, not shoved under the bed
Laundry	Dirty laundry should be in a basket/container and not on the floor
Odour	Rooms are free from odour that indicates uncleanliness, bacteria, rotting food or mould
Garbage	Garbage is regularly emptied, not overflowing, or smelling badly
Food	There should be no mouldy or rotting food stored in a student's room, in their garbage can, or on dishes in their room
Storage	Extra pantry items are stored in sealed containers to prevent pests
Desk	Items stacked/cleared from desk, so it is usable, free from spills or damage
Floor	Free from clutter or tripping hazards; vacuumed, free from crumbs, spills, dirt or hair

Cleaning Standards for Bathrooms	
Floors	Swept and mopped, free from hair, dirt, garbage, spills
Garbage	Garbage is regularly emptied, not overflowing, or smelling badly
Toilet	Free from marks or stains, cleaned under lid and around base
Counters, sink and mirror	Washed, clean from soap scum, buildup, hair, or dirt
Shower	Shower floor, ledges, and walls clear of soap, mineral or dirt build up

Cleaning Standards for Kitchen and Living Room	
Floors	Free from crumbs, spills, dirt, or hair; regularly vacuumed/mopped (for non-carpeted floors)
Sitting area	Tidy, no used dishes or garbage
Garbage	Emptied regularly, not full, overflowing or smelling badly
Recycling	Sorted properly and items rinsed clean; emptied regularly, not full, overflowing or smelling badly
Counters and cupboards	Wiped clean, free from spills, stuck on food or grease
Counters and sink	Clear from excess clutter that impedes people's ability to use the kitchen
Stove and oven	Clean, free from spills, stuck on food or grease. The self-clean feature is used when needed.
Sink	Clean, no odour, free from food chunks or excess dirty dishes
Fridge and freezer	Wiped clean, spoiled food has been removed

If you continue to fail health and safety checks or don't clean your unit regularly, you may face sanctions through the Student Housing conduct process. This could include eviction from Student Housing or not being eligible to live in Student Housing in the future.

Smoke detectors and other fire safety devices are inspected regularly throughout the year.

1.32. Prohibited Items

The following items are not permitted in Student Housing:

- Any mini fridge that uses more than 3.5 amps
- Halogen lights, including lava lamps and tanning bulbs
- Additional Furniture (ie. dressers, desks, freezers, sofas, beds/mattresses)
- Grills, BBQs, propane fire pits (BBQ and gas fire pit provided)
- Gasoline cans or propane
- Window mounted air-conditioners
- Hot plates; including induction
- Hover Boards
- Space heaters
- Pets
- Items that produce smoke: e.g. candles and incense
- Tacks or nails to hang pictures or personal belongings
- Microwaves (already provided)
- Treadmills/Walking Pads/Heavy Gym Equipment
- Any unauthorized electrical equipment
- Fireworks
- Firearms/Weapons
- Live Christmas Trees (fire hazard)
- Wi-fi routers (already provided)

1.33. Pest Control

You are responsible for making sure your living space doesn't attract bugs, rodents, or other pests. If you see any pests or suspect there are pests around, please contact the Student Housing office right away. This includes if you find pests in your bedroom, kitchen, bathroom, or any other part of the building.

The mattress' encasements and mattresses provided are meant to stop bed bugs and other pests from getting inside. You must keep the cover on the mattress and ensure it's not damaged to keep it effective. If the cover is damaged or removed, you must contact Student Housing immediately. If you damage the cover, you may have to pay for a replacement.

Student Housing staff may need to enter students' rooms without notice to check for pests, as explained in [section 1.36 \(Room Entry\)](#). If treatment is required, you must follow the treatment plan provided. This might involve moving to a different room, cleaning and/or throwing out furniture or personal items, or other steps necessary. If this happens, you will not be reimbursed by the College for any inconvenience or for loss of personal items.

1.34. Repairs and Alterations

You cannot make repairs or alterations to your unit. The College will take care of all repairs and changes to the living spaces. If something needs to be fixed, please fill out a Maintenance Request Form on [eRezLife](#). If there's an urgent maintenance issue, like a water leak or electrical problem, students must tell the Student Housing Office or Community Leader (after business hours) right away.

1.35. Construction and Maintenance

There may be maintenance, renovations, or construction happening in and around the building. This could mean noise, dust, or temporary changes to some services. We will always try to let students know about any disruptions at least 24 hours in advance.

1.36. Room Entry

Authorized personnel of the College may enter a unit, without prior notice, for reasons of health, safety, custodial, maintenance, or general community welfare, to make repairs and deliveries to the room and room equipment, to investigate possible breaches of the Housing Contract, and/or if the College believes a student has abandoned or moved out of the unit.

- a. Authorized personnel may also enter without prior notice for any of the following reasons:
 - To ensure the health and safety of any member of the community,
 - To investigate or to take action to address an ongoing source of disruption or nuisance to the community,
 - To make emergency repairs to the unit or to investigate the need for urgent repairs to any portion of the building,
 - To make repairs in the unit that have been requested by you, a previous student, or Student Housing staff,
 - To inspect for pests as described in [Section 1.33 \(Pest control\)](#),
 - To investigate a possible breach of the Housing Contract,
 - To provide access to emergency responders, and
 - Where a student has moved out of a shared unit, Student Housing staff may enter the shared unit at any time to perform the move-out inspection.
 - Where a student has moved out of a shared unit, custodial staff may enter the shared unit at any time to clean the vacated bedroom.

- b. Authorized personnel of the College may enter the common area of shared accommodation without prior notice:
 - To access accommodations for any of the reasons in [section 1.36\(a\)](#) above,
 - To deliver a written notice or communication to the bedroom door of a student occupying the shared unit, and
 - To make requested repairs to the bedroom of a student occupying the shared unit, and
 - To clean following a failed health and safety inspection
- c. Student Housing will attempt to notify you of any disruptions at least 24 hours in advance of entering your unit for reasons other than those identified in [sections 1.36\(a\)](#) or (b), including but not limited to the following:
 - To inspect the condition of the unit or shared living space, other than in situations described in [section 1.36](#) (a) or (b),
 - To renovate, alter, or make repairs or deliveries which in the sole discretion of the College are necessary or desirable, and
 - To deliver the service and treatment described in [section 1.33 \(Pest control\)](#).

