

BCIT STUDENT HOUSING HANDBOOK

BCIT



Welcome to Student Housing

On behalf of the BCIT Student Housing team, welcome to Student Housing! We are glad you are joining our community.

BCIT Student Housing, located on the Burnaby campus, offers convenient, affordable accommodations for students.

In addition to all the physical comforts and proximity to school, the real benefit of Student Housing is living with and learning from your neighbours and friends. BCIT brings together people from all over the world. Over 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.

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 on-campus. This handbook includes processes, policies, and helpful information. 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 successful and happy stay at BCIT!

Sincerely,

BCIT Student Housing Team



The British Columbia Institute of Technology acknowledges that our Student Housing is located on the unceded traditional territories of the Coast Salish Nations of xwməθkwəyəm [Musqueam], Sḵwxwú7mesh [Squamish], and səḵilwətaʔ [Tsleil-Waututh].

Table of Contents

Handbook Revision 260225; Effective May 25, 2026

Welcome to Student Housing.....	2
Table of Contents.....	3
BCIT Student Housing Team	5
Communications From the Student Housing Office.....	7
Disclosure Of Personal Information.....	7
Housing Eligibility and Applications.....	8
Eligibility for Student Housing.....	8
Contract Lengths and Terms.....	8
Priority Access to Student Housing.....	9
Housing Fees.....	9
Fee Payment.....	10
Fee Sponsorship.....	10
Damage Deposit.....	10
Payment Plans.....	11
Late Payments.....	11
Refunds.....	11
Accommodation Types.....	12
Tall Timber Student Housing.....	12
Townhouses.....	15
Accessibility.....	17
Amenities for Residents.....	17
Laundry.....	17
Vending.....	17
Internet.....	18
Lounges.....	18
Parking.....	20
Bike Storage.....	20
Community Standards.....	21
Rights And Responsibilities.....	21
Moving In.....	23
Access.....	23
Room Setup.....	26
Hazardous Materials.....	27
Room Access and Privacy.....	28
Use of BCIT Facilities and Property.....	29
Approved Use of Student Housing Spaces.....	30
Pets.....	30
Noise and Quiet Hours.....	31
Guests.....	32
Cooking and Kitchen Use.....	33
Cleaning Expectations.....	35

Waste Management 36

Inspections..... 38

 Bedroom Inspections..... 38

 Kitchen and Common Space Inspections..... 38

Safety Procedures..... 39

 Fire Safety Equipment and Procedures..... 39

Behaviour Expectations 40

 Weapons..... 42

Substance Use 43

 Alcohol 43

 Smoking And Vaping 44

 Cannabis..... 44

 Illegal Substances..... 45

 Amnesty Provision 45

Maintenance and Repairs..... 47

 Bed Bugs 47

 Other Pests..... 48

 Mould..... 48

Mail and Deliveries 49

Room Changes and Move Out..... 50

 Room Transfers..... 50

 Leaving Early - Notice to Vacate..... 50

 Move-Out Expectations 51

Community Standards Process 52

 Reporting Incidents 52

 Multiple Proceedings 52

 Review and Interim Measures..... 52

 Notice Of Complaint 53

 Investigation..... 53

 Decision Making..... 53

 Investigation Outcomes..... 54

 Appeals 56

 Misuse of the Community Standards Process..... 57

Campus Life and Student Support..... 58

 Programming..... 58

 Stay Connected..... 58

 Student Services 58

Important Contacts 59

BCIT 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 Student Housing Department is part of BCIT's **Student Success** division.

Housing Office Staff

Front Desk Staff work at the reception desk in Tall Timber. Residents will interact with this team when checking in, picking up mail, and getting support.

Admissions and Occupancy Coordinators process applications for housing and support students who need assistance developing payment plans.

The **Residence Life Coordinator** works directly with the Residence Advisors to support the needs of students and organize programming.

The **Housing Operations Coordinator** works closely with the **Housing Maintenance Staff** to ensure that issues with the buildings are resolved.

The **Manager, Residence Life** is responsible for the student experience and manages the Community Standards process.

The **Manager, Student Housing Operations** is responsible for Admissions/Occupancy, maintenance, and building operations.

The **Associate Director, Student Housing** has overall responsibility for Student Housing and works directly with the two managers.



