



BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

STUDENT HOUSING HANDBOOK

2025-2026

Updated February 5, 2026

The British Columbia Institute of Technology is located on the unceded territories of the Sḵwxwú7mesh (Squamish), səlilwətaʔɬ (Tsleil-Waututh), and xwməθkwəyəm (Musqueam) First Nations.

Indigenization and Decolonization are priorities for BCIT, and we are grateful for our relationships with Indigenous Peoples at all levels, all campuses, throughout the province, and across the country.

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WELCOME TO BCIT STUDENT HOUSING

On behalf of the BCIT Student Housing team, welcome to the community!

BCIT Student Housing, located on the Burnaby campus, offers convenient, affordable accommodations for full-time students. BCIT brings together people from all over the world. During your time in Student Housing, you will engage with a variety of people, cultures, and beliefs. We hope this will be an opportunity to make life-long friendships.

In addition to all the physical comforts, including on-campus convenience, the real benefit is living with and learning from your new neighbours and friends.

The Student Housing team is here to help you have the best experience possible. If you have any questions or need support, our Student Housing Office staff and Residence Advisors are here to help you.

The Student Housing Handbook, along with your Housing Contract, provides information about living in BCIT's Student Housing. This handbook includes processes, policies, and helpful information that will help you navigate on-campus living. It also outlines your rights and responsibilities as a member of this community. Familiarise yourself with this resource before you arrive and throughout your stay.

Best wishes for a comfortable experience in your new home at BCIT!

Sincerely,

BCIT Student Housing Office



GENERAL INFORMATION

As an educational institute operating on-campus housing, BCIT and its residents do not enter into a standard landlord-tenant relationship, as governed by the BC Residential Tenancy Act.

Please read the Student Housing contract before you arrive; this document outlines the terms and conditions of occupancy in BCIT Student Housing. The updated contract can be found on the [Student Housing website](#).

Eligibility

To be eligible to live in Student Housing, you must be actively attending classes in a cohort-based, full-time BCIT program.

Contract lengths and terms

Student Housing contracts are available for three separate terms: Fall, Winter and Summer. Your offer letter and contract will specify the specific length of your stay. If you wish to return to Student Housing in an upcoming term or stay past the end of your contract, you will need to re-apply. Student Housing is not guaranteed term to term.

BCIT Student Housing divides stays into two categories: short stays and long stays. Short stays are under 12 weeks, and long stays are 12 weeks or more. Bookings can range from one week to a full Academic Year.

Short-stay bookings are always Sunday-Friday. All short-stay residents must check in on the Sunday (or holiday Monday) before their program starts and check out by noon on the Friday that their program ends. The minimum length of stay is five (5) nights.

Early check-ins, late check-outs, and booking extensions require written permission from the Student Housing Office and are not guaranteed.

Admissions and assignments

Long-stay admissions

Long-stay is geared primarily to students in programs that start in September and end in May. However, some vacancies occur throughout the year for students whose programs start at other points.

Rooms are assigned based on:

- Priority considerations
- Current residents
- Applicants coming from the BC Lower Mainland (south of Whistler and west of Hope)
- Applicants coming from the rest of British Columbia
- Out-of-province applicants
- International applicants

Our electronic lottery process will determine the room assignments within each group. Not all applicants will receive a Housing Offer because there are often more applications received than rooms available. For more information, please visit the [Student Housing website](#).

We make room assignments based on gender as self-identified on the housing application.

Short-stay admissions

Short-stay rooms are assigned on a first-come, first-served basis, subject to best-fit and availability. Short-stay applications are available online via the BCIT Housing Portal up to 365 days in advance of the expected arrival date.

Suite designations

Long-Stay housing is designated as either Women's only, Men's Only, Mixed-Gender women's floor, Mixed-Gender men's floor, or All Genders.

All washrooms and showers are single-stall and gender-neutral.

Men's only	Bedroom floors and common areas shared by men
Women's only	Bedrooms floors and common areas shared by women
All Gender	Bedroom floors and common areas are shared by all genders

Short-Stay housing is all mixed-gender.

Priority groups

Priority considerations are made for the following groups:

- Students with accessibility needs that impact their housing needs (as verified by BCIT Accessibility Services)
- Canadian Indigenous students
- Students who were formerly Youth-in-Care

ACCESSIBILITY

Student Housing supports students with a variety of accessibility needs. We have suites that are equipped with:

- In-suite washer and dryer – Townhouses only
- Wheelchair-accessible washroom, bedroom, and kitchen
- Strobe light fire alarm

Please indicate in your application if you require an accessible space in housing. Students may be able to view the space before moving in, depending on the availability.

To request priority access to Student Housing based on accessibility needs, students must register with [BCIT Accessibility Services](#). Priority access will be given to students once Student Housing has received confirmation from Accessibility Services.

Payment and Fees

Rent rates are adjusted each year on August 1, effective each year from August 1 to July 31 of the subsequent year. Students should expect yearly rent increases.

Students should check their Housing Offer for specific term total amounts and due dates. Your term total will vary based on your move-in or move-out date.

In addition to rent, long-stay residents will pay a damage deposit and activity fee. Residents who have an approved parking stall are also required to pay the parking fee.

BCIT offers the following convenient payment options for housing fees: online banking bill payment, in-person at SW1 (debit or cheque from a Canadian Institution) and Flywire with credit card or wire transfer (additional fees apply). For instructions on how to utilize these payment methods, visit the [Student Housing website](#). Please note that BCIT does not accept cash payments for rent fees, and the Student Housing Office does not accept payments directly, either in person or over the phone.

If you are a student being sponsored, your sponsor will need to provide a letter of sponsorship indicating what fees they will cover. Once we have that letter it is forwarded to the BCIT Finance Department, and they will issue an invoice and payment instructions to the sponsor.

LONG-STAY DAMAGE DEPOSIT

Each long-stay resident pays a damage deposit prior to moving in. The deposit may be used to cover the cost of repair for any damage you or your guest does to the Student Housing buildings, this includes bedrooms, common areas and exteriors. Short-stay students do not pay a damage deposit.

After check-out, your room will be inspected by the maintenance team. If no charges are assessed for damages or unsatisfactory conditions, your deposit will be credited back to your myBCIT account. Please allow six to eight weeks for processing.

- Once the credit appears on your account and you have no other outstanding BCIT fees, you may [submit a refund request form](#) to BCIT Finance.
- If you have outstanding fees (tuition, rent, parking, and other fees), your credit will be applied to those fees.

In cases where damage cannot be traced to an individual resident, each resident of the suite or floor will be charged a portion of the repair cost. Normal wear and tear are considered before damage assessments are made. The damage deposit does not earn interest.

PAYMENT PLANS

If you are facing financial difficulties or awaiting a student loan and are unable to meet your payment deadline, please contact the Student Housing Office, as you may be eligible for a payment plan. Payment plans are due on the fifteenth (15) of the month as set by the Student Housing Office. Payment plan documents must be signed to come into effect. If you do not sign your payment plan, your fees are due as per the original Student Housing Offer and contract.

Your finances shouldn't stand in the way of your education, and BCIT is here to help. The Financial Aid and Awards Department can help you overcome financial barriers that might be in your way. Follow [this link](#) to connect with an Advisor.

LATE PAYMENTS

Students who miss a payment will be contacted by the Student Housing Office via email notification as a reminder. The following liabilities are based on the payment due date, not the date of the notification:

- If Student Housing does not receive your payment within 10 days of the due date of your housing fees, a hold will be placed on your student account, and a charge equal to 10% of the outstanding balance will be applied.
- If your housing fees remain unpaid after the due date and BCIT has not received a response from you within 10 days, BCIT may deem your room abandoned, and your Student Housing contract will be terminated.
- If you are no longer in the room and your balance remains outstanding, your debt will be forwarded to a collections agency.

REFUNDS

Credits are applied to your BCIT student account by the Student Housing Office. After which, you may [request a refund from the BCIT Finance Department](#). Refunds will be:

- By cheque made payable to the student and sent via mail to the address listed on the student's myBCIT account, or
- where a third party was invoiced, the refund will be made payable to the third party,
- through Flywire for students who originally paid using Flywire, or
- Students can [register for Direct Deposit \(EFT\)](#).

If there are any outstanding fees on your BCIT account (tuition, rent, parking, and other fees), the refund will be applied to these fees; then, the remainder will be issued.

Refunds take approximately six to eight weeks to process after being applied by Student Housing, plus mailing time.

To assist in processing your refunds in a timely manner, please ensure your mailing address is up to date on your myBCIT account. If a cheque is not received due to an outdated or inaccurate address, it may take up to eight weeks for a new cheque to be issued and mailed.

Moving in

You may move into your room on the date and time indicated by your check-in appointment. If you cannot check in during this time, it is important that you notify the Student Housing Office in advance to avoid losing your room. Please make travel arrangements based on your move-in date, as it is often not possible to move in prior to this date.

After check-in, you will be required to attend a suite/floor meeting with your Residence Advisor and log into the BCIT Housing Portal to review your bedroom inspection.

KEYS

Townhouses: On arrival, you will be issued suite and bedroom keys.

Tall Timber Studios: On arrival, your BCIT Student ID Card will be activated to access your unit.

Tall Timber Connected Singles: On arrival, your BCIT Student ID Card will be activated to access your bedroom, and a key will be issued for your shared washroom, and kitchen cabinet.