Whenever College staff or contractors enter a room, they will knock on the door several times, wait for a moment, and identify themselves before opening the door.

1.37. Security

College of the Rockies is committed to providing a safe and secure living, learning, and working environment for the College community.

You are responsible for taking reasonable steps to keep yourself, your unit, the building, and other community members safe. This includes:

- Locking your doors, patio and windows when you are away
- Not forcing or propping open building or pod doors
- Not letting strangers into the building
- Not copying any key or access device provided by Student Housing Services
- Immediately reporting strangers or security concerns to Student Housing staff, Community Leaders, or Security

1.38. Insurance

The College carries insurance for its own benefit. The College does not provide you with general insurance, liability insurance, or property insurance for your personal belongings. For the duration of your housing contract, you shall carry property and liability insurance. Insurance may be available as an extension of your family's home insurance policy. Consult with your insurance agent to ensure you have appropriate coverage.

1.39. Damages and Costs

You agree to pay for any damages, lost property, or extra service or administrative costs you or your guests cause to Student Housing, whether by accident, neglect, or on purpose. If Student Housing Services cannot determine who is responsible for damages, lost property or excessive mess, all students in Student Housing may be charged. Please see [section 1.26](#) for information on fees and payments.

2. Your Housing Community

2.1. Who We Are

The Student Housing team includes a Student Housing Coordinator, Operations Specialist, Student Housing Assistant, Senior Community Leader and Community Leaders. Both professional staff and student leaders work together to support students' academic and personal growth. They focus on promoting self-awareness, active learning, good citizenship, building relationships, and respecting diversity to create a fair and supportive community. These core values are woven into the services and programs provided by the Student Housing team to help students succeed academically and personally.

2.2. Community Leaders

Community Leaders are college students who live on campus. They organize events and workshops to support the personal growth and learning of everyone in Student Housing. They serve as the main support and resource for students living on campus.

Community Leaders:

- Provide safe spaces to talk,
- Connect you to supports and resources,
- Assist in an emergency,
- Help with conflict resolution/mediation,
- Plan housing wide or floor programs and events,
- Support a safe community by enforcing Housing policies and Community Standards.

2.3. Student Housing Staff

The Student Housing staff team is here to support you from the time you apply for student housing all the way until you move out. They are the friendly faces you'll see at the Student Housing office in Purcell House. They support the day-to-day operations in Student Housing by providing information, support and resources for students living on campus. They are also responsible for supporting the development of a strong community in Student Housing and upholding the Community Standards and operational policies outlined in this Handbook.

The Student Housing team can assist you with:

- Student Housing Services and amenities (e.g. parking, laundry, vacuums, keys)
- Mail/package services
- Maintenance/repair requests
- Room/building access and Lock outs
- Community Standards and Operational Policies
- Referrals to campus and community services

The Student Housing office is typically open Monday to Friday from 8:30 am to 5:30 pm, and closed Saturday, Sunday, and statutory holidays. Please note these hours are subject to change.

2.4. Rights and Responsibilities

The well-being of the housing community depends on balancing community needs with the needs of individual students. This balance is best achieved when community members are aware of their rights and responsibilities to themselves, others, and the community. Student Housing is responsible for informing you of your rights and responsibilities under the Housing Contract, Community Standards, and emergency safety plans. Living in a community works best when the rights of others are respected, and you take responsibility for your actions.

You have the right to	You have the responsibility to
Expect consideration and respect	Conduct yourself in a civil manner and to show respect for the rights of every other person in the community
Be safe and feel safe	Conduct yourself in a way which does not endanger yourself and/or others; report any unsafe behaviour; uphold the security of access to student housing and report suspicious activity promptly to Student Housing staff or Security
Expect fair and consistent service from Student Housing Services and College staff	Treat Student Housing Services and College staff or contractors with respect and to address any questions or concerns through appropriate channels
Expect clear standards of behaviour	Know and ask questions if you do not understand a community standard
Live in an environment where your possessions and the communal space are shown respect by everyone in the community	Show everyone respect and to respect the property of others

Student Housing requires that you:

- Check and respond to your student email and/or the email on your housing account regularly (within 48 hours),
- Update your contact information with Student Housing if you no longer have access to your contact information provided in your application,
- Update your emergency contact information if it has changed,
- Follow all Housing and Community Standards and COTR policies,
- Follow all administrative procedures such as move out and lock outs, and
- Carry your Student ID Card with you.
- Report concerning behaviour, facilities issues, property damage, or safety concerns to the Student Housing Office, Community Leaders staff or Security.

2.5. Bedroom Appliances and Cooking Regulations

Due to fire and building codes, Students are only permitted to cook in the kitchen. Cooking appliances are not allowed to be used in any bedroom at any time.

Appliances that are permitted, but NOT allowed to be used in bedrooms include:

- Toasters, electric ovens, slow cookers, insta-pots, rice cookers, electric frying pans or grills, sandwich maker, and waffle maker,
- Kettles or coffee machines,
- Portable Ice machine,
- Blender or food processor,
- Clothes Iron,
- Hair dryer, curling irons or flat irons/straighteners*

* These appliances are permitted to be used in the bathroom as these circuits are designed to meet the requirements of these appliances

2.6. Common Spaces

Each building has common lounges available for students to use. TVs are available in these common spaces and are free for students to use. Some of these lounges also have games like table tennis, foosball, and board games, which students are welcome to play. Board games can be borrowed from the lounges, but they must be returned within 24 hours.

Students who use these shared spaces must clean up after themselves and make sure the room looks the same as it did before they used it.

Even though these areas are always open, quiet hours still apply. Alcohol and cannabis are not allowed in any of these spaces.

