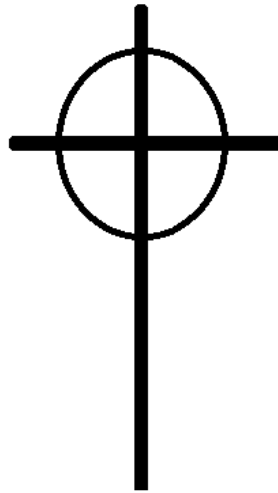


St. Andrew's Hall Residents' Handbook



In conjunction with the University of British Columbia, St. Andrew's Hall provides a multi-disciplinary residential community.

September 2020

Important Phone Numbers

- Ambulance 911
- Fire 911
- Royal Mounted Police (Emergencies) 911
- Royal Canadian Mounted Police 604-224-1322
- Mihye Park, Housing Manager 604-822-9720
- Dean's Office..... 604-822-9721
- Mavis Ho, Executive Assistant to the Dean 604-822-9372
- Finance Office..... 604-822-9723
- UBC Access & Diversity604-822-5844/9049(for the deaf)
- UBC Campus Security 604-822-2222
- UBC Campus Security Lost & Found 604-822-9922
- UBC Counseling Services 604-822-3811
- UBC Dental Clinic 604-822-2112
- Disability Resource Centre 604-822-5844
- Equity Office..... 604-822-6353
- Family Practice Campus Unit 604-822-5431
- First Nations House of Learning..... 604-822-8940
- Health Services (UBC Campus) 604-822-7011
- International Students Services..... 604-822-8999/5021
- Law Students Legal Advice Program 604-822-5791
- R.C.M.P. (UBC Campus) 604-224-1322
- Registrar's Office/Enrolment (UBC) 604-822-9836
- AMS Student Services 604-822-2901
- Safe Walk Program (AMS)..... 604-822-5355
- Sexual Assault Information Line 604-822-5180
- Speakeasy Peer Counseling – Crisis Line..... 604-822-3777
- Student Health Services 604-822-7011
- University Hospital (urgent care department) 604-822-7662
- UBC IT Services Help Desk 604-822-2008

Table of Contents

	Page
Arrivals.....	3
Being Good Neighbors.....	9
Bicycle Storage	15
Building Alterations.....	4
Campus Ministry	14
Child Care/Schools	18
Community Coordinator	7
Community Covenant	2
Departing.....	4
Disabled Accessibility.....	15
Eligibility.....	5
Entry Phone.....	15
Furniture.....	4
Fire, Police, Ambulance (911).....	12
Garbage & Recycling (Waste Management)	17
Guests	12
Housing Policy.....	5
Illegal Activity re Alcohol/Drugs/Fire Safety Equipment	12
Keeping St. Andrew's Hall a Safe Place to Live.....	10
Laundry	15
Liability/Insurance	19
Looking Out for One Another.....	11
Lost Keys & Lockouts	7
Mail	3
Maintenance Requests.....	8
Medical Health Insurance	19
Mission Statement.....	1
Noise	10
Nondiscrimination Statement.....	6
Parking (Residents/Visitors/Illegal).....	16
Pest Control.....	13
Pets	6
Residence Newsletter	8
Residential Agreement.....	3
Safety and Children.....	11
Security Deposits	3
Smoking	6
Strangers.....	13
Study Room.....	16
Telephones	3
The Centre/Chapel	16
Worship and Spirituality	13

Welcome

Welcome! Whether you're coming here for the first time or are returning, we're glad you have chosen St. Andrew's Hall as your home. We trust you will find the Hall to be comfortable, a good place to study, and a fun place to live.

When you arrive, take the opportunity to get to know your neighbours and make some friends. St. Andrew's Hall is committed to developing a community of people who care about each other rather than simply providing an apartment building for a collection of individuals to live in.

St. Andrew's Hall has a dedicated staff committed to serving our community. By working together, we can keep St. Andrew's Hall the wonderful community that it is.

Please read this residents' handbook; it will answer many questions you may have. Any ideas you may have to make St. Andrew's even better are very much encouraged.

Again, welcome to St. Andrew's Hall. We are looking forward to getting to know each of you over the course of the year as you study and continue your personal journey.

