

St. Andrew's Hall Residents' Handbook



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

February 2024

Important Phone Numbers

- Ambulance 911
- Fire 911
- Royal Canadian Mounted Police (Emergencies) 911
- Royal Canadian Mounted Police 604-224-1322
- Housing Office 604-822-9720
- Dean's Office..... 604-822-9721
- 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 604-822-6786
- UBC Counseling Services (Students) 604-822-3811
- UBC Dental Clinic 604-822-2112
- Disability Resource Centre 604-822-5844
- Equity & Inclusion Office..... 604-827-1773
- 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
- Registrar's Office/Enrolment (UBC) 604-822-9836
- AMS Student Services 604-822-2901
- Safewalk Program (AMS)..... 604-822-5355
- Sexual Assault Support Centre (SASC)..... 604-827-5180
- AMS Peer Support 604-822-2901
- Student Health Services 604-822-7011
- University Hospital (Emergency Department) 604-822-7121
- UBC IT Services Help Desk 604-822-2008

Table of Contents

Page

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

Welcome

Welcome to St. Andrew's Hall! We are delighted to welcome you into this unique community of diverse students, scholars, and their families from around the world. We trust you will find the Hall to be a comfortable home and a community where you will make friends to last a lifetime. St. Andrew's Hall was founded in 1955 as a theological college and residence of the Presbyterian Church in Canada, with a teaching charter granted by the Province of British Columbia that same year. For seven decades St. Andrew's Hall has been a place of hospitality for those engaged in a variety of academic disciplines here at the University of British Columbia. You are welcome here!

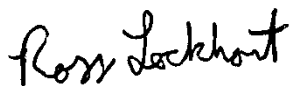
When you arrive, take the opportunity to get to know your neighbours and make some new friends. St. Andrew's Hall is committed to developing a community of people who care about each other, rather than simply providing a place for a collection of individuals to live.

St. Andrew's Hall has a dedicated staff committed to serving our community. By working together, we can continue to make St. Andrew's Hall the wonderful community that it has been for so many generations of students.

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, Dean



Mihye Park, Housing Manager

St. Andrew's Hall Mission Statement

Vision

St. Andrew's Hall is called to discern and equip the future church that God is bringing.

Mission

St. Andrew's Hall educates and equips missional leaders through teaching, hospitality, and witness for Christ's church of tomorrow, today.

Values

St. Andrew's Hall strives to nurture an environment of excellence for work and witness that is:

Faithful – responding and responsible to the triune God revealed in Scripture.

Courageous – living by faith, not fear, discerning and boldly serving God's mission.

Innovative – open to new Spirit-led ways of education and ecclesiology.

Collaborative – working together with diverse gifts to accomplish the work set before us.

Missional – our work together is a witness to the very nature of God who is reconciling all.

Goals

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

- 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;
 - Recruit and support Presbyterian students at VST;
- Promote the relationship between Regent College, Vancouver School of Theology and St. Andrew's Hall to support theological education;
 - Provide faithful and effective education for Presbyterian Teaching and Ruling Elders through the Centre for Missional Leadership;
 - Enhance the physical facilities of St. Andrew's Hall;
- Nurture Christian virtues and hospitality within the residential community and on the campus;
- Strengthen finances and operations for the purpose of providing greater support to our missional goals; and
 - Maintain status as a residential college of the University of British Columbia.

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 in the condition report and reported to the office in writing, they become the responsibility of the resident occupying the unit.

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 any repair beyond normal wear 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 in addition to the Residential Agreement to live at St. Andrew's Hall.

Telephones

- Telephone service is not provided by St. Andrew's Hall. A working phone number is needed to use the entryphone 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 be returned to senders.
- Packages delivered to residents will be left in the main foyer. Residents are responsible for their packages. St. Andrew's Hall does not accept incoming mail for non-residents.

Furniture

Residents may place small extra personal furnishings in their units, not in common areas of quads, 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 or redecorate their units by painting, wallpapering, putting up mirrors, etc.
- Residents shall not use spikes, hooks, 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.
- Residents shall not alter or cut the landscaping.

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 costs that exceed the security deposit. Residents should pay any cost of cleaning and repairs related to move-out by the due date set by the Housing Office in case of returning after summer.
- Units should be thoroughly cleaned and vacated, and all personal property should be removed by **12:00 noon** on the expiry date of residential agreement.
- It is the responsibility of residents to return keys to the office. Unreturned keys will be charged at \$50/each.
- The form of **Acknowledgment: Cleaning and Move-out Responsibilities** should be signed by residents when a residential agreement is signed.

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.

Post-dated cheques for the entire term of the residential agreement are required upon arrival.