2.7. Barbeques

There are gas barbeques (one in Purcell House and one in the Village) that you can use. The barbeque is for students' use only. After using the barbeque, students need to clean it and make sure it is locked.

To use the BBQ, you will need to exchange your student ID card for the keys during office hours. The BBQ keys must be returned to the Student Housing Office by noon the next day so that other students can also use the BBQ.

2.8. Vending

Vending machines are available in Purcell House and in the main College buildings. There are no vending machines in the Village, but students can use the ones in Purcell House during Student Housing office hours.

2.9. Garbage and Recycling

Garbage

You are responsible for the removal of your own garbage, recyclables, and all other unwanted items in the bins provided. Do not put your garbage in the common areas, hallways, laundry rooms, garbage bins outside of the front entrance, parking lot, or on the patio. Littering, leaving garbage or unwanted items in hallways or any location other than a proper waste disposal bin is not permitted. Improper garbage disposal is a housing violation and is subject to follow-up through the Student Housing conduct process (see [section 3.04](#)).

Recycling

Yellow recycling bins are in the parking lot by Purcell House and by the Village. These recycling bins only accept: Paper, Cardboard, Tin and Aluminum Cans, Plastic 1, 2, 3, 4, 5, or 6. It's important to clean all items before recycling them to prevent contamination of the entire bin.

2.10. Internet Service

All units in Student Housing come with Wi-Fi internet provided by Shaw Communications. There are no hardwired Ethernet ports available, so if you plan to use a desktop computer, please make sure you have a Wi-Fi adapter to connect to the internet. Details on how to access the Wi-Fi will be provided when you move in.

2.11. Laundry

Coin-operated laundry facilities are available on the first floor of Purcell House and on each floor in the Village. If you need change for the laundry machines, you can get it at the Housing Office. Please note that you will need to provide cash in exchange for coins, as the Housing Office cannot give change for debit or credit card transactions.

When using the laundry machines, please use high-efficiency liquid detergent only and wash your clothes in cold water to help reduce energy consumption.

It is important to be respectful to other students when using the laundry facilities. Remember to remove your laundry promptly when the load is finished so that the next student can use the machines.

2.12. Lock Outs

If you are locked out of your room, you must contact the Student Housing office or, if outside of business hours, the Community Leader on-Duty to let you in. You will need to show photo identification.

The first time you are locked out of your room, there is no charge. The second time there is a charge of \$5.00. The third time, and all times after that, there is a charge of \$10.00 per lock out. Lock out charges will be added to your Student Housing account. For more information on fees and payments, see [section 1.26](#).

All students must make an effort to avoid being locked out of their rooms and pods. Continuous and repetitive lockouts are a violation of community standards and may lead you to one or more of the sanctions and outcomes outlined in [section 3.03](#).

2.13. Lost or Stolen Keys or Key Cards

Any key or fob from Student Housing is solely for your use. You are not permitted to lend your key to anyone at any time. You are responsible for locking your doors when leaving your unit.

You must immediately report lost or stolen keys or fob to Student Housing. You can obtain a new key from the Student Housing office. The cost to replace a set of lost or damaged Purcell House keys is \$150. The cost to replace lost or damaged Village keys is \$35.

2.14. Room Decoration

You may decorate your room with posters, plants, extra lighting, or other decoration items. To avoid move-out charges due to damage, you must use wall-safe products to mount items on your walls. Please note that if you use wall-safe products and they result in damage to the walls, you will still be responsible for damage charges.

Please do not use sticky tape, putty, regular tape, tacks, etc. to mount items on your walls.

If you are unsure of how to safely remove adhesives, please leave them to avoid damaging the walls and notify the Student Housing office. You may still be charged for the cost of removing these items.

2.15. Bike Storage

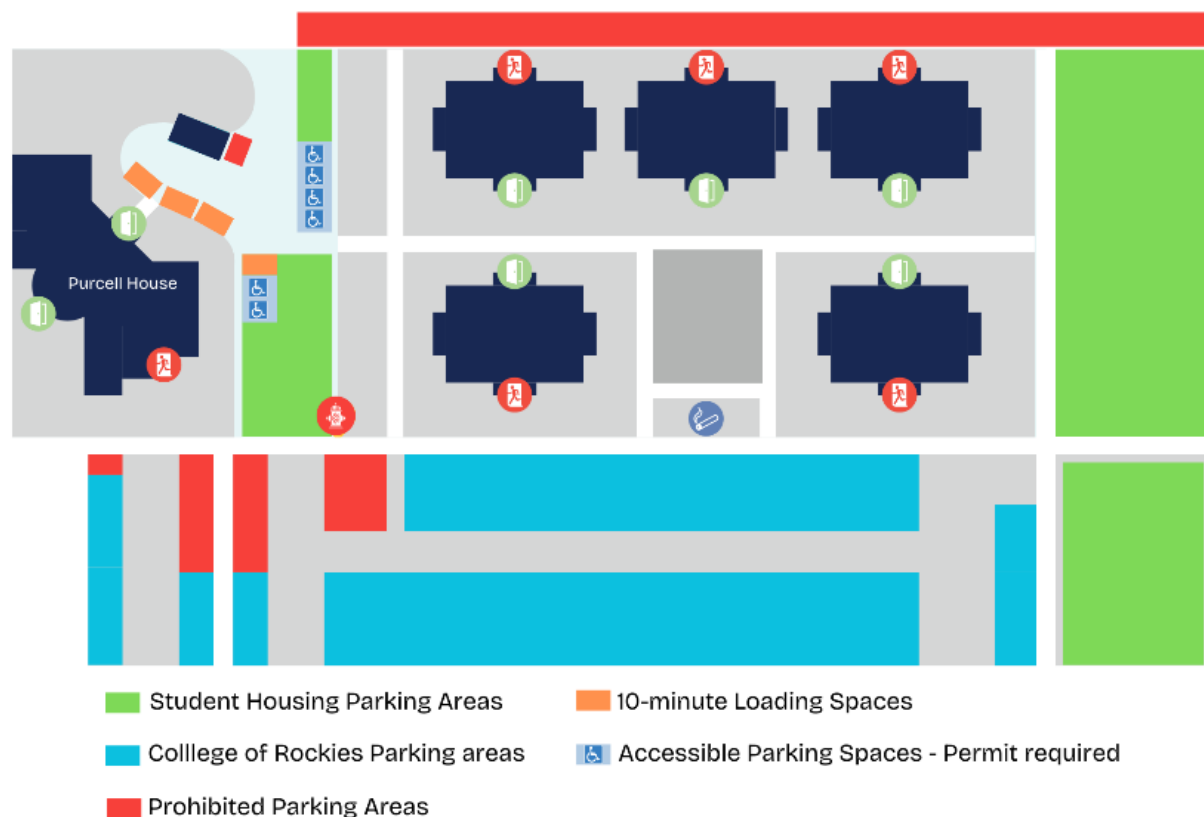
There is free bike storage next to Purcell House. Space is limited and on a first-come, first-served basis. You must register your bike on [eRezLife](#) and sign out a key from the Housing Office. Bikes must be stored neatly and locked in the bike racks.