Grace and Peace,

Rev. Dr. Ross Lockhart
Mihye Park, Housing Manager

St. Andrew's Hall Mission Statement

Vision

To be an influential theological college of The Presbyterian Church in Canada at the University of British Columbia educating people from around the world for Christian leadership; and providing quality accommodation, hospitable community and compassionate campus ministry.

Mission

St. Andrew's Hall is to create quality leaders to serve a church that serves the world in Christ's name.

Goals

As a college of The Presbyterian Church in Canada we will:

- create a unique and significant contribution to theological education for church leadership
 - provide the standard for quality student accommodation; and
 - offer compassionate pastoral ministry and hospitality.

Objectives

- Ensure that the degree-granting charter of St. Andrew's Hall is exercised effectively for the benefit of The Presbyterian Church in Canada
- Promote the programs and resources of Vancouver School of Theology throughout The Presbyterian Church in Canada
 - Support Presbyterian students at VST
- Develop awareness of educational opportunities and services that will meet the needs of the laity of The Presbyterian Church in Canada
 - Maintain and enhance the physical facilities of St. Andrew's Hall
 - Support and nurture a unique sense of community among the residents
- Nurture Christian virtues and hospitality within the residential community and on the campus
 - Run a policy-based style of governance

St. Andrew's Hall

Community Covenant

Rejoice in hope, contribute to the needs of your neighbours, and extend hospitality to strangers.
(Adapted from Romans 12:12-13)

St. Andrew's Hall is a multi-disciplinary residential community committed to enhancing the education and quality of life of its residents and other students at U.B.C. and its affiliated colleges.

To further that purpose, we ask members of the St. Andrew's Hall community to assume the following responsibilities:

1. Be constantly aware of safety issues;
2. Contribute to the purpose of the community according to gifts and participate in community events;
3. Show respect for others and be hospitable to all who come in contact with St. Andrew's Hall;
4. Show respect for property, meet financial obligations, and uphold residence standards as outlined in the Residents' Handbook.

I have read this covenant and reviewed the Residents' Handbook carefully and agree to conduct myself accordingly.

Welcome to St. Andrew's Hall

Residential Agreement

If there is any disagreement between terms outlined in the Residential Agreement and this handbook, the Residential Agreement shall take precedence.

Arrivals

- Post-dated cheques will be submitted to the office within a week.
- The resident and Community Coordinator will complete a move-in condition report. If existing defects are not recorded on the condition report and reported to the office in writing, they become the responsibility of the resident occupying the suite.

Security Deposits

- Security deposits of one-half of the amount of the first month's fees are to be paid within the time specified in the letter approving the residence application.
- Security deposits will be refunded when appropriate. If repairs or cleaning is required, deductions will be made from the deposit. **Security deposits will be forfeited if the Residential Agreement is broken.**
- Residents will be asked to sign a Community Covenant and other documents which are in addition to your agreement to live at St. Andrew's Hall.

Telephones

- Telephone service is not provided by St. Andrew's Hall. Phone sets are needed to use the entry phone system (which does not need a working phone number) except for townhouses.

Mail

- Residents' mailboxes are in the entry foyer. Campus Mailing Services receives, sorts and delivers all incoming Canada Post mail and parcels to the entire campus within one business day and pick up outgoing Canada Post and Campus mail every weekday morning, except holidays.
- A Canada Post outlet is located at University Village.
- Canada Post will not forward mail from here as our address is considered "institutional." Arrangements can be made with the Housing Office to forward mail prior to move-out. Otherwise mail for former residents will return to sender.

Furniture

Residents may place extra personal furnishings in their units at St. Andrew's Hall and should remove them at move-out.

Furniture or other items provided by St. Andrew's Hall in individual units shall not be moved by residents to any common areas or outside of St. Andrew's Hall. Furniture or other items assigned in common areas of St. Andrew's Hall shall not be moved into individual units or outside of St. Andrew's Hall.

Moving or removing St. Andrew's Hall owned furniture or other property from individual units or common areas of St. Andrew's Hall without permission is not permitted and may result in eviction and referral to the police.

Building Alterations

- Residents shall not alter their units by painting, wallpapering, putting up mirrors, etc.
- Residents shall not use spikes, nails or screws in the exterior or interior of their units.
- Residents shall not affix stickers, adhesive hooks or similar items to walls, ceilings and any interior or exterior surface.