Lost keys and cards will result in a replacement fee. Keys and cards can be replaced at the Student Housing Office. Housing keys may not be duplicated.

Room transfers

Room transfers can be requested through the [Student Housing Portal](#). Please include your name, student number and reason for transfer request. Room transfers are not guaranteed.

- Transfer requests are processed in order of the date received and based on operational considerations.
- We will do our best to accommodate your requests regarding floors or roommates; however, we cannot guarantee your request.

- The Student Housing Office will contact you if your request is approved.
- You are not permitted to change rooms prior to the request being approved.
- The Student Housing Office is not responsible for the costs incurred with any room transfer. A \$50 fee is assessed for approved room transfers regardless of if they are cancelled once approved.

Move-out

You are required to vacate your assigned room or unit and return all the housing keys to the Student Housing Office by 12:00 pm on the last day of the Contract Term. Late check-outs are not permitted unless pre-approved by the Student Housing Office.

Your room or unit must be left in the same condition it was found upon move-in:

- Empty your recycling and garbage.
- Remove all personal items.
- Empty your kitchen cupboards and fridge.
- Wipe all surfaces and vacuum.
- Return furniture to original configuration.

To check out, please return your keys and parking pass (if applicable) to the Student Housing Office.

After checking out, the Student Housing Office staff will inspect your room, together with any common areas, as applicable. If not documented on the room move-in inspection, the costs associated with any of the following will be charged to your student account or deducted from any refund of your housing fees:

- Cleaning services,
- Removal of personal items,
- Missing items, and
- Damage

Reasonable wear and tear are expected.

NOTICE TO VACATE

As indicated in the BCIT Student Housing Contract, if you desire to terminate the Housing Contract earlier than the original Move-Out date, you will remain obligated to pay all Student Housing Fees owed for the Contract Term unless you are able to provide a 30-day advance notice through the Housing Portal or meet one of the following conditions:

- Termination is 30 days prior to the move-out date.
- You no longer meet BCIT's eligibility requirements for living in Student Housing (changing your eligibility status for personal reasons does not meet this requirement).

- Provide evidence that BCIT has changed your enrolment status or location (withdrawing from your studies for personal reasons will not satisfy this requirement).

Please note: If your program ends before your contract end date, you are required to move out two days after program completion as you no longer meet the eligibility requirements to live in Student Housing. Even in this case, you must submit a notice to vacate 30 days before moving out to receive a pro-rated refund.

Exceptional circumstances: We recognize that exceptional circumstances may result in your unavailability to continue your studies and/or giving 30 days' notice prior to your expected Student Housing move-out. If you believe you are under exceptional circumstances that impact your move-out date, please contact housing@bcit.ca for an evaluation.

Room or unit entry

Authorized BCIT personnel may enter your assigned room at any time without prior notice for any of the following reasons:

- to ensure the health and safety of any individual;
- to provide access to emergency responders (including, but not limited to, police, ambulance and fire) to ensure the health and safety of any individual;
- to investigate or take action to address an ongoing source of disruption or nuisance, for example, something in your room creating noise or odour and is interfering with others' ability to sleep or study;
- to make emergency repairs to your assigned room, unit or building, or to investigate the need to make urgent repairs to any portion of your building;
- for any fire safety-related issues;
- to make repairs to your assigned room or unit that have been requested by you or a previous occupant;
- where it is believed that you are in breach of any term or condition of the Housing Contract or the Student Housing Handbook;
- you have granted BCIT personnel permission to enter; or
- BCIT believes you have abandoned or vacated your room or unit.

BCIT will provide you with a minimum of 24 hours' notice to enter your room or unit for reasons other than those identified above. Note that authorized BCIT personnel may enter your assigned room or unit for inspection purposes each academic term and will provide a minimum of 24 hours' notice prior to inspection.

Entering room process

The Student Housing staff may need to access your bedroom. They are trained and expected to adhere to a protocol for entering a resident's room or unit regardless of whether earlier notice of entry has or has not been provided. They are to:

- Knock on the door for the first time, announce themselves, and wait.

- Knock on the door for the second time, announce themselves, and wait.
- Knock on the door for the third time and announce themselves again as they open the door slowly.
- Enter the room/unit.
- Lock the door when leaving (even if the door was unlocked).

Note: For safety and operational reasons, residents must not block or barricade their room in a way that prevents entry. Housing staff may require access to your room at any time for health, safety, maintenance, or policy-related reasons. We are committed to respecting your privacy and will always knock and announce ourselves before entering.

Disclosure of personal information

As per the housing contract, residents acknowledge and agree that BCIT may, in accordance with applicable privacy legislation, release your personal information:

- a) to parents and/or guardians and/or designated emergency contact, in the event residents become seriously ill or are involved in an emergency; and
- b) to third party authorities and other BCIT departments or services, if residents are involved in criminal activity (including drug related activity) or threats to the resident's own safety or the safety of others.

In addition, residents grant BCIT for the Contract Term, the right to contact and share personal information with parents and/or guardians for the purpose of ensuring resident safety and well-being, in the event they are involved in criminal activity (including drug related activity) or threats to their own safety or the safety of others.

Student Housing Team

Our team in Student Housing is here to help you have the best residence experience possible. Here is a list of some of the people who will be important to you while you are living here.

THE HOUSING OFFICE STAFF

The Student Housing Department is part of BCIT's Student Success division. Our team is comprised of Housing Coordinators, Maintenance Workers, Front Desk Staff, and Management.

RESIDENCE ADVISORS

Residence Advisors (RAs) are here to support you. Working as the front line of the Student Housing Office team, they are enthusiastic about developing a supportive and positive living community for everyone.

RAs can support you with:

- Peer mentoring and coaching.
- Conflict resolution.
- Community building.
- Maintenance deficiencies.
- Emergency and crisis support.

- Check-ins and check-outs.
- Creating events that are designed to promote learning and personal growth for residents.
- Supporting safety and Community Standards.
- Establishing, communicating and enforcing the Community Standards meant to ensure that residents are comfortable and able to thrive personally and academically.
- Locating and referring to campus resources and services.
- Answering general questions about Student Housing and BCIT.

Each RA is responsible for a group of students on their floor of Tall Timber or in their Townhouse suites.

A Residence Advisor (RA) is on duty every evening to help with emergencies, lock-outs, maintenance issues, or any personal support you may require.

RA ON-DUTY NUMBER: 604-341-7890

INTERNAL AND EXTERNAL SERVICE PROVIDERS

During your stay in Student Housing, various service providers will be on-site supporting our operations. BCIT Campus Planning & Facilities Departments operate and maintain campus facilities and infrastructure. Our housekeeping team is on site daily, supporting cleanliness and sanitation.

ACCOMMODATIONS

Townhouses

The Student Housing Townhouses incorporates a low-rise, split-level design to create a community-like living environment.

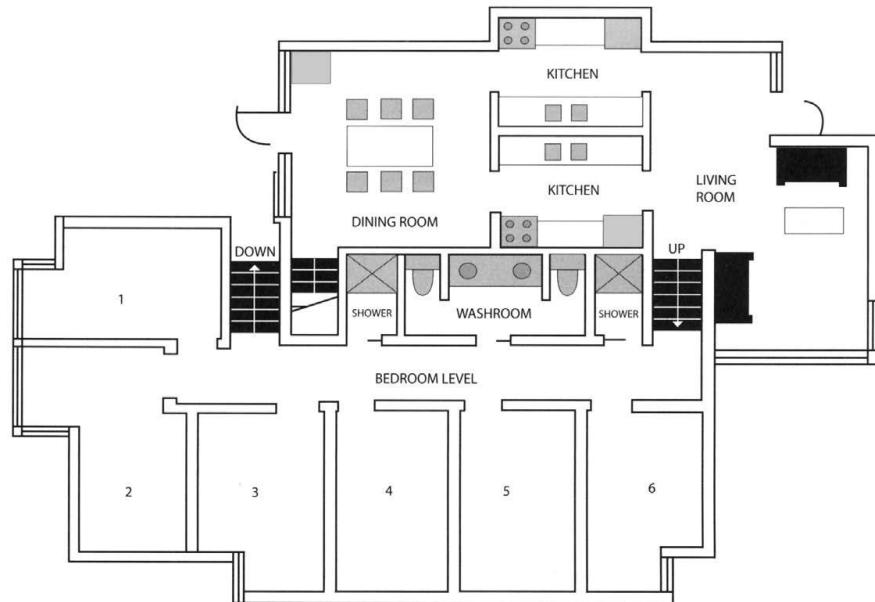
Each of the seven houses contains:

- Four suites, accommodating 12 students in each suite.
- A laundry room.

Each suite contains:

- Two floors of bedrooms and bathrooms.
- One dining room with tables and chairs.
- One living room with couches and a TV with cable.
- Two kitchen areas with assigned cupboards, two stoves and four assigned refrigerators. Each bedroom floor contains:
 - Six bedrooms, each approximately 9'5" x 11'.
 - Separate toilet and shower cubicles (two on each floor).
 - Two sinks.

BEDROOMS



The bedrooms are fully carpeted and furnished, including a closet. The furnishing is as follows:

- One bed and an extra-long twin mattress (36" x 80")
- One desk and chair
- Two sets of drawers
- One bookshelf

The room also includes a bulletin board, towel drying rack, and wall-mounted mirror. As the room is completely furnished, you may not substitute the provided furniture, including mattresses, for your own. Student Housing is not able to remove or store furniture. Storage, bed linens, and towels are not provided.