Bicycles are not allowed inside any Student Housing building. The bicycle storage area will be checked periodically, and any bicycles that appear to be abandoned will be tagged with a notice. If the bicycle is not claimed by the end of the notice period, the College will remove it and may donate or dispose of it. The College will not compensate you for any loss of bicycles that are considered abandoned and disposed of.

The College is not responsible for loss, theft, or damage to items in the bicycle storage area.

2.16. Parking Regulations

There are a limited number of designated parking spots available for students living in COTR Student Housing. These spaces (indicated in green on map) are available on a first-come, first-served basis. Vehicles parked in these spaces **MUST** be registered with Student Housing and display a valid parking sticker.



Students living in Housing may register one (1) vehicle, if you switch vehicles, you must contact the Housing Office to update your vehicle information. Registering your vehicle ensures that if it needs to be moved, we can contact you directly. Your parking pass also authorizes you to park on campus overnight and prevents your vehicle from being towed. Complete the “Parking Request Form” on [eRezLife](#) and come to the office during office hours to receive your parking pass.

- You must always display the provided parking pass in the front window of your vehicle.
- All vehicles must be operative, registered and insured to park on College of the Rockies' property.
- You must park your vehicle properly between the parking spot lines. Overhanging decks or racks should not block sidewalks or pathways.
- Plug in parking is not available. Students are not allowed run extension cords from any College building to plug in their vehicles.
- There are 6 reserved accessible parking spots. Only vehicles with a valid accessible parking permit are allowed to park on those spots. This is strictly enforced.
- There is a 10-minute Loading Zone at the front of Purcell House that is strictly enforced.
- Only personal vehicles are permitted in parking spaces. Trailers, storage containers, and/or personal property, including vehicle accessories are not permitted.

Parking is available in the general College parking lots (indicated in blue on map). Please note that if you choose to park your vehicle in the general College parking lots, you must follow College of the Rockies policy [5.2.2. Parking on Campus](#): *"Vehicles that are left on campus in excess of 4 days (i.e. 3 nights), without prior authorization of the College, will be considered abandoned and will be towed."*

Disclaimer: College of the Rockies assumes no risk or responsibility for loss or damage to vehicles or their contents.

2.17. Mail

You can receive letters and packages while living in Student Housing. Please ensure mail is sent using the address below:

Your Name
Your Building Name and Room Number
Bag 9000, 2700 College Way
Cranbrook BC V1C 5L7

You will get an email from us when a letter or a package arrives at the Student Housing Office. Most letters and packages are delivered to the main campus, and it might take a few days to get them sorted and brought to the Student Housing office.

You must have a photo ID with you to collect a parcel or a letter at the office. Packages and letters can be only collected during office working hours. Community Leaders are not allowed to collect packages on behalf of students.

If a package or letter is not picked up within 30 days of notification, it will be considered abandoned and becomes property of the College. These items will be disposed of or donated.

3. Community Living Expectations

The aim of Student Housing is to create an environment where everyone feels they belong, are included, treated fairly, and respected. It's a shared responsibility among all members of the housing community to work toward these goals, fostering an environment that supports both academic and personal success.

This handbook outlines our procedures, how we address behaviors or actions that pose a threat to the safety of anyone in the community, and our Community Standards.

The expectations in this handbook do not only apply in Student Housing buildings. Student Housing staff may follow up on incidents that occur on any campus grounds, and at off-campus Student Housing events. Compliance with the Housing Contract and Community Standards is crucial for the successful operation and wellbeing of the community. Community members who do not meet these community living expectations may face one or more of the sanctions and outcomes outlined in [section 3.03](#).

3.1. Definitions

In this Part 3 of the Housing Contract:

- **Behaviour contract** means an agreement made between a student and Student Housing that outlines specific goals or expectations and addresses the impact of the student's behaviour on the community and may include a set of behavioural expectations or conditions.
- **Communication ban** means a written agreement between students that states the students are not permitted to be in contact with each other. Each student signs a copy with Student Housing.
- **Community education project** means a sanction where a student is required to complete a research project and/or presentation related to the student's violation to increase awareness of and prevent future violations by students. The project must have valid, applicable knowledge from reliable academic sources and must be completed to the satisfaction of Student Housing.
- **Community service hours** mean a predetermined set of hours of volunteer service to be performed by the student as all, or part, of a sanction imposed. If possible, the service will be related to the violation with the purpose being educational and allowing the student to give back to the housing community and/or College community. Community service examples include assisting Community Leaders with programs and assisting with operational activities like move-in.
- **Eviction or license termination** means a sanction whereby the College of the Rockies, Student Housing, terminates a Housing Contract requiring the student to vacate their accommodations and may include being banned from Student Housing.