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 or email 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 following academic year. However, St. Andrew's Hall reserves the right to refuse housing applications from existing residents. **Reapplication cannot guarantee a place for the next academic year.**
- Townhouses are designed to meet the needs of families. Priority will be given to families with children. Each townhouse accommodates a family of up to four (4).
- 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 for roommate requests to be accommodated.

Lease Periods and Guarantees

- The lease periods must end on the expiry date of each residential agreement.
- Housing application is not a guarantee of place at St. Andrew's Hall.

- 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.
- St. Andrew's Hall reserves the right to terminate the residential agreement at any time by providing the resident with 60 days written notice.

Smoking

No smoking or vaping 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

False Identification

Using false identification for any reason may result in referral to the police and eviction from St. Andrew's Hall.

Complaints

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

Conduct and Behaviour of Residents

Residents are required to show respect for other residents and for staff of St. Andrew's Hall. There is zero tolerance of anger, violence, aggressiveness, and danger within the community of St. Andrew's Hall.

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

They have the following duties and authority:

- Interpret policies and give advice to residents on procedures in consultation with the Housing Manager
- Promote, regulate and enforce resident standards in consultation with the Housing Manager
- Hold a master key in the event a resident is locked out of a suite
- Assist in the event of emergency
- Hear and settle disputes among residents in consultation with the Housing Manager
- Conduct move-in and move-out inspections

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 outside of office hours.

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 fee for each key replacement. 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 are available during office hours to assist with problems that occur in units. Maintenance request should be directed to the facilities manager by email at facilities@standrews.edu. Maintenance issues will be attended according to their priority and availability of the maintenance staff. In case of emergency, you may contact the housing office.

Residents must pay for damages, lost property or extraordinary service and administrative costs caused by residents, their family members, or their guests to St. Andrew's Hall property whether through accident, neglect, or intent.

St. Andrew's Hall staff may request your co-operation in allowing access to your unit for the purpose of maintenance inspections. Inspections related to health and safety matters can be conducted without residents' 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 the Housing Office, the Facilities Manager, or any of Community Coordinators, or if they are not available call UBC Trouble Calls (604-822-2173).

No Subletting

Residents should not assign, sublet, lend or share their units with another person who is not registered as an occupant in their residential agreement.

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. There is zero tolerance for anger, violence or aggressiveness to neighbours or staff of St. Andrew's Hall. Here are some guidelines:

- **If something your neighbour is doing bothers you, 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 we trust that 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.
- **Decide on a friendly agreement that will solve the problem and take 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 **Kids Help Phone at 1 800-668-6868**.
To start using the texting service, text **CONNECT** to **686868**.
- 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 always show consideration for their St. Andrew's Hall neighbours 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 townhouse children go to sleep early in the evening and that yelling outside the buildings will wake them. Note 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 as 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 force or prop open entrance doors for any reason.
- Letting strangers into the building is dangerous. If people are legitimately visiting residents in the building, they can call the residents or use the entry phone.
- Confirm entry phone calls before buzzing open the main entrance door.
- Do not lend your keys (to St. Andrew's Hall building, suite, or a bike storage room) 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 Coordinator or the Housing Office.
- Set up a buddy system with others in the building if you must go out at night or make use of UBC AMS Safewalk program (604-822-5355).
- Never ignore strange noises, such as screams or calls for help coming from someone's room. Inform a Community Coordinator or the Housing Office 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. Do not start a new load of laundry after 9 pm.

Safety and Children

Children are a gift from 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 the Housing Office or a Community Coordinator.

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. Any involvement such as 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 always accompanied by residents at St. Andrew's Hall.

No guest may stay at St. Andrew's Hall for more than four (4) nights in any given month without the written consent of the Housing Office. No person may be the guest of more than one resident in succession.

Residents in quads should inform their roommates if they will have a guest overnight. If a guest 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. Residents may be evicted for guests' stays which exceed 4 nights or if the guest is a disturbance to the quad or to the floor.

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 or cover 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, the kitchen of the Centre, and 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 the Housing Office or a Community Coordinator. If you feel this person is a danger or intends to steal, call the 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 a wonderful time of exploring one's beliefs and place in the wider world. It can also be a time of homesickness, loneliness, and much stress. As a college of the Presbyterian Church in Canada, St. Andrew's Hall encourages all residents to find a local faith community and to connect with our Chaplain. Connecting with a faith community and finding time to worship God is spiritually, socially, physically, and intellectually nourishing. This is a time in your life to grow in your faith, 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: 10:00 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 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 share the Christian gospel with gentleness and respect.

Learning at university takes place in many ways. The learning that happens beyond numbers, facts, and hard knowledge involves learning about life, our purpose and where our passion meets the world's needs. 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. To use one of the bicycle rooms, a resident can get a key with a \$50 deposit. It is recommended to register bicycles at the Housing Office. All bicycles should be placed on the storage racks provided. Placing bicycles 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 bicycle 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.