COMMON LIVING AREAS

Enjoy the living room, dining room, and kitchen as you socialize, relax, and prepare meals with your roommates. As these are high-traffic areas, the 12 students living in each suite need to cooperate to ensure everyone feels respected and comfortable. You are responsible for cleaning up after yourself and leaving the tables and chairs clean so that other residents can use them.

Do not remove furnishings from these areas, and do not take furniture outside the building. External furniture and large appliances are not permitted. Any such items will be removed and the costs of removing them will be charged to the owner or suite.

Electronics, video equipment and gaming equipment must fit on or inside the entertainment cabinet provided. They cannot be stored on the floor or on other furniture.

KITCHENS

The kitchens are divided into two separate areas, with six residents sharing each side.

Each student has two cupboards and a drawer for storing food and cooking items. You will share a refrigerator and freezer with two other people, so please avoid buying large items or buying in bulk to ensure that everyone has space for their items. Cookware, dinnerware, and kitchen utensils are not provided.

Appliances

Please avoid bringing a large number of appliances, as storage space is very limited. We recommend waiting until after you arrive to decide which appliances you truly need (such as a mixer, rice cooker, blender, or air fryer) since you may be able to share these with other suite members.

Only one additional appliance is allowed per countertop; any extra appliances must be stored in your small kitchen cupboard. Please note that BCIT provides kettles, toasters, and microwaves, so personal versions of these items are not permitted on the countertops.

LAUNDRY ROOMS

A laundry room is located in each house adjacent to Suite A. Please visit the Student Lounge at SW11 and purchase a laundry card from the Coinamatic kiosk through debit or credit cards or download the Coinamatic CP mobile app. The laundry rooms contain two washers and two dryers. Ironing boards and irons are provided by BCIT in each suite.

LOUNGE

A common lounge for residents is located at SW11 on the ground floor. This multi-purpose room contains a large-screen television, water filter with cold and hot water, and a vending machine. Occasionally, the lounge is closed for Student Housing meetings or events.

BIKE STORAGE

Bike storage is available on a first-come, first-served basis. Applications can be submitted through the Student Housing Portal. Students must bring their own locks and are responsible for securing their bikes. Bicycles are not permitted in hallways, stairwells, balconies, bedrooms, or other common areas, as this creates safety and fire hazards. All bikes must be stored in designated bike storage areas.

Townhouse students may be required to store their bike at Tall Timber if space is not available in the Townhouses. All e-bikes must be stored at Tall Timber, regardless of residence location.

BCIT and BCIT Student Housing are not responsible for lost, stolen, or damaged bicycles, locks, or accessories. Storage and use of bike rooms are at the owner's risk.

Tall Timber

Tall Timber Student Housing is a new 12-storey residence. The building features Studio and Connected Single units, along with common spaces, support areas, and an outdoor plaza.

CONNECTED SINGLE FLOORS

Bedrooms

Floors 2 to 6 of Tall Timber Student Housing consist of Connected Singles — private bedrooms with a shared washroom between two residents.

The bedrooms are fully carpeted and furnished, including a closet. The furnishing is as follows:

- Connected single bedroom size is approximately 142 square feet
- One bed and an extra-long twin mattress (36" x 80")
- One desk (60 W X 24 D) and chair
- Two sets of drawers
- One bookshelf

As the room is completely furnished, you may not substitute the provided furniture, including mattresses, for your own. Student Housing is not able to remove or store furniture. Storage, bed linens, and towels are not provided.

Kitchen

Each floor has a shared kitchen, where residents share:

- one cabinet with their Connected Single roommate
- a double-door fridge with five other residents
- four stoves, sinks, and microwaves.

Common Spaces

Each floor features a large furnished common lounge and a smaller open-space flex room.

There is also a waste room with organics, mixed recycling, and waste disposal totes.

STUDIO FLOORS

Bedrooms

Floors 7 to 12 of the Tall Timber Student Housing are Studios — self-contained units with open-concept living. Private washroom and kitchen are contained within the bedroom.

The bedrooms are fully carpeted and furnished, including a closet. The furnishing is as follows:

- Studio size is approximately 187 square feet
- One bed and an extra-long twin mattress (36" x 80")
- One desk (44 W X 24 D) and chair
- Two sets of drawers
- Floating bookshelf

As the room is completely furnished, you may not substitute the provided furniture, including mattresses, for your own. Student Housing is not able to remove or store furniture. Storage, bed linens, and towels are not provided.

Private Kitchenette

Each studio includes a private kitchenette equipped with kitchen cabinetry for storage, a sink, a small-sized dishwasher, a microwave, a stove, and a small-sized fridge and freezer.

Each floor also has shared lounges and flex spaces.

Common spaces

Each floor features a large furnished common lounge and a smaller open-space flex room.

There is also a waste room with organics, mixed recycling, and waste disposal totes.

LAUNDRY ROOM

Our modern and spacious laundry room is located on the Admin and Services area on Floor 1. Equipped with over 40 washers and dryers, it offers a convenient and accessible laundry solution for all residents. Machines operate on a pay-per-load basis.

Students can do their laundry by purchasing a laundry card from the Coinamatic kiosk, located in the laundry room, using debit or credit, or by downloading the *Coinamatic CP* mobile app for a fully digital experience.

GREAT LOUNGE

Located on the Admin and Services Floor, this spacious lounge offers desks, couches, a projector and a fireplace. It's perfect for relaxing, socializing, and community events.

VENDING ROOM

Open 24/7, the Vending Room in Tall Timber Student Housing is your go-to spot for convenient, on-the-go meals and snacks. Whether you're in the mood for a bento box, refreshing beverage or a sweet treat, the space features a variety of vending machines to keep you fueled any time of day or night.

BIKE STORAGE

Bike storage is available on a first-come, first-served basis. Students must bring their own locks and are responsible for securing their bikes. Bicycles are not permitted in hallways, stairwells, balconies, bedrooms, or other common areas, as this creates safety and fire hazards. All bikes must be stored in the bike storage room on floor 1 of Tall Timber.

SERVICES

Television and cable

In the Townhouses the living room of each suite is equipped with a TV and cable subscription for use by all-suite residents. Due to space restrictions, you may not put your own TV in the

common living areas of the suite. In Tall Timber each Lounge has a shared TV with streaming capabilities.

Internet

BCIT provides both wireless and wired internet throughout Student Housing and on campus. Residents are not permitted to connect their own router to the network.

All BCIT staff and students, including residents, are governed by BCIT Policy [#3501, Acceptable Use of Information Technology at BCIT](#) and Policy [#3502, Information Security](#). Violations of Policy #3501 or #3502 by students using the BCIT network in Student Housing will result in a range of actions, including immediate disconnection and other disciplinary measures as deemed appropriate by BCIT.

TOWNHOUSES

BCIT does not offer technical support for smart TVs, wireless printers, and online gaming consoles. In addition, smart TVs and most wireless devices are not supported by the BCIT wireless network. BCIT IT support via phone at 604-412-7444 (option 1) during business hours.

TALL TIMBER

Residents have access to their own personal area network which allows them to connect smart TVs, wireless printers and gaming consoles. Technical support is offered by Intello by Telus Business via phone 24/7 at 1-877-283-9778.

Board Games

A variety of board games that can be signed out by the Student Housing Office in SW07 Tall Timber.

Parking

Limited reserved parking is provided at an additional cost in the Student Housing parking lot H, located on the west side of the housing complex and is exclusive to residents only. Within your Housing Offer, there will be more information about how to apply for parking.

You may also park in the adjacent student parking lot if there are no Student Housing parking spaces left. You may pay upon your arrival, review the payment options at the [BCIT parking website](#).

Only insured vehicles with permits may use the reserved spaces in the lot. Unauthorized vehicles or vehicles parked in front of any yellow curbs will be towed away at the owner's expense. Repairs and maintenance of vehicles are strictly prohibited in the Student Housing parking lot. Municipal bylaws forbid parking recreational vehicles, motor homes or any unlicensed vehicle on the premises.

If you have a motorcycle, you may park in the motorcycle enclosure adjacent to the parking lot without a permit. This area is not covered and is first-come, first-served.

If you no longer require parking in the Student Housing Parking lot, you must return your parking permit to the Housing Office. You may be eligible for a partial refund. If you are moving out, you must return your parking permit with your room keys.

Visitors are not allowed to park in the Student Housing Parking Lot H.

Email

The Student Housing Office will frequently send important information to the personal email address listed on your myBCIT account and the address that you provide through the Student Housing Portal. You are responsible for ensuring your profile information is always up-to-date and for checking your email account regularly.

Please add housing@bcit.ca, info@housing.bcit.ca, and BCIT_Housing@bcit.ca as trusted addresses in your email account to ensure our important communications do not bounce back or are not flagged as junk.

Mail and postal service

All Student Housing Mail is delivered to the Student Housing Office in SW07 Tall Timber Monday to Friday, except holidays. This includes Townhouses and Tall Timber residents.

All mail and packages must be addressed as follows, regardless of whether you live in the Townhouses or Tall Timber:

Your Full Name
SW07, 3700 Willingdon Avenue
Burnaby, BC, V5G 3H2

- There are parcel lockers in SW07 which most parcels will be delivered to. You will be notified via email when your parcel is ready for pick-up. Parcels can be picked up during Housing Office hours.
- All letter mail must be picked up at the Housing Office front-desk in SW07 Tall Timber. You will be notified via email when your letter is ready for pick-up.
- A Canada Post mailbox is located beside SW11 on the Student Housing parking lot H, and outside SW07 Tall Timber Student Housing building. Stamps are not available at the Student Housing Office.
- Following your move out, the Student Housing Office will forward your mail for one month. After that period, all mail will be returned to the sender.