- A **Fine** means a monetary amount determined by a Student Housing staff member or designate imposed as a sanction due to a violation of the Housing Contract or Community Standards. Individual fines range from \$20 to a maximum of \$500, except for false fire alarms and the cost of damage. Fines for false fire alarms are issued by the Fire Department and can range from \$50 - \$5,000; cost of damage repairs are calculated based on industry standards.
- **Harassment** means aggressive or threatening behaviour that would be considered by a reasonable person to create a negative environment for work, study, and other college-related activities. COTR's Discrimination, Bullying and Harassment policy (4.8.6) and Sexualized Violence Prevention and Response policy (4.8.8) is available at: <https://cotr.bc.ca/about-us/college-policies/>
- **Hazing** means an act that singles out one or more students for the purpose of admission into, affiliation with or as a condition for continued membership in a group or organization by creating mental or physical discomfort or harm, and/or exposing another to undue embarrassment or ridicule.
- **Housing probation** means a formal status imposed for a period of time (typically for one or more semesters) during which subsequent violations will result in more serious sanctions (such as eviction).
- **Restitution** means a sanction where a student is required to reimburse a property owner for property damage or misappropriation (e.g. repairs, cleaning, repainting, etc.).
- **Sanction** means any consequence assigned because of a violation of the Housing Contract or Community Standards.
- **Vexatious complaint** means an allegation made without a factual basis but for the purpose of harassing, annoying, or causing financial loss.
- **Weapon** means anything used, designed to be used, or intended for use in causing death or injury to any person; or for the purpose of threatening or intimidating any person.
- **Written warning** means a sanction where a written record of the violation together with possible future sanctions for repeat violations are provided to the student and placed on the student's file.

3.2. Community Standards

Community Standards are the rules that everyone living and working in Student Housing must follow. They are there to support learning and personal wellness and to create a safe environment free of discrimination, injustice, and violence. These standards encourage students to take responsibility for their actions and give them chances to learn from their mistakes and change their behaviour. They also help students to develop the life skills they'll need when they move out of Student Housing and rent their own place.

Everyone—students, their guests, and staff—needs to know, understand, and follow all Student Housing policies as well as provincial laws and regulations.

The Student Housing team is responsible for enforcing the Community Standards. These standards apply within and around the buildings, as well as during all housing-related events, even if they're not in Student Housing.

a. Controlled Substances

Student Housing staff are committed to creating an environment where controlled substances – like alcohol, cannabis, and tobacco – are used legally, responsibly and in moderation.

Responsible Use of Alcohol and Cannabis

The safety of all students and their guests is very important when alcohol or cannabis is present. Students who choose to use alcohol and or cannabis must do so responsibly and legally and are fully responsible for their own actions and those of their guests.

Age of Consumption

It is illegal for anyone under 19 years old in British Columbia to possess or consume alcohol or cannabis. Students must not give alcohol or cannabis products to anyone under 19.

Excessive Consumption

COTR considers excessive consumption to be consuming alcohol and/or cannabis products to the point of impairment of mood, judgment, and/or mobility. Excessive consumption, as determined by COTR, is not allowed in Student Housing.

Because of health and safety risks, and the negative impact on the community, some common sources of alcohol, excessive drinking, and behaviours that may lead to excessive drinking are not allowed in Student Housing.

Sources of alcohol that are NOT allowed in Student Housing include, but are not limited to:

- Selling or brewing alcohol,
- Kegs, bubbas, beer bong, punch bowls, Jell-O shooters, pitchers, and drink funnels,
- Drinking games, floor crawls, and/or any other activity where excessive consumption of alcohol is the focus.

Alcohol - Areas of Consumption

Alcohol is only to be consumed within pods and their respective patios. Alcohol is NOT permitted in hallways, stairwells, common rooms, common room patios, public green spaces, parking lots, games room, fire pit, or BBQ areas.

Smoking and Vaping of Cannabis and Tobacco Products

Smoking and/or vaping of cannabis and/or tobacco products is not permitted in Student Housing. Smoking in Student Housing buildings could result in expensive repainting charges and eviction.

- Smoking/vaping of tobacco products is only permitted in designated smoking areas.
- The smoking/vaping of cannabis products is ONLY permitted in the shelter located outside of Purcell House and the shelter located on the Village quad. Ensure you are aware of where these spaces are located, as these are the ONLY cannabis friendly smoking areas on campus.

Consumption of other cannabis products (e.g., edibles) is only permitted within pods and their respective patios. Cannabis is not permitted in Student Housing common areas including but not limited to hallways, stairwells, building common rooms, common room patios, public green spaces, parking lots, fire pit, or BBQ areas.

Transportation of Alcohol and Cannabis

Students may only transport alcohol and/or cannabis in closed containers. If alcohol is being carried in non-original containers, containers must be closed so that the contents cannot spill or be accessed in the hallways. If cannabis is being carried it must be in a scent proof container.

Home Brewing

Wine making, home brewing, and the possession of equipment related to the brewing of any alcoholic substance is not permitted within Student Housing.

Growing Cannabis

Cannabis may not be sold or grown in Student Housing or on the surrounding property/grounds.

Cooking with Cannabis

Cannabis is not permitted in the kitchens. Cooking with cannabis or preparing cannabis infused products in your unit is also not permitted.

Storage of Cannabis

Cannabis products and equipment must be stored:

- In your private bedroom in your unit,
- In a sealed, glass or metal scent-proof container. Plastic containers are not scent-proof.
- With labels clearly indicating its contents.

b. Incense, Candles, and Flammables

Burning incense, candles and any other flammables is prohibited.

c. Illegal Drugs and Substances

Any involvement, direct or indirect, in illegal drug or drug-related activity is prohibited. This includes possessing, using, trafficking (manufacturing, selling, giving, administering, transporting, sending, delivering, distributing) or offering of any illegal drugs. Drug paraphernalia associated with illegal substance use is not permitted in Housing.

d. Hazing

Encouraging, initiating, participating in, and/or supporting hazing activities is prohibited.

e. Weapons

Students and their guests may not at any time bring into or keep in a unit or the building:

- Any real or replica projectile weapons, including but not limited to real or replica firearms, air guns, crossbows, sling shots, paintball guns and air guns, BB guns.
- Blades including, but not limited to, swords, bayonets, and épées.
- Any other weapons used for martial arts or other forms of combat training.