Departing

Please refer to the Residential Agreement.

- Residents should leave their units in a clean and undamaged condition, with furniture replaced in standard locations. Arrangements should be made with the Community Coordinator at least one week in advance for a move-out inspection to be done. In some cases, St. Andrew's Hall will perform mid-term inspections.
- Move-in and move-out condition reports will be compared to assess move-out charges. Extra cleaning and repair or loss of St. Andrew's Hall property will be deducted from the security deposit. Residents are responsible for any damage and other cost that exceed the security deposit.
- Units should be cleaned and vacated, and all personal property must be removed by **12:00 noon** on the expiry date of residential agreement, e.g. April 30.
- It is the responsibility of residents to return keys to the office. Unreturned keys will be charged at \$50/each.

RESIDENCE POLICIES

Housing Policy

Eligibility: Only full time students, postdoctoral fellows and visiting scholars at UBC or its affiliated colleges are eligible (e.g. students taking 9 credits for each term or equivalent as defined by UBC or the colleges).

Fees: Fees are publicized on St. Andrew's Hall's website. Payments are due in advance and can be made in equal monthly installments by post-dated cheque on the 1st day of each month.

Security deposits of one-half of the amount of the first month's fees are to be paid within the time specified in the letter approving the residence application.

Priority:

- Since St. Andrew's Hall is a college of the Presbyterian Church in Canada, priority is given to Presbyterian theology students and others from our congregations.
- Priority will be given to leases beginning on May 1st for twelve months or longer for all suite types.
- Priority will be given to existing residents of St. Andrew's Hall who apply before February 15th or a date set by the Housing Office for the next academic year. However, St. Andrew's Hall reserves the right to refuse housing applications from the residents who have not met financial obligations or have failed to observe rules, regulations, policies, and terms in the residential agreement, Residents' Handbook and other documents delivered to residents by St. Andrew's Hall.
- Townhouses are designed to meet the needs of families. Priority will be given to families with children.
- One bedroom apartments are designed to meet the needs of couples in a marriage-like relationship. Priority will be given to couples. If space is available, consideration will be given to a single student.
- All Quad applicants will be considered individually. St. Andrew's Hall will attempt to honour requests for roommates, which will be best facilitated by all completed applications being received together. However, there is no guarantee roommate requests can be accommodated.

Lease Periods and Guarantees

- The lease periods, the expiry date of residential agreement, must end on the last day of April, May, June, July, or August.
- Guarantees of accommodation will not be given for the next academic year to those who give up their suite for the summer.

- No month to month lease arrangements can be made following a lease period without the prior written consent of the Housing Office of St. Andrew's Hall.

Smoking

No smoking is allowed in any St. Andrew's Hall buildings. Individual units and all common areas, such as hallways, stairwells, study rooms, laundry rooms, elevator, washrooms, main floor foyers, fire exits, etc. are non-smoking areas. Smoking outside buildings should take place at least 8 metres away from any entrance, open windows, air intakes, and townhouse patios.

Pets

- Only fish in an aquarium of 10 gallons or less will be permitted.

Nondiscrimination Statement:

St. Andrew's Hall is committed to the principle of equal opportunity and does not discriminate in employment programs, access to housing and activities on the basis of race, national origin, colour, creed, religion, gender, age, disability or sexual orientation. For information contact the Dean:

- St. Andrew's Hall, 6040 Iona Drive, Vancouver, BC V6T 2E8 Canada
- Phone: 604-822-9721
- Email: rlockhart@standrews.edu
- Website: www.standrews.edu

Complaints

Any complaints regarding housing should be referred firstly to the Housing Manager or the Dean of St. Andrew's Hall. **The BC Residential Tenancy Branch has no jurisdiction in university housing.**

COMMUNITY STAFF AND SERVICES

Role of Community Coordinators

The basic role of the Community Coordinator is to support Students and to foster an environment that is safe, enjoyable and conducive to learning.