To maintain a clean and pest-free environment, all residents must take responsibility for receiving and properly storing food deliveries.

- Immediate Pick-Up Required: If you are ordering takeout or groceries, you must meet the delivery person directly at the door.
- Meal Kit Deliveries: For scheduled meal prep boxes (e.g., HelloFresh, Goodfood, ChefsPlate), deliveries will either be delivered to the SW07 Tall Timber lobby.

- Residents must collect these items from the Food Deliveries table on the same day they are delivered.
- Unattended Deliveries: Food deliveries abandoned in common areas, entrances, or lobbies pose a health risk and may be immediately disposed of by staff without prior notice or compensation.
- Resident Accountability: Residents may be charged for any pest control treatment or cleaning required because of uncollected or improperly stored food deliveries.

Insurance

BCIT does not assume responsibility for money or personal property in housing, nor does the Institute assume responsibility for losses which may be incurred due to fire, theft, water damage, etc. You are advised to keep your room doors and windows locked and to carry insurance for personal property.

Maintenance and repairs

Please advise the Student Housing Office by phone or email if you have a maintenance or repair request. Arrangements to have the problem corrected will be made as soon as possible.

- Maintenance work or repairs are free to residents unless they are required due to misuse or damage caused by residents or their guests. Residents are responsible for any costs related to their personal items in relation to maintenance work or repairs (e.g. moving, laundry, cleaning).
- Rooms may need to be accessed multiple times to resolve an issue.
- There will be no compensation or reduction of residence fees due to any disruption or relocation associated with ongoing construction, renovations, or maintenance requirements.
- BCIT will not compensate you for the loss of any personal items, including consumables lost or damaged due to a maintenance issue.
- You may be required to temporarily or permanently relocate to facilitate construction, maintenance or renovations to or around your Student Housing Building. There will be no compensation or reduction in Housing Fees due to any disruption or relocation associated with ongoing construction projects or maintenance or renovation requirements.

Maintenance repairs will require our facilities team to access your bedroom; by requesting maintenance or repair services, you are authorizing them to enter your bedroom. You are not required to be in your bedroom when we are completing the repairs. After completing the repair, we will inform you of the outcome.

You are prohibited from painting, wallpapering, or otherwise altering the walls or fixtures in your Room, Unit, or any other part of the Residence Building. This includes using adhesive decorations that may damage surfaces, such as LED light strips, sticker lights, peel-and-stick wallpaper, or any other items that may leave residue, lift paint, or present a fire hazard. All decorations must be temporary, non-damaging, and compliant with fire and safety regulations.

HAZARDOUS MATERIALS AND PESTS

Bed bugs

A proactive approach is in place to prevent bed bugs in housing. A bed bug-sniffing dog and handler inspect all Student Housing areas multiple times per year. Advance notice will be given before entering bedrooms. Follow the bed bug room preparation procedure prior to the inspection to avoid penalties.

Contact the Housing Office or the Residence Advisor on-call if you have been in a known bed bug area off-campus before returning to Student Housing, or if you suspect there are bed bugs in your room or suite.

If you have been anywhere known to have bed bugs, please contact the Housing Office before returning to Student Housing so we can work with you to prevent them from being brought into Student Housing. Residents are not moved during the treatment to contain the issue. For more information, see [Health Link BC](#).

Other pests

You shall not allow conditions to exist that, in the opinion of Student Housing, may encourage the infestation or propagation of insects, rodents or other vermin. Residents should avoid creating an environment in which pests can thrive. Keep food in airtight containers, dispose of garbage regularly, and keep doors closed. Mice, rats, and ants are attracted to an easy food source. Report any pest sightings to the Housing Office.

Personnel authorized by BCIT may enter your accommodation, without notice and without your presence, to inspect for pests. Should, in the opinion of Student Housing, treatment be required, you will be required to comply with the prescribed treatment methods and protocol which may include preparing your accommodation for scheduled treatment. This may include relocation, cleaning and/or removal and disposal of furnishings or personal possessions. In such an event you shall not be reimbursed by BCIT for any disruption, relocation, loss or loss of use of personal possessions or furnishings. Should you fail to prepare your accommodation for treatment in accordance with instructions from BCIT, or otherwise fail to follow BCIT's directions regarding pest treatment, you may be held responsible for the cost of rescheduled or additional treatments of your accommodation, or of other portions of the residence property.

If you encounter a bear or coyote, please call Campus Security at 604-451-6856. Please do not interact (pet, feed, allow access, etc.) with wildlife such as coyotes, bears, raccoons and/or birds.

Asbestos and lead paint

BCIT Student Housing buildings contain encapsulated asbestos and lead in paints and surface coating materials. This does not pose a hazard if undisturbed. To prevent its disturbance, do not put any holes in the walls and contact BCIT's Housing Office if floors, walls, or other building materials are damaged or exposed, or if you have any concerns with respect to the condition of a space within the Student Housing buildings.

Mould

All Student Housing residents are encouraged to follow these recommendations to protect themselves and their rooms from mould:

- Open your window for fresh air.
- Keep your heat at a reasonable level, mould loves humidity and heat.
- Tilt your window blinds open.
- Always use hood fans when cooking.
- If you keep porous items in the window area, store them inside plastic bags or bins.
- Leave space for air circulation between the window glass and your personal belongings or furniture.
- Report water leaks or floods as soon as possible.

If you suspect mould growth in your room, email housing@bcit.ca to arrange a deep cleaning of the area at no additional cost.

CLEANING

All residents have the right to a clean living environment.

Residents have the responsibility to assist in the upkeep of their suite and maintain the common spaces free of personal belongings.

Personal items can be kept in assigned cupboards, drawers, or bedrooms, including groceries, dishes, cookware, and clothing. Anyone who repeatedly violates this expectation will be issued warnings and/or referred to the Community Standards process.

Custodial staff are responsible for providing sanitation services in *common areas* on weekdays.

This includes:

- Emptying waste receptacles.
- Vacuuming carpets.
- Sanitizing counters, sinks, toilets, showers and floors.

Custodial staff are not responsible for tidying up, cleaning your personal belongings, or doing dishes.

Residents' cleaning responsibilities

All residents are required to follow these guidelines:

- Keep common area tables, countertops and furniture clear of all personal items.
- Wash and put away dishes in common spaces immediately after using them. Dishes must be kept in your assigned cupboards (not on the counter or in/under the sink).
- Place all waste into the appropriate waste receptacles, following signage.
- Dispose of all items that will not fit in the waste receptacles in the dumpsters located outside (Townhouses) or waste management room (Tall Timber).

- Do not pour grease, solid particles, or food down kitchen drains.
- Wipe all surfaces, including the stove, after every use.
- Refrain from leaving water standing in the sink.
- Clean and regularly check and remove spoiled or unwanted items from fridges and freezers.
- Keep the floors clear of objects. Vacuum the common areas when there is debris.
- Keep the shower basin and floor clear of toiletries and other personal items.
- Keep the washroom and shower clean for the next resident.

Additional expectations

Residents are expected to:

- Fully cooperate respectfully with the custodial staff.
- Encourage those who are less inclined to clean up after themselves.
- Report anything that is damaged or in need of repair immediately to an RA or the Student Housing Office.
- Not borrow others' kitchen items without permission.
- Not cut or place hot items directly on the countertop. Any damage caused to the countertops will be charged to the individual or suite/floor responsible.
- Use shared fridge/freezers solely for the storage of food, beverages and prescribed medications that require refrigeration. No experiments of any kind are permitted in shared fridge/freezer spaces. This includes food-related projects (e.g. fermentation, culturing, or preservation), biological samples, chemical substances, or any other non-food items or materials, whether for academic or personal use.

Note: Housing Office staff may remove spoiled or prohibited items from shared fridges and freezers without prior notice if they are deemed a health or safety risk.

Inspections and consequences

Residents and RAs are expected to collaborate in keeping common areas clean so that they remain ready for others to use.

The Student Housing Office will conduct regular inspections of these communal areas to monitor cleanliness.

If a suite or floor does not meet the standards outlined in this handbook, the Student Housing Office will put up written warning in your kitchen, requiring residents to address any issues. Continued non-compliance can result in the removal of items that don't meet guidelines or referral to the Community Standards Process.

These shared spaces become less accessible when dishes, belongings, or counters are left dirty, impacting everyone—including yourself.

Suite, common spaces and bedroom cleaning

As a resident, you are responsible for maintaining a clean and hygienic living environment in your private and shared spaces. Failure to do so may result in pest issues, odour complaints, and follow-up from Student Housing staff.

Residents are responsible for:

- Removing garbage regularly, do not let it pile up.
- Using garbage bags.
- Disposing of trash properly in kitchen bins, outside dumpsters or waste management rooms. Townhouses, follow the map below to find the dumpster closest to you.
- Keeping floors, shelves, and surfaces free of clutter and food residue.
- Wiping windowsills regularly and remove condensation to prevent mould.
- Not allowing strong or disruptive odours to persist in your unit. Residents are also responsible for strong odours and smells originating from their room/unit that are deemed disruptive to their community this includes smells of cigarette and cannabis.
- Storing all personal belongings in your room or designated areas only. Residents are not permitted to leave any items in the common areas of the building (for example hallways, stairwells, study lounges, or elevators) including, but not limited to shoes, umbrellas, garbage bags, waste, or other items anywhere other than in designated areas. Items left in hallways, stairwells, or common spaces will be removed.
- Cleaning Studio bathrooms on a regular basis. Residents are expected to have their own cleaning supplies.