EntryPhone

St. Andrew's entry phone system is located at the main entrance for quads, studios and one-bedroom apartments. Residents can provide their name and cell phone number to be entered into the system. By entering the code assigned to your name, visitors will call the cell phone associated with the code. To let visitors into the building, press "9" or to deny access, simply hang up.

Do not open the main door unless you are certain who you are letting in. Irresponsible use of the entryphone can endanger you or other residents.

Laundry

There are two coin-operated laundry rooms on the ground floor and on the third floor. Respect those who live near the laundry rooms by using them only after 7:00 am and finishing 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

The resident's parking rate is \$50 per month, with a limit of one standard sized vehicle which is registered in a resident's name or parent's, per rental contract. One eligible vehicle should be registered at the Housing Office for a designated parking spot. 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 windshield or the dashboard to be clearly visible at all times. Parking privileges are not transferable to another person.

~ 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 the owner's expense.

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 whiteboards and can be used for study groups only if other residents are not using the space for individual study. **No children under 18** are allowed to use this space. The building key unlocks the door.

The Centre/Chapel

The Centre is a space used for worship and community events only. 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 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 will 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 placed 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 several 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 several hundred 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 childcare 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, call (604) 713-5000 or email to info@vsb.bc.ca 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 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.

Index

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 as 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

Acknowledgment: Cleaning and Move-out Responsibilities

Name of Resident/Tenant: _____
(The Resident/Tenant)

Address: Unit ____ (blank until SAH confirms unit #), 6040 Iona Drive, Vancouver, BC V6T 2E8

It is crucial to the operation of St. Andrew's Hall as a student residence facility that units be cleaned and vacated in a timely manner, according to the terms of the residential agreement.

Move-out Date:

Units must be cleaned and vacated according to move-out procedures provided by the Housing Office. All keys and parking permits must be returned to the Housing Office no later than termination hour, which is 12:00 p.m. (noon) of the expiry date of the residential agreement. No exceptions will be granted without prior written authorization from the Housing Office.

Cleaning Requirements:

Detailed cleaning requirements and move-out procedures will be provided by the Housing Office approximately one month prior to the expiry date. These include, but are not limited to:

- Removing all personal possessions from the unit
- Removing and disposing properly of all trash from the unit
- Removing and disposing properly of any appliances or furniture brought by the resident (These items shall not be dumped in the garbage compactor, recycle bins, in the waste management area, or any other common areas.)
- Cleaning all fixtures, countertops, sinks, and cupboards in the bathroom and the kitchen
- Steam cleaning or shampooing carpets, as documented with a rental receipt of a machine issued in the resident/tenant's name
- Cleaning walls, ceiling, and areas behind and under furniture and appliances

Inspection and Evaluation:

In the last month of the residential term, St. Andrew's Hall staff might visit the unit with a prior notice to estimate the cleaning hours and charges that may be necessary based on the condition of the unit. However, final charges will be assessed by the Housing Office after the unit is completely vacated, according to additional cleaning and repairs required by the standard of St. Andrew's Hall. Cost for additional cleaning and repairs will be deducted from the security deposit. **If the Resident/Tenant signs a new residential agreement for the following academic year, the total amount of move-out charges should be paid as requested by the Housing Office to maintain a required amount of the security deposit of the new residential agreement. A notice of the move-out charges will be emailed to the resident.**

Quads:

Staff of St. Andrew's Hall shall not be responsible for assigning cleaning responsibilities among quad residents. Quad residents should communicate with each other so the responsibilities for the common areas will be shared fairly among them. Charges for cleaning and repairs of common areas of a quad unit will be equally divided among its residents.

Fees and Penalties:

Failure to complete the move-out procedures by the termination hour may result in significant financial penalties, including

- fees for additional cleaning and repairs, as determined by St. Andrew's Hall, which are calculated at \$50 per hour for cleaning, and labor-plus-materials for repairs,

- costs incurred to remove any personal items that are left behind (Personal items shall not be left in the unit, or in common areas such as hallways, stairways, laundry rooms, bike rooms, grounds, etc.),
- a daily penalty, based on the summer rate for the unit, if you fail to vacate the unit by the termination hour, and
- all costs incurred by St. Andrew's Hall for providing hotel accommodations and meals for incoming residents/tenants who are unable to take possession of the unit as scheduled because it was not vacated or cleaned on time.

If the Resident/Tenant does not comply with this policy and procedure, St. Andrew's Hall reserves the right to terminate the current or new residential agreement.

I acknowledge that I have read and agree to the policy, procedure, and requirements.

Resident/Tenant Signature: _____ Date: _____

Print Name: _____

Owner Signature: _____ Date: _____

For St. Andrew's Hall