They will support the Community Covenant by being responsible for the following:

- Security
- Setting the tone
- Offering hospitality
- Attendance at biweekly staff meetings
- Pastoral advice/referral

They have the following duties and authority:

- Interpret policies and give advice to residents on procedures
- Promote, regulate and enforce resident standards
- Hold a master key in the event a resident locks himself/herself out of his/her suite
- Assist in the event of emergency
- Hear and settle disputes among residents
- Conduct move-in and move-out inspections
- Provide confidential counsel, be understanding, and make referrals for professional support

Years of experience at most universities have shown that the help provided by Community Coordinators, while not always measurable, has been a great asset to their communities.

Their primary areas of responsibility are designated according to living accommodation type: One and Two Bedrooms and Studios; Quad Suites; Townhouses.

If you are unable to contact your assigned Community Coordinator, you may contact another for assistance in the event of emergency.

Lost Keys

Community Coordinators have master keys and can let residents into their suites in case of lockouts. Each interruption in relation to a lockout will be charged at \$20.

Lost keys should be reported to the Housing Office as soon as possible. There is a \$50 charge for each replacement key. Copying any keys issued by St. Andrew's Hall is illegal.

Residence Newsletter: "The Sixty-Forty"

The community's newsletter is a valuable source of information. Residents will find out about community events through this publication. Submissions to the editor are welcomed.

Maintenance Requests

Our maintenance staff is available during the office hours to assist with problems that occur in units. Maintenance request forms, which are available on the small bulletin board beside the mailboxes in the lobby, should be filled out and submitted to the Housing Office. An example of a request form is at the end of this handbook.

Residents must pay for damages, lost property or extraordinary service or administrative costs that they, their family members, or their guests cause to St. Andrew's Hall facilities whether through accident, neglect or intent.

St. Andrew's Hall staff may request your co-operation in allowing access to your suite or room for the purpose of maintenance inspections. Inspections related to health and safety matters can be conducted without resident's approval. 24-hour notice will be provided if possible.

In case of extreme emergency (flood, power line down, ruptured gas or sewer line, etc.) contact any of Community Coordinators, or if they are not available call UBC Trouble Calls (604-822-2173).

COMMUNITY AND SAFETY CONCERNS

Being Good Neighbours

At St. Andrew's Hall, it is hoped that residents will make the effort to be good neighbours to each other. Sometimes we all need to be reminded of some of the ways we can live in harmony with each other. Here are some guidelines:

- **If something your neighbour is doing is bothering you a lot, let them know about it BEFORE you get so upset that you can't be calm or reasonable. Try to solve the problem by going to your neighbour first.** Often they are simply not aware that you're being disturbed. The prospect of approaching them may initially be a little uncomfortable, but, as you would be, they'll be glad that you came to them with your concern.
- **Be direct and to the point.** Focus on the specific behaviour or situation that bothers you without making assumptions or evaluations. (Don't make judgments about why your neighbour does their best impressions of Pavarotti at 6:00 am in the shower; just let them know it bothers you.)
- **Decide on a friendly agreement that will solve the problem and takes the needs of both parties into account.** Be specific about steps to be taken to stop conflict. (i.e., Maybe your neighbour can arrange to practice their voice lesson while you are at your morning workout.)
- **Find out if there is anything you do that bothers your neighbours.** Be willing to modify your habits and show cooperation to improve relations with neighbours.
- **If you have attempted to solve a problem directly with your neighbour and there is no improvement,** or if a neighbour is blatantly disregarding our Community Covenant, contact your Community Coordinator to assist you.
- **If you think domestic violence is occurring, call RCMP at 604-224-1322.**
- In a community of this size and with the variety of values, beliefs, and cultural/ethnic backgrounds, there are many different child-rearing practices. However, if you believe that a child under 19 years of age is being neglected or abused, you have the legal duty to report your concern to a child welfare worker. Phone **1 800 663-9122**. If you are a child or youth and would like to talk to someone call the Helpline for Children at 310-1234 (no area code needed).
- Keep an eye and an ear open for others and their property. An alert neighbour hearing a smoke alarm or reporting a break-in or a bicycle theft is a great blessing.

Noise

Residents are expected to show consideration for their St. Andrew's Hall neighbours at all times by not engaging in any noisy or disruptive activity that would be unreasonably disturbing. Quiet hours vary, but generally are 11:00 pm – 7:00 am. Neighbours in adjacent condominiums are intolerant of unacceptable noise and will likely contact the police to complain.