SUITE AND BEDROOM INSPECTIONS

To ensure the safety, cleanliness, and proper maintenance of all housing units, Student Housing staff conduct periodic inspections of private rooms, studios, and shared suites. These inspections help us identify potential maintenance issues early, ensure community health standards are met, and prepare units for future occupancy. We will be inspecting bedrooms a minimum of once per term and 24 hours notice will be given.

Vacuums

A vacuum has been provided in each suite/floor for use by all residents of that suite/floor in the common areas and bedrooms. Vacuum bags should be replaced frequently. Replacement bags are available at the Student Housing Office.

Garbage, recycling & composting

Student Housing provides the following waste streams at Townhouses and Tall Timber:

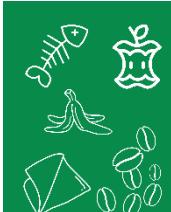
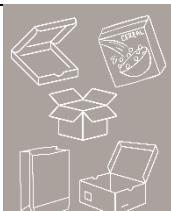
- Mixed recycling
- Landfill
- Compost
- Cardboard

At Tall Timber:

- A waste management room is available on every floor for students to take their waste
- Battery recycling and soft plastics collection are located on the main floor

Waste receptacles are available in common spaces across both locations.

Waste disposal guide

Mixed Recycling	<ul style="list-style-type: none"> ▪ Plastic containers ▪ Tin cans ▪ Glass containers ▪ Aluminum and steel cans ▪ Milk containers (rinsed) ▪ Well-rinsed food containers ▪ Coffee cups and lids 	
Organics	<ul style="list-style-type: none"> ▪ Meat, fish, bones ▪ Fruit and vegetables ▪ Dairy, eggshells ▪ Grains, rice, bread ▪ Baked goods ▪ Coffee grinds and tea ▪ Food soiled paper, paper towels, napkins ▪ Paper plates and to-go boxes 	
Landfill Waste	<ul style="list-style-type: none"> ▪ Fountain drink cups ▪ Chip bags ▪ Elastic bands ▪ Rubber gloves ▪ Candy wrappers 	
Cardboard	<ul style="list-style-type: none"> ▪ Clean, dry corrugated cardboard ▪ Flattened boxes (remove all packing materials) ▪ Cereal and shoe boxes (remove liners) 	

	<ul style="list-style-type: none"> ▪ Paperboard packaging (no food residue) ▪ Brown paper bags 	
Batteries	<ul style="list-style-type: none"> ▪ Single-use alkaline batteries (AA, AAA, C, D, 9V) ▪ Lithium single cells (tape terminals before recycling) ▪ Button cells (watch, hearing aid) 	

COMMUNITY STANDARDS

BCIT Student Housing aims to provide a living environment that promotes the success and development of its residents. BCIT is committed to providing an on-campus living environment that enhances residents' ability to live, learn, and work within an environment of mutual respect and free from discrimination.

Scope

The BCIT Student Housing Community Standards apply to all resident conduct that occurs:

- On Student Housing property (including all buildings, pathways, roadways and grounds).
- Within online communities (including social media and other online platforms) where content impacts the Student Housing community.
- Off Student Housing premises but related to events or activities sponsored or approved by Student Housing, or is alleged to have an adverse impact on another person's reasonable participation in the programs, activities, or employment within Student Housing.

Students are expected to know and comply with the requirements and provisions of these Community Standards. Any student who is found in breach of these standards will be subject to its disciplinary and procedural provisions.

Nothing in these Community Standards precludes BCIT Student Housing from referring any matter to appropriate law enforcement officials or from pursuing civil remedies before, during, or after disciplinary action is taken. BCIT Student Housing may investigate alleged breaches of Community Standards concurrently with investigations by law enforcement, judicial proceedings or another external entity unless required by law to delay such an investigation. BCIT Student Housing may also elect to suspend its internal investigation process until the outcome of the process outside the Institute is determined.

Rights and responsibilities

A fundamental premise of group and community living is that residents participate in an interdependent living situation whereby individuals play an active role in maintaining the safety and behavioural expectations of the community. The wellbeing of the Student Housing

community rests on the community's ability to meet the needs of the individual and vice versa. This balance is best achieved when all individuals are aware of their personal rights and their responsibilities to fellow residents.

As such, the following principles were designed to describe the rights of the individual within the Student Housing community:

- All individuals within the Student Housing community have the right to consideration and respect for their feelings and personal needs, while at the same time respecting the same right of every other person within the community.
- Every individual within the Student Housing community has the right to live in an environment where personal possessions and communal space are respected.

In accordance with the above principles, you have the right to:

- Study and sleep in your room, free of undue interference.
- Live in a clean environment.
- Be free from intimidation and/or physical or emotional harm.
- Petition for redress of grievances.

Your responsibilities are to:

- Know and comply with the Student Housing Handbook, ask for clarification if needed, and understand the standards and applicable processes.
- Read and adhere to the BCIT Student Code of Conduct (Non-Academic) and contact the Student Life Office if you have any questions
- Consider and appreciate your neighbours and their rights within the Student Housing environment.
- Clean up after yourself both in Student Housing and on the grounds.
- Inform your RA or the Student Housing Office staff if you have a grievance or concern about housing.

All suite residents are expected to individually and collectively take ownership of what transpires in the suite. If someone in the suite or their guest is violating Community Standards, you are responsible for asking the person to stop the inappropriate actions or to contact an RA for support.

Behaviour Expectations

Residents are responsible for their conduct while living within BCIT Student Housing and to ensure not to place themselves or others at risk. Students and their guests are responsible for knowing, understanding, and following all BCIT policies and provincial laws and regulations.

1. Dangerous or Disruptive Behaviour

Dangerous or disruptive behaviour is prohibited in Student Housing. This includes (but is not limited to):

- a. Disrupting student housing activities.
- b. Causing disruption to the Student Housing environment.
- c. Endangering or threatening the health, safety, well-being, or property of any person.
- d. Harming, injuring or threatening any person directly or through a third party or electronic means.
- e. Engaging in dehumanizing or degrading acts of initiation for the purposes of admission into or continued membership in a group organisation.
- f. Engaging in individual or collective acts of intimidation or threats against another person or group of people.
- g. Making or conspiring to make vexatious, frivolous, or malicious complaints against an Institute's student, employee, contractor, visitor or volunteer.
- h. Recording without consent any person in a location where there is a reasonable expectation of privacy, with the intent to use the recording maliciously. Please note that in the Student Housing environment there is a reasonable expectation of privacy in all spaces.
- i. Engaging in unwelcome or persistent conduct that a student knows, or ought to reasonably know, would cause another person to feel demeaned, intimidated, or harassed, including voyeurism.
- j. Inappropriate behaviour that includes (but is not limited to) yelling, screaming, profanity, public urination, spitting, filming others without permission, and lewd conduct.
- k. Initiating, encouraging, supporting, or participating in raids, pranks, or social media challenges – whether in person or online – that are disruptive, inappropriate, offensive, or hostile toward other residents or staff.
- l. Throwing, dropping, knocking, or ejecting objects from residence buildings, windows, balconies, or stairwells – whether intentional or accidental. For safety reasons, residents must not place objects on windowsills near operable windows and must ensure all items on balconies are properly secured to prevent them from falling or being blown off.
- m. Throwing snowballs or any other objects at residence buildings.

2. Damage, Destruction or Theft

It is not permitted to possess, attempt to possess, or use Student Housing, Institute, or other's property without appropriate consent or authority. This includes (but is not limited to):

- a. Unauthorized possession, duplication or use of keys or means of electronic access to any Student Housing premises or buildings. All residents are responsible for their keys at all times. Residents are not permitted to loan or give their keys to others.
- b. Tampering with or disabling locking mechanisms or leaving an unlocked door unattended is prohibited. Students must report lost keys immediately to the Student Housing Office.

- c. Tampering with any safety equipment, including hanging items from fire sprinkler heads, covering/disconnecting smoke or heat detectors, and misusing fire extinguishers.
- d. Tampering with elevator safety systems or engaging in any activity that interferes with the proper operation of residence elevators is strictly prohibited. This includes forcing doors open, overloading the elevator beyond its posted weight limit, or pressing emergency buttons without cause.
- e. Unauthorized entry to or use of any Student Housing premises or buildings. An individual must have written permission to enter another's room and must do so without manipulating the lock, door, or window.
- f. Defacing Student Housing premises, buildings or property.
- g. Damaging Student Housing property (equipment, supplies, or furniture), or removing it without authorisation.
- h. Defacing, mutilating, damaging, intentionally misplacing, or engaging in acts that deprive others of access to Student Housing material or property.
- i. Food items and items that are in common spaces in the suite.

Costs due to damage, destruction or theft will be charged to the people responsible. Damage, destruction or theft caused by guests will be billed directly to the host resident. In cases where the people responsible cannot be identified, the charges will be assessed against all residents of the suite.