Residence Advisors

Residence Advisors [RAs] are students who live in Student Housing to support residents. 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 and over the weekend to help with emergencies, lock-outs, maintenance issues, or any personal support you may require. Contact details for the RA on duty are on the back cover.

The responsibilities of RAs include:

- Peer mentoring, coaching, and conflict resolution
- Emergency and crisis support
- Community building
- Check-ins and check-outs
- Creating events that are designed to promote learning and personal growth for residents.
- Supporting safety in residence and Community Standards.
- Locating and referring to campus resources and services.
- Answering general questions about Student Housing and BCIT.

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.

Communications From the Student Housing Office

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 as trusted addresses in your email account the following to ensure our important communications do not bounce back or are not flagged as junk

- Housing@bcit.ca
- Info@housing.bcit.ca
- BCIT_Housing@bcit.ca
- Residence-life@bcit.ca
- Residence-life@housing.bcit.ca

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:

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

Housing Eligibility and Applications

As an educational institute operating on-campus housing, BCIT Student Housing is **not governed by the BC Residential Tenancy Act**. Please review the BCIT Student Housing Contract, as this document outlines the terms and conditions of occupancy. The Contract is available on the Student Housing Portal and website.

Eligibility for Student Housing

BCIT Student Housing is available to students who fall into specific categories:

- Students actively attending classes in a cohort-based, full-time program.
- International students [with valid study permit] attending classes in 9+ credits of Flexible Learning per term.
- Students enrolled in Trades and Apprenticeship programs on-campus.
- Students enrolled in full-time remote programs that have short on-campus components.
- Students registered with BCIT Accessibility Services who have a Modified Study Plan.

Except with permission from the Student Housing Office, you are required to move out within two days of no longer being eligible. Please review the section on Moving Out Early for details.

Students who will be eligible for housing in the upcoming academic year are eligible to remain in housing over the summer term.

Contract Lengths and Terms

While most students are registered in programs that start in September and end in May, BCIT has programs of varying lengths.

BCIT Student Housing divides bookings into two categories: **Short Stays** [under 12 weeks] and **Long Stays** [12 weeks or more]. Bookings can range from one week to a full year.

For organizational purposes, Long Stay bookings with Student Housing are separated into Fall, Winter, and Summer terms. Short Stay bookings are

divided into different terms based on the start date of the program. Your offer letter and contract will specify the dates and length of your stay.

Short Stay bookings usually begin on Sunday afternoon (over long-weekends, they may begin on Monday). Check-out for Short Stays is 12:00 pm on the Friday that the program ends (except in situations where Friday is a holiday).

If you wish to return to Student Housing in an upcoming term or stay past the end of your contract, you will submit a request through the Student Housing Portal. Early check-ins, late check-outs, and booking extensions require permission from the Student Housing Office and are not guaranteed.

Priority Access to Student Housing

Depending on the number of applications, not all students may receive an offer of housing. In general, applications are processed in a first-come, first-served manner based on best fit and availability.

While we try to meet the needs of all students, 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

Housing Fees

Students should check the Student Housing Portal for total fees and due dates associated with each booking. The cost of each booking will depend on unit type and total length of stay. Rent rates are adjusted each year in August. Students should expect yearly rent increases. Fees posted to the Student Housing Portal include rent and an Activity Levy.

A non-refundable fee of \$300 is required to confirm bookings. Upon move-in, this fee becomes a refundable damage deposit.

BEGINNING AUGUST 1, 2026

Fees for each booking are due 30 days prior to the start of the booking. Fees for bookings made within 30 days of the start of the booking are due immediately.

Fee Payment

BCIT offers the following payment options for housing fees:

- Online banking bill payment
- In-person at SW1 [debit or cheque from a Canadian Institution]
- Flywire for 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.

Fee Sponsorship

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.

Damage Deposit

The fee paid to confirm a booking becomes a refundable damage deposit upon move-in. The deposit may be used to cover the cost of any missing items or repair for damage you or your guest does to the Student Housing buildings, including bedrooms, common areas and exteriors.

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 account. Information about requesting refunds is available later in this handbook.

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 submit a request through the Student Housing Portal. Payment plan documents must be accepted through the Student Housing Portal to come into effect. If you do not accept 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 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 your contract has not started, it may be cancelled.
- If you are no longer in the room and your balance remains outstanding, your debt may be forwarded to a collections agency.