Complaints about noise should initially be directed to the residents in question. If noise problems persist, contact your Community Coordinator to respond to the situation.

Here are some specific suggestions that are helpful in keeping harmony:

- While noise separation is fairly good horizontally, it is poor vertically. Stereo speakers should be placed off the floor on a table to lessen the noise for those living below.
- Remember that children go to sleep early in the evening and that yelling outside the buildings will wake them. Note also that noise in the courtyard and breezeways echoes and reverberates.
- Remember that some students study late into the evening and sleep late. Children yelling outside the building will wake them.
- Running in the hallways, especially at night, is very disturbing to other residents.

Keeping St. Andrew's Hall a Safe Place to Live

In order that St. Andrew's Hall stays a safe community, the following restrictions will be followed:

- Sexual harassment will not be tolerated.
- Do not prop open doors for any reason.
- Letting strangers into the building is dangerous. If people are legitimately visiting in the building, they can use the entry phone.
- Confirm entry phone calls before buzzing open the doors.
- Do not lend your keys (to building or suite) to anyone.
- Possession of **ANY** weapon, firearms or ammunition is prohibited.
- Drones are prohibited within 150 metres of St. Andrew's Hall buildings.

- Fireworks or firecrackers are not allowed anywhere on St. Andrew's property.
- Residents should keep their rooms locked at all times to avoid sexual assault or theft of property.
- Residents are not allowed on rooftops or in mechanical rooms.

Looking out for One Another

By being aware, we can help prevent personal injury and/or loss:

- Look out for one another. If you see someone suspicious on your floor, ask who they are looking for, or contact a Community staff member.
- Set up a buddy system with others in the building if you have to go out at night or make use of UBC's Safewalk program (604-822-5355).
- Never leave your roommate alone with a date if you know they are too intoxicated to have control over their own actions.
- Never ignore strange noises, such as screams or calls for help coming from someone's room. Inform a Community staff member immediately or call 911.
- If you are doing laundry in the evening, let a friend know where you are or have a friend come with you.

Safety and Children

Children are a gift of God. Let us be mindful of their presence in our community.

- Parking lots and children are a dangerous mix. Drive slowly and watch for children. Teach children parking lot safety.
- Keep an eye out for each other's children.
- If you see someone suspicious around the courtyard, ask who they are looking for, or contact a Community staff member.

Illegal Activity

- Respect the law and other residents' sensibilities to alcohol. Keep consumption within suites (for those of legal age).
- Illegal activity of any kind will not be tolerated including unauthorized entry into **ANY** resident's room, the maintenance workshop, mechanical rooms, etc. Possession, use, trafficking or offering of illegal drugs is prohibited. These activities may result in eviction and referral to the police.
- Tampering with or mishandling fire alarms, fire extinguishers or other safety equipment is a crime and is **grounds for eviction**.

Guests

Residents are responsible for the behaviour and action of guests, including financial responsibility for damages. In serious cases, residents can be evicted for the actions of their guests. Guests must be accompanied by residents at all times at St. Andrew's Hall.

No guest may stay at St. Andrew's Hall for more than four (4) nights in any 30-day period.

If you wish to have an occasional overnight guest, please advise your Community Coordinator.

For quads, if a guest's stay is a disturbance to other residents, the guest is not allowed to stay in the quad. No extra bedding is available, and guests may not sleep in the common area.

There is no free visitor parking at St. Andrew's Hall. See Parking on page 15.

FIRE, POLICE AND AMBULANCE

IN CASE OF A FIRE ALARM, exit the building. Do not assume an alarm is false. Always leave the building. The pre-designated meeting place is the courtyard, away from the buildings. Do not stay close to a building, especially windows. If an alarm is not false, your delay in leaving the building could cost you your life.

Firefighting equipment is provided and regularly tested in accordance with regulations. It is to be used in case of emergency only.

All suites have sprinklers and smoke/heat alarms. Some residents will be tempted to disconnect their smoke/heat alarms since occasionally cooking will set them off. Use of the overhead oven fan will lessen the likelihood of the alarm going off while cooking. Do not disconnect your smoke/heat alarm.

Please familiarize yourself with the most convenient emergency exits in all areas of the building. Your life may depend on this knowledge.