3. Violations of Institute policies

Contravention of any applicable, non-academic BCIT policy, rule, or regulation constitutes Community Standards violations within the scope outlined previously, including:

- a. [Policy 7103, Sexual Violence and Misconduct](#)
- b. [Policy 7507, Harassment and Discrimination](#)
- c. [Policy 7150, Occupational Health and Safety](#)
- d. [Policy 7100, Safety and Security](#)
- e. [Procedure 7100-PR1, Abusive or Threatening Behaviour](#)

4. Weapons

Unless specifically authorized, students are not permitted to possess, carry, store, or use firearms, other weapons on Student Housing premises, or use any such item, even if legally possessed, in a manner that harms or endangers the safety of the student housing community or property thereof.

Weapons include:

- Firearms
- Swords
- Pellet guns

- Archery equipment
- Ammunition
- Knives
- Replica weapons

Further, any object wielded in a threatening or aggressive manner may be considered an offensive weapon.

Requests for accommodation under this section, including for legitimate religious beliefs or other grounds protected by the BC Human Rights Code, should be submitted to Student Housing at the beginning of any investigation. Such requests will be evaluated and reasonably accommodated to the point of undue hardship, taking into account all relevant factors, including the risk of harm to others.

5. Hazardous Materials

Due to fire hazards, halogen “torch” lamps, candles, incense and heat sources such as hot plates, propane stoves, or space heaters are not permitted. Possession of explosive or flammable material, including (but not limited to) firecrackers, ammunition, fireworks, dynamite, gasoline, propane, butane or other such materials, is not permitted on Student Housing property.

6. Cooperation with Staff

It is expected that all members of the Student Housing community will interact with each other respectfully. This includes (but is not limited to):

- Professional Staff
- Student Staff
- Third-party Contractors
- Emergency Services Personnel

As such, residents and their guests are expected to cooperate with reasonable requests from Student Housing Team Members. This includes cooperating with community standard investigations. Failure to provide information and/or accurate information when requested for any reason, such as providing a false name or identification, is not permitted.

7. Alcohol

If you decide to consume or bring alcohol to Student Housing, you are obligated to use it responsibly and legally and are fully accountable for your own actions as well as the actions of your guests.

Drinking Age

- Possession, consumption, or provision of alcohol by individuals less than 19 years of age in British Columbia is prohibited. You and your guests are responsible for knowing, understanding and complying with this law.

Behaviour

- Alcohol consumption is not an excuse for behaviour that violates Community Standards.
- Public intoxication is not permitted.

Areas of Consumption

- Consumption of alcohol by you and your invited guests is permitted only in a resident's unit and in the common areas of the suite (Townhouses) or in floor lounges (Tall Timber).
- The consumption of alcohol, or the presence of open alcohol, is not permitted in any other indoor space in residence and outdoors on campus.
- Concealing open alcohol in water bottles, cups, thermoses, etc., is not permitted.

Shared Sources

- Alcohol may not be produced or sold in Student Housing.
- Common sources of alcohol not allowed include (but are not limited to) kegs, beer bongs, pitchers, and funnels.

Excessive Drinking

- Excessive drinking is not permitted in Student Housing. BCIT and Student Housing consider excessive drinking to be consuming alcohol to the point of impaired mood, judgment, or mobility.
- Determination of excessive drinking is at the discretion of the Student Housing staff.

Prohibited Events Involving Alcohol

- Drinking games and any organised games where alcohol is the focus are not permitted.
- Examples include beer bongs, suite/unit crawls, century clubs, flip cups or water pong.

8. Smoking and Vaping

BCIT is a clean-air campus (policy 7150-PR4). Smoking is not permitted in any building on campus. You are required to smoke at least 6.1 metres (20 feet) away from windows and doors and properly dispose of any waste. This applies to the usage of electronic cigarettes as well.

9. Illegal substances

The possession, use, offering for sale, or distribution of any illegal substance is strictly prohibited. Students found to be in possession of, using, offering for sale, selling, or distributing an illegal substance will be considered in violation of Community Standards and may be reported to police in accordance with provincial or federal laws. Any involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. It is unacceptable to return to Student Housing under the influence of illegal substances. Possession of illegal substance paraphernalia is prohibited.

Note: The sale or distribution of prescription medication is strictly prohibited.

Amnesty Provision

At BCIT, we are committed to fostering a safe, inclusive, and supportive learning environment where students can thrive academically, personally, and professionally. As part of this commitment, the Student Code of Conduct, Housing Handbook, and Housing Contract, upholds standards that promote wellbeing, accountability, and mutual respect.

We recognize that students may face challenges related to substance use and that fear of disciplinary consequences can discourage individuals from seeking help. Therefore, we adopt an Amnesty Provision for students who voluntarily come forward to seek assistance for themselves or others in situations involving alcohol or drug use.

Students who proactively seek medical, psychological, or institutional support for substance-related concerns – whether for themselves or on behalf of others – will not face formal disciplinary sanctions for drug and alcohol use under this policy, provided that:

- The student's actions did not involve violence, threats, or significant harm/significant risk of harm to self or others.
- The student cooperates with university staff and engages with support services, as needed.
- The student completes any required, non-punitive follow-up.

This policy applies to both emergency situations (e.g., overdose, intoxication) and non-emergency disclosures made in good faith. While amnesty protects students from conduct sanctions, it does not exempt them from participation in interventions designed to support safety and wellbeing.

Drug or alcohol use alone will not be the subject of disciplinary action under this policy; however, impairment is not a defense for conduct that violates the Student Code of Conduct when the individual was not actively seeking help or support.

This provision reflects our belief that health and safety take precedence over punishment, and that students should be empowered to seek help without fear. We encourage all members of our community to act with care, compassion, and responsibility.

10. Cannabis

Cannabis is defined as the substance set out in item 1 of Schedule II to the Controlled Drugs and Substances Act, and all substances derived therefrom or of which cannabis or any of its chemical compounds or derivative substances is an ingredient, element, or component, including (but not limited to) cannabis oil, bud, shatter, wax, resin, concentrates, edibles, tinctures, pills, medications, and topical lotions, and includes all synthetic forms of such substances.

The following rules apply with respect to cannabis and cannabis products in Student Housing.

- a. All activities involving cannabis products (e.g. storage, consumption, acquisition) must be carried out in accordance with all Federal and Provincial laws and this Contract. Where the provisions of this Contract are more restrictive than the Federal and Provincial laws or the general rules of BCIT regarding cannabis, then the provisions of this Contract/ Handbook prevail.
- b. Smoking, vaporising, consuming or using cannabis is prohibited anywhere on BCIT property, whether inside or outside of the BCIT Student Housing buildings.
- c. The possession or cultivation of cannabis plants in your accommodation or elsewhere on Student Housing property is prohibited.
- d. BCIT Student Housing strictly prohibits the manufacture, offering for sale, sale, advertisement of, or distribution of cannabis on BCIT Student Housing property.
- e. Cannabis products must be stored:
 - In your private space in your bedroom. (e.g. they cannot be stored in a shared fridge, freezer or cupboard.)
 - With labels clearly indicating they contain cannabis.
 - Sealed in a container such that any smell is undetectable outside of your bedroom.
- f. Cannabis equipment must be stored:
 - In your private space in your bedroom. (e.g. it cannot be stored in a kitchen or bathroom cupboard.)
 - Sealed in a container such that any smell is undetectable outside of your bedroom.
 - With labelling clearly indicating it is used to prepare or consume cannabis.
- g. As a courtesy to fellow residents, we ask that you wait a few minutes after consuming cannabis before returning to housing as this helps minimize odors in hallways and shared spaces, ensuring a more comfortable environment for everyone.

11. Fire Safety Equipment and Procedures

Tampering with fire alarms, firefighting equipment, or fire detection equipment is strictly prohibited.

Do not disturb or hang things from the fire safety sprinkler heads in your bedroom, lounge or hallways.

Never cover or disconnect the smoke or heat detector in your bedroom. If it malfunctions, immediately call the RA on-duty or Housing Office and they will advise you what to do. If a smoke or heat detector is found disconnected or disabled (without permission), all the residents of that room or suite will be at risk and will be assessed for reconnection or repair.

Residents are required to evacuate all buildings in the event of a fire alarm or other emergency.

12. Guests

You are responsible for your guests' behaviour both on Student Housing property and when attending Student Housing events, whether they are held on or off campus. Guests must adhere to all BCIT policies and procedures, including all Student Housing Community Standards. Residents will be held responsible for their guest's conduct if their behaviour violates any of the following:

- a. You must be present to host your guests. Guests cannot be left alone in Student Housing without you being there. Guests must be accompanied by their host at all times, including all common areas in Student Housing.
- b. You may accommodate one guest in your bedroom for a maximum of three consecutive nights, twice per month. No person may be the guest of more than one resident in succession. In exceptional circumstances, extensions may be granted by the Student Housing Office.
- c. The RA must be informed of all overnight guests so that they will be aware of the number of people in the house in the event of an emergency.
- d. Guests are not permitted to stay overnight in the common areas. They may only stay overnight in your room.

13. Noise Policy and Quiet Hours

Residence is a communal living environment. With many people living together, you must expect a certain degree of disruptive noise from time to time.

- a. Quiet hours are defined as those times during which residents are prohibited from making any noise that may be heard in any bedroom other than their own or outside the suite or unit.
- b. Quiet hours are in effect from Sunday through Thursday at all hours, and on Friday and Saturday from 11 pm to 7 am.
- c. During quiet hours, the noise in common areas must not be loud enough to be heard in bedrooms. This refers primarily, but not exclusively, to noise emanating from stereos, video games, televisions, and verbal conversation.
- d. Noise must be confined to the suite/unit at all times.