Wielding any object in a threatening or aggressive manner is not permitted and may result in eviction.

f. Prohibited Behaviour – Respectful Environment

Any behaviour that is unsuitable, disruptive, and/or has an adverse effect on the safety or wellbeing of any member of the housing or College community by any means (including verbal, physical and electronic) is considered misconduct and is not permitted.

Prohibited behaviour is defined as conduct or communication involving or directed at students, guests, or staff, or on display that:

- Is offensive, threatening, demeaning, and/or discriminatory (for example, racist, sexist, homophobic, transphobic, ableist);
 - Constitutes harassment, sexual harassment, or unwanted sexual attention; or
 - Contributes to an intimidating, hostile, or uncomfortable environment.
- Any of these behaviours may result in eviction from housing, and/or the incident being reported to the Director, Student Engagement for investigation.

Examples of prohibited behaviour include, but are not limited to:

- Repeatedly following or attempting to make unwanted contact with another person.
- Publishing, displaying, or distributing posters, pictures, or other materials containing content defined above in public view.
- Using email, social media or other electronic messaging, voice mail, message boards, mail, computer networks or other mediums to repost or forward communications that contain content defined above.
- Publication or display of obscene material, described as having as a dominant characteristic the undue exploitation of sex, or of sex together with crime, horror, cruelty, or violence.

g. Unauthorized Possession, Damage, and Vandalism to Property

Immediately report all damage or vandalism to the Student Housing office. Students must not:

- Misappropriate, destroy, or otherwise damage College property.
- Misappropriate, destroy, or otherwise damage any property belonging to others; and
- Deface the inside or outside of any building or property of the College.
- Remove Student Housing property into rooms or other areas without permission.

When damage to common areas in housing (e.g., laundry rooms, the elevator, hallways, common rooms, etc.) cannot be traced to those directly responsible, the cost will be split equally among the students of the building or floor.

h. Unauthorized Access/Entry and/or Presence

Students must NOT:

- Use fire exits or patio doors as entrances. Patios must remain locked when not in use,
- Enter or remain in any College premises without proper authority or remain in any premises when asked to leave by an authorized staff member of Student Housing or College official.
- Provide unauthorized access to non-students.
- Share, lend, or give access devices or keys to others to use.
- Invite or admit a guest who has trespassed or is banned from the area or facility.
- Make unauthorized room or roommate changes.
- Interfere with or render inoperable security, CCTV, and access control systems, door hardware, and locks.
- Enter another student's room or disturb another student's property without their permission.
- Tamper with electrical or mechanical services, smoke detectors, telecommunications equipment, vending and laundry machines, elevators, or pushcarts.
- Make unauthorized entry or meddle with contents of college storage rooms, offices, housing desks, mechanical rooms, or construction areas, or have possession of unauthorized keys.

i. Keys and Access Devices

Students must not share, lend, or give keys, fobs or access devices to anyone. Keys, fobs, and electronic access devices are the property of the College of the Rockies. If a key or fob is lost or stolen, immediately report it to the Student Housing office.

j. Disrupting Services and False Reports

Students must not engage in disruptive behaviour affecting any activity or service of the College or its members. This may include but is not limited to:

- Disrupting or interfering with the orderly conduct of an investigation or appeal process.
- Making a false or vexatious report against another student, or intentionally providing false information during an investigation, hearing, or appeal process.
- Attempting to discourage an individual's proper participation in, or use of the investigation, hearing, or appeal process.

k. **Disturbing the Peace – Right to be free from unreasonable noise**

Everyone living on campus is responsible for ensuring that students living in Student Housing have a living environment conducive to study and sleep. Students are expected to be considerate 24 hours a day, 7 days a week. If someone asks you to be quiet, please respect that person's wishes and reduce your noise. In case of a dispute between you and another student, Student Housing will mediate it.

There are three categories of noise in Student Housing:

- **Reasonable Noise:** noise from a normal activity like talking, walking, cooking, water running, cupboards closing, brief knocks against the walls, and background music. Typically, the noise can be heard when standing outside of a unit door; voices, and music are muffled (you can hear the sound, but not what is being said or sung).
- **Excessive Noise:** parties, groups of people laughing loudly and for long periods of time, loud music, or an audible steady base, yelling or loud conversations, heavy walking/stomping, doors slamming, loud TV (shows, movies, and games). Typically, the noise can be heard outside the unit, 3-6 feet away from the pod door.
- **Unreasonable Noise:** banging against the walls, screaming, yelling, doors slamming, people jumping up and down, sports balls being bounced on the floor or off walls, overly excessive noise from too many guests in the unit, music with a lot of bass during quiet hours, excessive noise from video games during quiet hours. This noise also includes noise from students or guests during quiet hours that can be heard from inside another student's bedroom if they are trying to sleep.

l. **Quiet Hours**

During quiet hours, students are not permitted to make noise which can be heard outside by other students, which may disturb their roommate, or which can be heard outside of their Pod. This refers primarily, but not exclusively, to talking, noise from stereo equipment, radios, televisions, video games, musical instruments, computer equipment, and telephones.

Regular Quiet Hours:

- Sunday to Thursday 11:00 pm to 8:00 am
- Friday and Saturday 1:00 am to 9:00 am

Courtesy Hours

Courtesy hours are in effect 24 hours a day and are in place to support students' rights to be free from unreasonable noise and to study without interruption.

Final Exam Quiet Hours

During final exam periods, starting no later than the last day of classes and through to the last day of exams, quiet hours are in effect 22 hours a day, with courtesy hours from 5:00pm to 7:00pm.

m. Fire Safety

Students must comply with all Federal, Provincial, and Municipal Fire Regulations and all Fire Safety Regulations established by the College and Student Housing Services.