Any tampering with or mishandling of firefighting equipment, including notices and signs, is a crime and is grounds for eviction.

For minor injuries there are FIRST AID KITS in the Housing Office, in the kitchen of the Centre, and in the 2nd floor staff lounge.

Strangers

If you see someone in the residence who does not belong, or who is acting suspicious, or who is of concern to you, contact a Community staff member. If you feel this person is a danger or intends to steal, call police (911).

Pest Control

Residents are required to take proper steps to avoid infestations of pests or insects and to report the presence of pests. Please keep your unit clean. Keeping food in sealed containers and proper disposal of garbage denies pests the opportunities to feed.

WORSHIP & SPIRITUALITY

Life at university can be very stressful. Connecting with a faith community and finding time to worship God is spiritually, socially, physically, and intellectually nourishing. Don't slide out of your beliefs but make a conscious choice about "growing up" in your faith, religion, spirituality and identity.

There are many opportunities for worship in and near the UBC campus:

Sunday Worship:

- **St. Anselm's Anglican Church (604-224-1410)**
5210 University Boulevard; Time: 10:30 am
- **University Hill United Church Congregation (604-822-0638)**
Epiphany Chapel: 6030 Chancellor Boulevard; Time: 10:30 am
- **Origin Church (Baptist) (originchurch.ca@gmail.com)**
Woodward IRC, Wood 2, 2194 Health Sciences Mall; Time: 10:30 am
- **Fairview Presbyterian Church (604-736-0510)**
2725 Fir Street (Corner of Fir and West 11th Ave.); Time: 10:30 am
- **Kerrisdale Presbyterian Church (604-261-1434)**
2733 West 41st Avenue (Trafalgar St. & W. 41st Ave.); Time: 10:00 am
- **Tenth Church | UBC (non-denominational) (604-876-2181, ext. 112)**
CIRS Building, 2260 West Mall (West Mall & Stores Rd.); Time: 10:15 am

- **St. Mark's College (Roman Catholic) (604-822-4463)**
5935 Iona Drive; Sunday 9:30 and 11:30 am year-round, and 7:00 pm during the academic year

Mid-week Worship (September – April only)

- **St. Andrew's Presbyterian Worship**
St. Andrew's Hall, Chapel, Tuesdays 12-1 pm
- **VST United Church Worship**
VST Building: 6015 Walter Gage Rd.; Tuesdays, 12-1 pm
- **VST Community Worship**
Epiphany Chapel: 6030 Chancellor Boulevard; Thursdays, 12-1 pm
- **St. Mark's College (Roman Catholic) (604-822-4463)**
5935 Iona Drive; Weekdays: 12:10 pm

CAMPUS MINISTRIES

There is remarkable religious, cultural, and spiritual diversity among students on the UBC campus. The residents at St. Andrew's Hall reflect this diversity as well. The Chaplain of St. Andrew's Hall supports residents as they think through their thoughts and perspectives that arise at the intersections of academic knowledge, religious practice, campus culture and the challenges of a secular context.

The faculty and staff at St. Andrews Hall encourage residents to be faithful to their own heritage of faith and to develop and deepen their own faith journeys while respecting, exploring, and appreciating the diversity of others. At the same time, we are rooted in the Christian tradition so we come with core convictions as we gently share the Christian gospel.

Learning at university takes place in many ways. The learning that happens beyond numbers, facts, and hard knowledge involves learning about life and how to make a life. As residents continue to grow in forming their identity, faith, and spirituality, they are welcome to stop by the Campus Ministries office and talk to the Chaplain who is glad to offer support, resources, and a compassionate and listening ear.

Residents receive emails about events and programs that help them connect with other residents to learn and talk about matters of faith and life in a safe and supportive environment. All are welcome to attend.

FACILITIES

Bicycle Storage

Two heated bicycle rooms are located on the ground floor facing the inner courtyard—one between townhouses #115 and #117 and the other next to townhouse #129. All bicycles should be placed on the storage racks provided. Placing bikes against the walls blocks access to the bike racks. Lock your bicycles with U-locks even when they are inside the storage rooms.

Because of increased bike theft on campus, please leave your expensive bicycles at home and sign up for UBC's bikeshare program.