- e. Every resident has the right to request that other people minimize their noise, even during times that are not quiet hours. If you are unsuccessful, you should approach your RA or the RA on duty for guidance and support.
- f. Similarly, if someone has asked you to be quiet, you should respect that person's wishes and reduce your noise output.
- g. Playing instruments or music that disturb others and/or violate quiet hours is not permitted.

14. Prohibited Items and Activities

Any inappropriate or disruptive conduct that might affect the Student Housing community is prohibited. Examples of prohibited items and activities are:

- a. Storage of any item, such as bikes, boxes, equipment, etc., in hallways, patios, and balconies.
- b. Personal dartboards, foosball and air hockey games.
- c. Water fights and outdoor games, such as hockey, football, frisbee throwing, etc., are forbidden inside Student Housing buildings.
- d. Antennas, external wiring, and loose or visible internal wiring in common areas.
- e. Changes, modifications, or additions to the physical environment, such as air conditioners, flags, hanging baskets, chin-up bars, and bird feeders.
- f. Running a business or using your residence space for unauthorized commercial purposes is strictly prohibited. This includes, but is not limited to, operating grow-ops, bitcoin mining, illegal gambling operations.
- g. Door-to-door solicitation for any purpose must be approved by Student Housing.
- h. Installing or operating high-powered equipment such as cryptocurrency mining rigs, grow lamps, industrial heaters, or other devices that place unrealistic demands on the building's electrical systems.
- i. Posters or other materials that may be deemed offensive are not permitted in Student Housing common areas or in areas that are visible outside the unit.

15. Cooking

Cooking is only permitted in suite kitchens, floor kitchens, and studio kitchens. Under no circumstances should any resident leave any cooking unattended at any time.

Residents are not permitted to use cooking appliances in their Townhouse Bedrooms or Connected Single units.

16. Pets

Pets are not permitted in residence. If you require an Emotional Support Animal or Service Animal, please contact the Student Housing Office for more information.

17. Building Security and Lockouts

You are responsible for taking reasonable precautions to ensure that your assigned room, suite, and building are protected from a breach of security. This includes (but is not limited to):

- Lock your room and/or unit door(s) and window(s).
- Do not prop building entrance doors open.
- Do not permit unknown persons to follow you into a Student Housing building or elevator.
- Immediately report strangers or security concerns to BCIT's Campus Security.

You are not permitted to access or enter roofs, under patios, on trellises, in any mechanical or electrical rooms, basements and crawlspaces or in any other area in Student Housing that had been clearly marked as off-limits.

Student Housing recognizes that residents may from time to time forget or misplace their key, resulting in the need for a Student Housing Team Member to unlock the resident's unit door, also known as a lockout. Residents should make every effort to ensure they keep their residence key(s) on their person to avoid lockouts from occurring.

To balance support provided with operational demands on Student Housing Team Members, the following rules apply regarding lockouts:

Lockout Number	Outcome
1-2	No assigned outcomes.
3	Requirement to meet with your RA to discuss strategies to avoid locking yourself out of your unit within three business days of your third lockout.
4+	\$25.00 Lockout Fee for each lockout, starting at your fourth lockout.*

*Lockout numbers will reset at the start of each term.

Lockout Fees will be applied to resident's Student Housing account.

18. Furniture and Removal of Property

BCIT Student Housing provides all required furniture. Students are responsible for any damage caused to furniture in their unit and common spaces. The removal of any BCIT property is unacceptable and residents will be charged the cost of replacement and/or returning the property.

It is prohibited to remove BCIT property, including window screens, from the unit without the permission of the Student Housing Office.

19. Cleanliness

All residents are expected and required to participate equally in keeping the Student Housing premises clean, and to meet the expectations outlined in the [Cleaning section](#) of this document.

Community Standards Process

BCIT Student Housing is committed to providing a resolution process that adheres to the principles of administrative fairness.

REPORTING INCIDENTS OF COMMUNITY STANDARDS VIOLATIONS

If a resident is alleged of violating the Community Standards, any member of the BCIT community may report the alleged behaviour to a Student Housing Team Member. Where possible, the report should be made in writing and as quickly as possible following the occurrence of the suspected violation. All reports that involve threats of violence or emergencies are to be forwarded immediately to Safety, Security, and Emergency Management (SSEM).

MULTIPLE PROCEEDINGS

All residents are expected to be aware of and adhere to the requirements of the BCIT Student Code of Conduct ([Non-academic Policy 5102](#)). In cases where the actions of the resident impact the greater BCIT community, the alleged violation may be addressed under the BCIT Code of Conduct Policy 5102, Harassment and Discrimination Policy 7507 or by Safety and Security Policy 7100.

In some instances, the actions of a resident may intersect or violate more than one institutional code or policy. Where multiple internal codes or policies apply, those responsible for initiating the processes will consult to determine which process should be applied, which takes precedence and whether engaging multiple procedures is warranted. Whereby an external process does not serve the needs or interest of the institution in maintaining a safe and welcoming housing environment, BCIT Student Housing may choose to take interim measures and/or delay an internal investigation.

REVIEW AND INTERIM MEASURES

Upon receiving a report of an alleged violation of Community Standards, the Student Housing Office will take action to address any immediate safety concern. In situations where an individual's behaviour poses a significant risk to self or others, the student will be referred to appropriate supports and services.

All reports are reviewed by the Student Housing Office to determine if the reported incident might involve any potential violation(s) of Community Standards or of a BCIT policy and, if so, the policy under which an investigation should be pursued. For each report that is determined to involve any potential violation(s) of the Community Standards, a Student Housing Case Manager

will be assigned. Where appropriate, the incident may be referred to another division of BCIT for follow-up.

Should the assigned Student Housing Case Manager deem the incident to pose a risk to persons or property, an interim measure may be put in place. Interim measures are actions that aid in maintaining safety and order during the time of the investigation and are not punitive or disciplinary. Interim measures must be reviewed at regular intervals. The respondent(s) can appeal interim measures to the Associate Director, Student Housing. Should the Associate Director, Student Housing be the assigned Student Housing Case Manager, appeals of interim measures can be directed to the Senior Director, Student Success (or designate).

INFORMAL RESOLUTION AND ALTERNATIVE DISPUTE RESOLUTION

NOTICE OF INVESTIGATION

A resident who is alleged of violating the Community Standards will receive a Notice of Investigation by email. This notice will outline the nature of the alleged violation. Residents will be invited to provide their account of the alleged incident either via email or a meeting with the Student Housing Case Manager. Residents are welcome to bring a support person or witness to any meetings and must inform the Student Housing Case Manager prior to the meeting.

INVESTIGATION

The Student Housing Case Manager will conduct an investigation to gather and confirm the report's accuracy and details. The investigation may include meeting with individuals with relevant information and collecting and reviewing relevant documents.

DECISION MAKING

Once the investigation is complete, the Student Housing Case Manager will make a finding of fact using a balance of probabilities to determine whether a violation of Community Standards occurred. If a resident is found to have violated the Community Standards, the Student Housing Case Manager will decide what outcomes are appropriate by considering the relevant contextual factors, including (but not limited to):

- Impact of the behaviour.
- Inadvertent or deliberate nature of the behaviour.
- Whether the act in question is an isolated incident or part of a pattern of behaviour.
- Whether the behaviour can reasonably be understood to be the result of a documented health condition or other extenuating circumstances.
- Any other mitigating or aggravating circumstances.

In cases when the student asserts that their behaviour was related to a characteristic protected by the BC *Human Rights Code*, the decision-maker may consult with Institute experts at Student Health Services, Accessibility Services, Respect, Diversity, and Inclusion Office, legal representation, or Counselling and Student Development, to receive and review relevant medical or human rights documentation, and to receive advice regarding any accommodation that is reasonable and appropriate in the circumstances.

INVESTIGATION OUTCOMES

If it is determined that no violation of the Community Standards occurred, the resident will be informed in writing.

In cases where the Student Housing Case Manager determines that the alleged violation is minor, they may determine that the incident be resolved informally without further recourse.

Informal Resolution may include:

- A verbal warning.
- A mediated discussion.
- Coaching.

The Student Housing Case Manager may work in collaboration with campus partners, including Student Life, Respect, Diversity, and Inclusion Office, Indigenous Initiatives, or other departments, to resolve the situation informally.

If the Student Housing Case Manager finds that a violation of the Community Standards has occurred, they may recommend Alternative Dispute Resolutions or resolve the matter by imposing one or more outcomes.

Outcome	Description
Informal Resolution	Can involve informal actions such as a verbal warning, a mediated discussion, or coaching.
Alternative Dispute Resolution	Can involve facilitated mediation and/or restorative justice (e.g. apology letters).
Formal Warning	Issue a written warning to the resident, with a copy to be placed on the Student Housing conduct file.
Support Agreement	Develop an agreement with the resident that sets out expected behaviours, limitations, obligations, and associated timeframes.
Educational Activity	Require the resident to complete a project with the intent of understanding or contributing to the reparation of harm caused or reparation of trust lost as a result of the misconduct.
Referral to Student Services	Connect the resident with a personal or professional resource to assist them in addressing the issues that were found to be a factor in the conduct. Engagement with referred services may be mandatory or optional.
Fees and Restitution	Pre-determined fees associated with specific behaviours, such as smoking in residence or tampering with fire safety

	<p>equipment. Assess and recover costs to rectify the damage or loss caused by the resident.</p> <p>Pre-determined fees include:</p> <ul style="list-style-type: none"> • Smoking in residence: \$100.00 • Tampering with fire safety equipment: \$100.00
Loss of privileges	The denial of specified privileges for a period of time or under certain conditions, including, but not limited to, restricting students from entering specific locations, attending specific events, or being in proximity to certain people.
Eviction	Termination of the Student Housing agreement. All evictions will include a ban from BCIT Student Housing property. All students evicted remain indebted for any fees, assessments, or damages. The timeline of the eviction is based upon the severity of the violation and determined by the Associate Director, Student Housing.
Referral to BCIT Policy 5102	The violation may be referred to the Student Life Office for review under the Student Code of Conduct (non-academic).