Fire Safety Equipment

Students are not permitted to tamper, remove, or render inoperable any life/fire safety equipment such as smoke/heat detectors, fire extinguishers, or sprinkler heads.

Flammable Materials

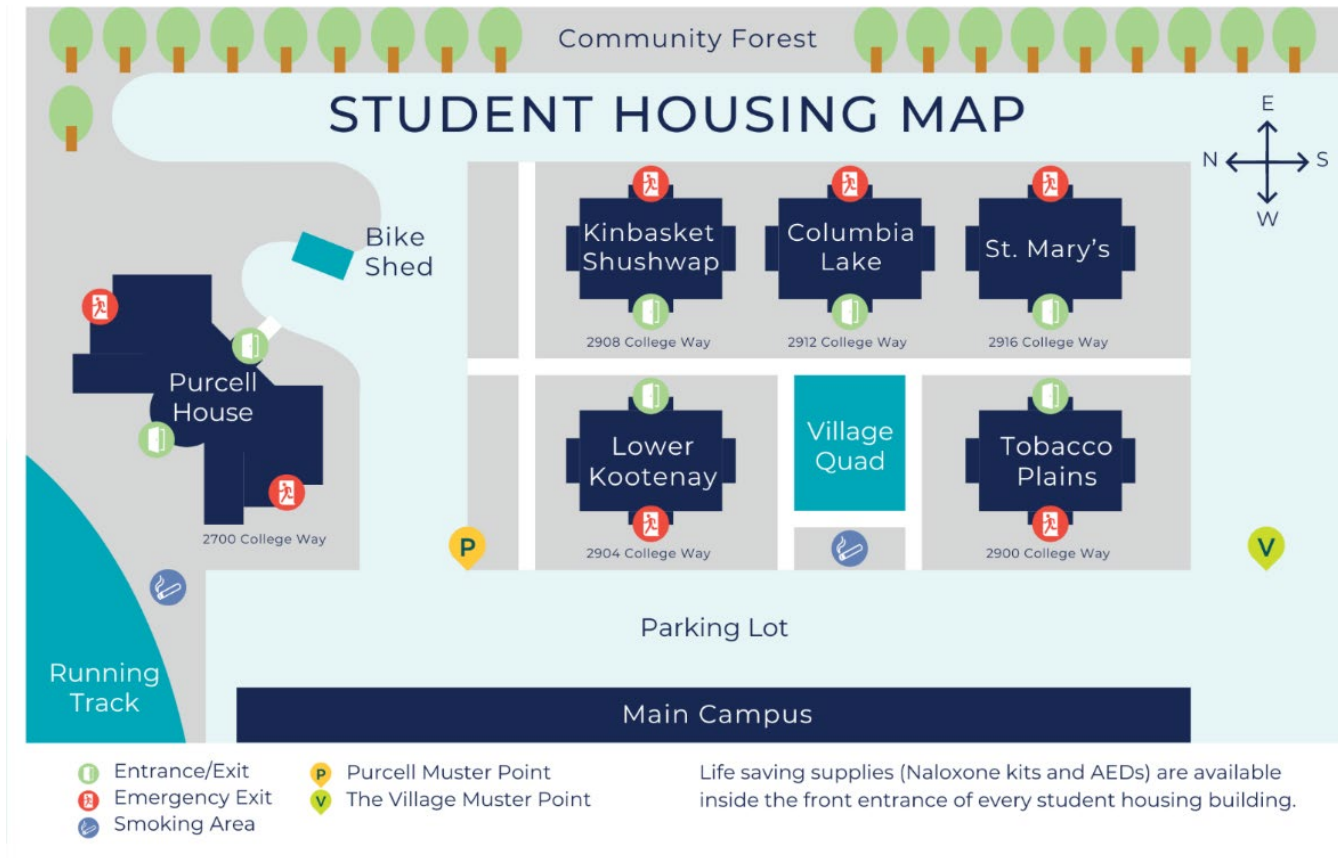
Students are not permitted to use candles, incense, halogen lamps, or possess any explosive or flammable items. Do not use electrical appliances with exposed wires. All devices must have an original factory casement or replacement casement.

Hallways and Fire Exits

All fire exits and hallways must be accessible and kept clear of any physical obstructions, this includes shoes, garbage, boxes, and any old items being thrown out. Social gatherings are not permitted in the hallways. Blocking access to a fire exit is also prohibited.

n. Evacuation

You MUST evacuate the building when there is an active alarm. When you hear an alarm, leave the building immediately through the nearest available stairwells and meet in your designated muster point. Muster Points are indicated on the map below.



Once assembled in the appropriate areas, listen to the direction of the Community Leader, College Employee or Emergency Services members. All alarms are treated as emergencies. Failure to evacuate the building may result in sanctions.

o. Lockdown

In the event of a security risk on campus or/and in Student Housing, we will activate the lockdown procedure. You will receive a text/SMS with instructions. Follow the directions received. Additional information will be sent to you by text/SMS or/and email. Stay where you are until you are notified by emergency personnel that it is safe to leave or return to campus.

It is very important that your eRez Life account has your current contact information, including your current cell phone number. Please contact the Student Housing team if you need help to update your contact information.

p. Commercial Use

The use of a housing room or internet connection for any commercial purpose is prohibited.

q. Cooperation with Staff and Others

Students and guests must cooperate with requests from Student Housing, Community leaders, emergency personnel, and police. This includes reviewing email communications from Student Housing regularly (at least once every 48 hours).

r. Floor and Community Meetings

Students must attend emergency floor and community meetings.

s. Guests

When you bring a guest(s) into housing you accept responsibility for their conduct, and you must be present and always accompany your guest(s). A maximum of 6 guests can be in a unit at one time.

An individual student may have:

- Up to two guests (2) at one time
- May not 'borrow' the guest capacity of their roommate
- Only one (1) overnight guest at one time,
- A maximum of three (3) overnight guest stays per month.
- All overnight stays require permission from your roommates prior to guest arrival. Any guest staying in Student Housing during regular quiet hours is considered an overnight guest.
- All overnight guests must be registered by completing an "Overnight Guest Check in" Form on [eRezLife](#).
- Hosting an individual who is not permitted to be on Student Housing property is prohibited.