Bicycles should be kept out of the units or other common areas of St. Andrew's Hall due to the damage they can cause to walls and carpets. Bicycles found in any other areas, e.g. in units, hallways, stairwells, or attached to posts, railings, trees, etc. will be removed without compensation to their owners. St. Andrew's Hall will not reimburse or compensate Residents or owners of any bicycles for loss or damage. It is up to residents to ensure their bicycles are properly locked, stored and insured for their value.

Disabled Accessibility

St. Andrew's Hall has 2 two-bedroom suites and 3 Quad suites that are designed for people with disabilities. A number of suites are also equipped for the visually and hearing impaired.

Entry Phones

St. Andrew's entry phone system is located at the main entrance. By pressing the apartment code, guests contact residents via phone. To let guests into the building, press "9."

If you are using the phone, a quiet "beep beep" tone indicates that someone is calling you from the entry phone. Pressing the receiver once quickly or changing over to the other line will put your first caller on hold while you find out who has called you on the entry phone. When you have finished with the visitor from the entry phone, press the receiver again or switch back to the previous line and resume your original conversation.

Do not open the doors unless you are certain who you are letting in. Irresponsible use of the entry phone can endanger you or other residents.

Laundry

There are two coin-operated laundry rooms on the ground floor and on the third floor of Walker House. Respect those who live near the laundry rooms by using them only after 7:00 am and before 10:00 pm. Please do not put a new load of laundry after 9:00 pm. Building keys will open the laundry rooms.

Parking

Fees are \$40 per month, with a limit of one vehicle, which is registered in a resident's name or his/her parent's, per rental contract. Parking is reserved 7 days per week, 24 hours per day. Parking permits should be displayed in the vehicle by hanging them from the rear view mirror or placing them on the dashboard to be clearly visible at all times. Parking privileges are not transferable to non-St. Andrew's residents. Refer to the Traffic and Parking Regulations booklet for further information.

~ Visitor Parking

There is no free visitor parking at St. Andrew's Hall. Visitors may use the parking meters at the north end of our lot or the UBC north parking garage (south of St. Andrew's Hall).

~ Illegal Parking

Notify the parking attendant (see information posted on the glass door of the main entrance and on the front desk window of the Housing Office) if you find someone parking illegally in your assigned spot. Illegally parked cars will be towed at owner's expense. Refer to regulations for full information.

Study Room

There is a study room on the third floor. Respect the need for other residents to have a clean and quiet place to study. The room includes white boards and can be used for study groups only if other residents are not using the space for individual study. The building key unlocks the door.

The Centre/Chapel

The Centre is a space used for worship and community events only. Prior permission to use the Centre should be obtained from the Housing Office. Only authorized personnel can unlock the doors to the Chapel for events of St. Andrew's Hall.

Vending Machine

A vending machine for drinks and snacks is located in the hallway on the ground floor, at the entrance to the quad block.

Waste Management Enclosure (Garbage & Recycling)

Garbage and recycling bins are located at the southwest end of the building. We do not provide disposal for large items (e.g. electric appliances, furniture, etc.).

Place un-recyclable garbage in the dark blue trash compactor. If the compactor unexpectedly becomes full, contact the Housing Office or a Community Coordinator. If the red stop button is

pushed down, the compactor won't work. Garbage left on the ground outside the compactor will be spread out by birds or rodents and is a health hazard. Residents get the code to operate the compactor when they move in.

Recycling bins are provided for the following:

- Mixed paper (note paper, cereal boxes, newspaper, etc.). Do not include plastics, coated papers, or documents with metal or glue bindings.
- Corrugated cardboard boxes should be flattened and go in the big green bin.
- Containers (metal, plastic, and glass). Clean all containers before recycling and remove paper from cans.

Please close the gates after using the waste management area.

Suggestions for Improvements

St. Andrew's Hall welcomes suggestions on how we can enhance the community life of residents. Pass on any suggestions to the Housing Manager or to any of the Community Coordinators.

GENERAL INFORMATION

Child Care

Childcare can be arranged through a number of daycares on or near to the UBC campus. On their own, some parents make private arrangements within the St. Andrew's Hall residence. UBC Child Care Services provides about several hundreds spaces designed for the children of students, faculty and staff at UBC. The waiting lists tend to be long. We suggest you inquire early about available space. You can visit the [BC Ministry of Children and Family Development](#) website for more information on child care services available off-campus in Vancouver.