In cases where the resident does not complete the determined outcomes to the satisfaction of the Student Housing Case Manager or refuses to reasonably participate in the investigation process additional outcomes, up to and including eviction, may be imposed.

Where appropriate and consistent with applicable privacy requirements, those directly involved in the incident may be informed that the matter was resolved. There may be cases in which the Student Housing Case Manager shares case information with other members of the BCIT community, such as the Student Life Office, Deans, Associate Deans, and instructors, for the purpose of ensuring the student is accountable to any behaviour expectations.

APPEALS

The process for appealing Community Standards outcomes:

- A resident may appeal the investigation decision and/or the assigned outcome(s) on the following grounds:
 - Lack of procedural fairness or bias/unfair treatment or discrimination.
 - Improper investigation.
 - The outcome is disproportionate to the determined behaviour.
 - New information has come to light.
- A resident has five (5) business days from the receipt of their investigation outcome letter to submit an appeal. All imposed outcomes of the investigation, including eviction, will remain in place during the appeals process.

- To initiate the appeals process, the resident is required to email the Student Housing Office with the following information:
 - Subject/title of the email: BCIT Student Housing Community Standards Appeal
 - In the body of the email:
 - Indicate your full name and student number.
 - Indicate your reason for entering an appeal (based on the requirements above).
- Appeals are managed by the Associate Director, Student Housing. Should the Associate Director, Student Housing be the assigned Student Housing Case Manager or unavailable, the Senior Director, Student Success (or designate) will manage the appeal, as appropriate.
- Once your email has been received, you will be contacted with a decision as to whether an appeal meeting will be scheduled. If an appeal meeting is scheduled, you will be invited to discuss your case.
- At the conclusion of the appeals process, one of the following will result:
 - The original decision and outcomes are upheld.
 - The original decision and/or outcome(s) is/are modified, which may result in increasing or decreasing the outcomes already applied.
 - The original decision and/or outcome(s) is/are overturned.
- The outcome of the appeal is final and not subject to further appeal.

MISUSE OF THE COMMUNITY STANDARDS PROCESS

Misuse of the Community Standards process is prohibited. This includes (but is not limited to):

- a. Falsifying, distorting, or misrepresenting information.
- b. Causing or attempting to influence others to falsify, distort, or misrepresent information.
- c. Disrupting or interfering with a Community Standards process.
- d. Attempting to discourage an individual's proper participation in, or use of, a Community Standards process.
 - Engaging in retaliation against another person for pursuing a complaint or participating in an investigation or coercing and/or intimidating witnesses or decision-makers involved in a Community Standards process.

EXPERIENCING CAMPUS LIFE

We encourage you to be actively involved in the campus community and make new connections.

Programming

Student Housing provides many opportunities for students to learn, develop and engage with their communities. The Residence Advisor team will facilitate residence events to help students transition to campus life. While living on campus you will have access to a variety of events

hosted in Student Housing by the Residence Advisor team. Come out, join in on the fun, learn something new and get to know your neighbours. Events could be community- wide, building-based or floor/suite-based. Talk to your Residence Advisor for more information or to share what you'd like to see happen in your community! Keep an eye out for posters on event opportunities.

Stay connected

Stay tuned with what's happening on campus by downloading the [myBCIT Mobile App](#) to access your course schedule, grades, announcements and more, and the [Safety Wise](#) app to access safety tips, weather alerts, and more.

Student Services

BCIT has a wide range of services available to support you.

For further details, visit the [BCIT Student Services Website](#).

Student Resources Contact Information

Program Advising	Accessibility Services	Student Financial Aid and Awards
<p>bcit.ca/advising program_advising@bcit.ca 604-434-1610 Building SW1, Room 1130, Burnaby Campus</p>	<p>bcit.ca/accessibility accessibility@bcit.ca 604-451-6963 Building SW1, Room 2360, Burnaby Campus</p>	<p>bcit.ca/financial-aid 604-432-8555 Building SW1, Room 2132, Burnaby Campus</p>
<p>Bookstore</p> <p>bcit.ca/bookstore bookstore@bcit.ca 604-432-8379 Online, Burnaby and Downtown Campus</p>	<p>IT Services</p> <p>bcit.ca/it-services 604-412-7444 Building SE12, Room 205, Burnaby Campus</p>	<p>Trades Learning Centre</p> <p>bcit.ca/trades-access trades_tutorial@bcit.ca 604-451-6832 Building NE1, Room 340, Burnaby Campus</p>
<p>BCIT Student Association</p> <p>bcitsa.ca 604.432.8600 Building SW2, Burnaby Campus</p>	<p>Learning Commons</p> <p>bcit.ca/learning-commons learning_commons@bcit.ca 604-432-8367</p>	<p>Food Services</p> <p>bcit.ca/foodservices/ dineoncampus.ca/bcit bcitsa.ca/food</p>
<p>Student Life Office</p> <p>bcit.ca/student-life-office student_life@bcit.ca Building SW1, Room 1303, Burnaby Campus</p>	<p>Recreation Services</p> <p>bcit.ca/recreation bcit_recreation@bcit.ca 604-432-8612 Building SE16, Burnaby campus Access the website for locations on other campuses.</p>	<p>BCIT Library</p> <p>bcit.ca/library Aerospace: 604-419-3708 Burnaby: 604-432-8370 Marine: 604-453-4107</p>
<p>Early Assist</p> <p>bcit.ca/early-assist early_assist@bcit.ca 604-451-6863</p>	<p>Student Health Services</p> <p>bcit.ca/health-services 604-432-8608 Building SE16, Room 127, Burnaby Campus</p>	<p>Counselling and Student Development</p> <p>bcit.ca/counselling 604-432-8608 Building SE16, Room 128, Burnaby Campus</p>
<p>Respect Diversity and Inclusion Office</p> <p>bcit.ca/respect respect@bcit.ca 604-432-8409 Building SW1, Room 1550, Burnaby Campus</p>	<p>Indigenous Initiatives</p> <p>bcit.ca/indigenous-initiatives gathering_place@bcit.ca 604-432-8474 Building SW1, Room 1521, Burnaby Campus</p>	<p>International Student Centre</p> <p>bcit.ca/international international@bcit.ca Building SW1, Room 1170, Burnaby Campus Room 781 and 782, BCIT Downtown Campus</p>

YOUR SAFETY AND SECURITY

Your safety and security are a priority for BCIT, and we want to inform you of the many mechanisms and services available to protect your personal safety.

ON CAMPUS RESOURCES	NATIONAL AND PROVINCIAL
<p>Campus Security: 604-451-6856</p> <p>Available 24 hours a day, 7 days a week</p> <p>Contact Campus Security to:</p> <ul style="list-style-type: none">▪ Report an incident.▪ Connect with First Aid.▪ Request company for a Safer Walk.▪ Ask for lost and found.	<p>In the case of an emergency, please call:</p> <p>911</p> <p>Police/ Fire / Ambulance</p>
<p>Student Housing Office: 604-432-8677</p> <p>Attention hours 8:30 am to 5:30 pm</p>	
<p>Residence Advisor on-duty: 604-341-7890</p> <p>For after-hours support</p>	
<p>Safety Wise</p> <p>Download the app to stay current with safety information and easily access emergency communication when you need it most.</p>	<p>Non-emergency Health information: 811</p> <p>Access free-of-charge provincial health information and advice through the 24/7 phone line operated by HealthLink BC.</p>
<p>Urgent Counselling: 604-432-8608</p> <p>If you or another BCIT student faces a crisis and needs urgent counselling support, contact Counselling Services. Check out their office hours.</p>	<p>National Suicide Crisis Helpline: 988</p> <p>Everyone who is living in Canada and experiencing suicidal thoughts can call or text.</p>

Additional channels to contact Campus Security:

- Emergency telephones with a direct line to campus security, located throughout each campus and most BCIT elevators.
- In-house telephones, along with emergency telephone numbers. Here are some additional safety tips for residents to help keep our community safe:

Housing security

You are responsible for taking reasonable precautions to ensure that your assigned room, suite, and building are protected from a breach of security. This includes (but is not limited to):

- Lock your room and/or unit door(s) and window(s).
- Do not prop building entrance doors open.
- Do not permit unknown persons to follow you into a Student Housing building or elevator.
- Immediately report strangers or security concerns to BCIT's Campus Security.

You may be asked by BCIT's Housing Office staff or BCIT's Campus Security to produce photo identification at any time.

Vehicle security

Cars can be vandalized and stolen on campus lots. Please take precautions.

- Do not leave any valuables in your vehicle.
- Always lock vehicle doors and close windows.

Personal safety

- Use the buddy system and walk with a companion after dark.