3.3. Sanctions for Violations of The Community Standards

Sanctions will match the severity of the violation and may also include one or more of the following:

- Verbal warning
- Written warning
- Loss of privileges (e.g., hosting guests, use of games room)
- Behaviour contract
- Communication ban
- Community education project
- Community service hours
- Confiscation of property
- Fines or fee assignment

- Restitution
- Room transfer
- Housing probation
- Eviction from Student Housing

3.4. Student Housing Conduct Process

Any person that believes that a student (or a student's guest) has violated the Housing Contract or Community Standards should provide a statement or report to the Student Housing office.

In situations where an investigation is required, the Student Housing Coordinator or their designate will investigate.

If Student Housing believes an investigation is warranted, a staff member from Student Housing Services will:

- Notify the student in writing of the alleged violation and provide an opportunity for the student to respond within 24 hours.
- Meet with the student.
- Investigate the alleged violation.
- Determine, based on probability of evidence, if the student committed a violation.

If Student Housing determines that a student has committed a violation, the Student Housing Coordinator or designate will impose one or more sanctions listed in [section 3.03](#). Student Housing will notify the student in writing of its findings, decision, and the student's right to appeal in accordance with the Appeals [section 3.06](#).

3.5. Recommendation for Eviction or Contract Termination

If the violation is serious enough to warrant eviction, the Director, Student Engagement, in consultation with the Student Housing Coordinator, will decide to evict. In addition to being investigated and acted on by Student Housing, incidents may be referred for follow-up through the College's Student Conduct Policy. The Director, Student Engagement will follow best practices in administrative fairness in making this decision. Where there is a finding of eviction, the Director, Student Engagement or Student Housing Coordinator will notify the student of this decision in writing.

3.6. Appeals

Students have the right to appeal sanctions issued under the Community Standards. Appeals will only be taken into consideration on the grounds of:

- Lack of procedural fairness or bias/unfair treatment or discrimination;
- The sanction is not appropriate for the violation; and/or

- New information has come to light rendering the original decision unreasonable.

Appeals Process

1. The Appeal Committee will be made up of 3 COTR employees including the Vice-President Student Success, or their designate (who shall act as the Appeal Committee Chair) and 2 additional employees of the College selected by the Vice-President Student Success, or their designate.
2. All appeals must be submitted in writing to Student Housing Services (housing@cotr.bc.ca) within 24 hours of the termination of license agreement notice or communication of the fine. The appeal letter must completely state the student's reasons for appeal, including which of the three categories listed above the student is using as a grounds for appeal. If the Appellant plans to call witnesses for the Appeal Hearing, they must provide a list of witnesses and explain why the witness has information relevant to the Hearing.
3. After receiving an appeal, Student Housing Services staff will forward the appeal to the Appeal Committee Chair.
4. The Appeal Committee Chair will review the appeal and determine whether it identifies which of the three listed grounds for appeal it is being based on. Written appeals must give a brief description of the relevant information that will be brought to the committee. If the Appeal Committee Chair determines that the student is not appealing based off one of the three grounds listed above, they will inform the student that the appeal has been denied. If they determine that the student is appealing based off one of the three grounds, they will convene the Appeal Committee.
5. The Appeal Committee Chair will convene the Committee within three working days of reviewing the appeal and advise Student Housing Services staff of the time and place of the Appeal Hearing.
6. Student Housing Services staff will ensure the appellant and any witnesses who may wish to attend are aware of the time and place of the Appeal Hearing.
7. The Student Housing Coordinator and/or Director, Student Engagement will present the reasons why the appellant's License Agreement was terminated to the Appeal Committee along with any materials, documentation, and witness lists from Appellant. They will then leave the appeal hearing. The appellant will then present their case as to why they should not be required to leave Student Housing. They will then leave the appeal hearing. Any witnesses that may lend some information to the case are then invited, one by one, to appear before the Committee.
8. The Committee will then call the Student Housing Coordinator back to the meeting to answer any questions. They then leave the hearing.

9. The Committee members meet and decide to either sustain or deny the appeal and immediately notify the Appellant and the Student Housing Coordinator of their decision. The Appeal Committee Chair will not vote except to break a tie.
10. The Appeal Board will make every reasonable effort to send the written decision to the student within 72 hours of the appeal hearing.
11. All decisions of the Appeal Board are final.

3.7. Records of Violations and Sanctions

Sanctions issued by Student Housing will not result in a notation on your academic transcript. However, a record of the violation and sanction(s) will be kept in your Student Housing file. Past violations may impact whether you are eligible to live in housing again in future years.

The severity of the violation impacts how long this information will be kept in your housing file. Records of violations will be kept:

- Until the end of the current academic year;
- For a maximum of two (2) years following written notice of sanction; or
- For a period of seven (7) years from the date of the sanction if the violation results in eviction.

4. Contact Information

Student Housing Services

Phone: 250-489-8282

Email: housing@cotr.bc.ca

Website: <https://cotr.bc.ca/student-life/student-housing/>

Office hours: Monday to Friday, 8:30am-5:00pm

Community Leader Hours

Monday to Friday 5:00pm – 8:00am

Saturday, Sunday, and statutory holidays - 24 hours

Phone: 250-420-1820

Emergency Numbers

Ambulance/Police/Fire	9-1-1
Counselling Crisis Line (24hrs)	1-888-353-2273
Suicide Crisis Helpline	9-8-8 (call or text)

Non-Emergency Numbers

Campus Security (Including Safe Walk Program)	250-489-2751 ext. 222
Cranbrook Police / RCMP	250-489-3471
BC Nursing Help Line	8-1-1

Student Services & Support

For more information on services and supports available at the College, visit [Student Support - College of the Rockies \(cotr.bc.ca\)](#). You can also contact Student Services at studentservices@cotr.bc.ca or 250-489-8243.