Refunds

Refunds for the Damage Deposit and early departures are applied to your student account by the Student Housing Office. After any outstanding fees on your account (tuition, rent, parking, etc.) Have been paid, you may request a refund for the balance from the BCIT Finance Department. Refunds may be requested by cheque, direct deposit, or Flywire. Refunds may take up to eight weeks to process after being applied to the account.

Accommodation Types

BCIT Student Housing offers three different styles of accommodations across a low-rise Townhouse community and 12-storey Tall Timber facility.

All rooms are completely furnished. Student Housing will not remove or store furniture from bedrooms unless required for accessibility reasons.

Bed linens, towels, and cooking supplies are not provided for Long-Stay bookings. Short-Stay students may request rental packages that include these items.

Please note that we make room assignments for single-gender rooms based on gender as self-identified on the housing application.

Tall Timber Student Housing



Tall Timber viewed from the courtyard

Tall Timber, opened in 2025, offers five floors of Connected Single units and six floors of Studio units.

The Student Housing Office and many of the shared services are also located in Tall Timber.

Tall Timber Options

Studio Room Floors – Six floors feature self-contained Studio rooms that include a washroom and small kitchen. Each Studio is approximately 187 sqft. Each room is fully carpeted and furnished, including a closet.

- Bed with extra-long twin mattress [36" x 80"]
- Desk [48" x 24"] and chair
- Two sets of drawers
- Bookshelf
- 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 features a large furnished common lounge and two smaller open-space flex rooms.

Studio floors are all mixed-gender. Some Studio Rooms are allocated for Short-Stay students.



In-suite kitchen in Tall Timber

Connected Single Floors – Five floors feature private rooms that share a private washroom with one other room. Each room is approximately 142 sqft. Washroom access is from a public hallway. All rooms on the floor share a common kitchen.

- Bed with extra-long twin mattress [36” x 80”]
- Desk [60” x 24”] and chair
- Two sets of drawers
- Bookshelf

Each floor has a shared kitchen where residents share fridges, stoves, sinks, microware and prep areas. Each resident has a private storage cabinet.

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

Mixed-Gender, Men-Only, and Women-Only floors are available.



Kitchen on connected single floor

Townhouses



Townhouses viewed from Laurie Jack Lane

Seven Townhouses each have four suites hosting up to 12 students in individual rooms.

Townhouse Options

Townhouse Room – Each of the seven Townhouses has four suites that accommodate up to 12 students each in individual rooms. Each room is approximately 110 sqft. Each suite incorporates a low-rise, split-level design to create a community-like living environment. There are two floors in each suite, with 6 bedrooms per floor.

Each townhouse suite shares common washrooms, a kitchen, and living space.

- Bed with extra-long twin mattress [36” x 80”]
- Desk and chair
- Two sets of drawers
- Bookshelf
- Closet
- Towel drying rack
- Wall-mounted mirror

Each suite has four toilets, sinks and showers shared between residents.

Each suite shares fridges, stoves, sinks, microware and prep areas. Each resident has a private storage cabinet. There is also a shared dining room with tables and chairs, and a living room with couches and entertainment system.

Mixed-Gender, Men-Only, and Women-Only suites are available.

Certain Townhouses are designated for Short-Stay students. All Short-Stay Townhouses are Mixed-Gender.



Townhouse kitchen



Townhouse bedroom

Accessibility

Student Housing supports students with a variety of accessibility needs. 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 availability.

Units in Tall Timber on each floor have been designed to meet accessibility needs, including:

- Wheelchair-accessible washrooms, bedrooms, and kitchens
- Visual and auditory emergency notifications
- Accessible doors

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.

Amenities for Residents

Laundry

Students can do their laundry by purchasing a laundry card from the Coinamatic kiosk (located in SW7 and SW11) using debit or credit, or by downloading the Coinamatic mobile app.

In Tall Timber, a shared laundry room is located on the first floor. This facility includes over 40 washers and dryers and is shared by all residents.

In the Townhouses, a laundry room is located adjacent to Suite A. Each laundry room contains two washers and two dryers. Ironing boards and irons are provided by BCIT in each suite.

Vending

In Tall Timber, the Vending Room is open 24 hours a day for access to snacks, drinks, supplies, and small meals.

In the Townhouses, limited vending is available in the SW11 lounge.