Schools

Upon arrival in Vancouver, children are required to go to the [Newcomer Welcome Centre](#) (NWC) for placement testing. Children cannot enrol in school until your family arrives in the country and a tenancy agreement shows that you have a local Vancouver home address.

After successfully enrolling your children, they will be allocated to a preferred school in your catchment area or one close by if the preferred school(s) are full. If you arrive in the summer and your children are starting school in September, you may not find out the school they have been allocated until late August.

If you are relocating from within Canada, you can register directly at the school of your choice but priorities are given to people closest in the catchment area.

The elementary schools serving the UBC area are University Hill Elementary School (K-7) at 5395 Chancellor Boulevard, phone (604) 713-5350 and Norma Rose Point School (K-8) at 5488 Ortona Road, phone (604) 713-5950.

The secondary school (8-12) serving the UBC area is University Hill Secondary School, 3228 Ross Drive, phone (604)713-8258.

Special arrangements can also be made with other Vancouver area schools. Different classroom settings are available (e.g., open area and independent study). Residents should visit the schools at their earliest convenience to enroll their children in the appropriate setting.

The Vancouver School Board does not guarantee enrolment at your neighbourhood school. Visit their website at www.vsb.bc.ca, or call (604) 713-5000 for more information on registration.

Liability/Insurance

St. Andrew's Hall assumes no responsibility for residents' personal property that is lost, damaged or stolen. In case of fire, flood, earthquake or any other peril, residents' belongings will not be covered by St. Andrew's Hall insurance.

All residents are encouraged to have a tenant insurance, which must remain in force for the full period of the lease.

Any damages caused to St. Andrew's Hall property must be paid for by the person responsible.

Medical/Health Insurance

All students should have medical and hospital insurance. The [BC Medical Services Plan \(MSP\)](#) is the provincial government program that provides basic medical benefits. Everyone living in British Columbia for more than six months is required to enrol in MSP (except students with existing coverage from another Canadian province or territory).

If you come to British Columbia and will be here for six months or longer, you should **apply for MSP immediately** upon your arrival. As there is a three-month waiting period before MSP coverage will start, you must ensure you have basic health insurance for those first three months in British Columbia. Canadian citizens or permanent residents are advised to join the [Global Campus Health Plan](#) during that three-month MSP waiting period.

If you are an international student or exchange student, you will be automatically enrolled in [iMED](#), a temporary health insurance that provides you with basic coverage during the three-month waiting period. Students in certain programs are not assessed student society fees and thus are not covered by iMED; check your [Student Service Centre \(SSC\)](#) to confirm coverage.

~ Extended Coverage

All students are automatically enrolled in the AMS/GSS Health and Dental Plan when registering for classes (except exchange students paying tuition at their home university). Extended health insurance covers up to 80% of the cost of prescription medicine, dental care, vision care, and travel insurance.

If you are an exchange student and you pay tuition at your home university, you are not automatically enrolled in the AMS/GSS Health and Dental Plan. You may, however, be eligible to apply once you arrive at UBC. It is important that you have extended health and dental coverage while you are in Canada. Visit the [AMS/GSS Health and Dental Plan Office](#) on campus for more information.

Request for Maintenance

Date: _____

Resident's Name: _____

Unit #: _____

Phone #: _____

Maintenance needed:

Sign (permission granted to enter suite):

Earliest convenient time in the morning: _____

For Office use only:

Date Completed: _____

Work done by: _____

Notes: _____

Move Out Notice

To: St. Andrew's Hall

I hereby give you notice that I am giving up possession of the premises at:

Suite # _____ 6040 Iona Drive, Vancouver, BC V6T 2E8

on the _____ day of _____, _____

Dated this _____ day of _____, _____

Name of Resident _____

Signature _____

Telephone No. _____ (_____) _____

My new address will be _____

Please note: The resident hereby certifies that this notification complies with section 9 of the St. Andrew's Hall Residential Agreement.

Receipt of this notice by the Office allows prospective residents to view your unit.

This does not become effective until confirmed in writing or signed by the office.

Date Signed by Resident

Signature of Resident

Name of Resident (print out)

Date Received by Housing Office

Signature of Staff