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.

In **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. See Key Contacts on the last page.



In the **Townhouses**, residents are connected to the BCIT network. Smart tvs and most wireless devices are not supported by the BCIT network and technical support related to these devices is not provided.

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 these policies by students using the BCIT network in Student Housing may result in disconnection and other disciplinary measures.

Lounges

Tall Timber has a large lounge located on the first floor for residents to use. This spacious lounge offers desks, couches, a projector, table tennis, and a fireplace.



Great Lounge in Tall Timber

At the Townhouses, 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.



Study room in Tall Timber



Seating area in 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.

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.

Bike Storage

Bike storage is available on a first-come, first-served basis subject to availability. Students must bring their own locks and are responsible for securing their bikes in designated storage areas. Bicycles are not permitted in hallways, stairwells, balconies, bedrooms, or other common areas, as this creates safety and fire hazards.

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.

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.

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

The fundamental premise of living in a community is that residents participate in an interdependent environment where individuals play an active role in maintaining shared safety and behavioural expectations. 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 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 and Contract, 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 the rights of your neighbours and other residents in 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 Student Housing.

All residents are expected to individually and collectively take ownership of what transpires in our community. If a resident 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.

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 community meeting with your Residence Advisor. Please report any problems with your room to the Student Housing Office.

COMMUNITY STANDARD 1

All residents have an obligation to ensure that Student Housing buildings and individually assigned spaces are secure.

As a resident, you are responsible for:

- Locking your room and/or unit door[s] and window[s].
- Not propping building entrance doors open or disable the locking mechanism.
- Not permitting unknown persons to follow you into a Student Housing building or elevator.
- Immediately reporting security concerns to BCIT Campus Security.

You may be asked by a member of the BCIT Student Housing team or BCIT Campus Security to produce photo identification at any time.

Access

COMMUNITY STANDARD 2

Residents are only permitted to access spaces in BCIT Student Housing that they are authorized for.

You will be issued keys or an access card for the building and rooms that you can access. Student Housing keys and access credentials may not be duplicated and may not be loaned to others.

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 have been clearly marked as off-limits. You are also not permitted to enter another resident’s room without their express permission and may only access the room through the door.

Townhouse residents will be issued a key to the suite and a separate key for the individual bedroom.

Tall Timber residents living in a Connected Single will receive an access card for the front door, elevator, and room. Physical keys for the washroom and for the kitchen cabinet will also be provided.

Tall Timber residents living in Studios will receive an access card for the front door, elevator, and room.

COMMUNITY STANDARD 3
Residents are responsible for their keys and access cards.

Lost keys and cards will result in a replacement fee. Keys and cards can be replaced at the Student Housing Office.

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 Occurrence	Outcome
1-2	Educational Conversation with the RA on Duty or Student Housing Office staff member.
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 fee applied to the student account per subsequent incident. Lockout numbers reset at the start of each term.

Elevator Usage

COMMUNITY STANDARD 4

Residents are responsible for appropriate and safe use of elevators.

For safety and the convenience of other residents:

- Do not access unauthorized areas.
- Do not force doors open.
- Do not overload the elevator beyond posted capacity limits.
- Use the emergency call button only in emergencies.

Vehicle Security

Due to the risk of cars being vandalized and stolen on campus lots, please always take the following precautions:

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

Personal Safety

- Use the buddy system and walk with a companion after dark.
- BCIT provides a Safer Walk program to walk employees, students and visitors to their destination on campus.
- Safer Walk is available 24/7 at the Burnaby, CARI, Downtown, Annacis Island and Aerospace Campuses. Safer Walk is available at the Marine Campus from 7:00 a.m. To 10:00 p.m., Monday to Friday.
- For the Burnaby campus call 604-451-6856 for a Safer Walk.

Insurance

BCIT does not assume responsibility for personal property in housing, nor does BCIT 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.

Room Setup

COMMUNITY STANDARD 5

Residents may not remove Student Housing property from their room or modify the room. Residents may respectfully decorate their space in ways that do not damage Student Housing facilities.

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 [including window screens] is not permitted. Residents will be charged the cost of replacement and/or returning the property.

All decorations must be temporary, non-damaging, and compliant with fire and safety regulations. Approved adhesive strips may be obtained from the Student Housing Office. Painting, wallpapering, stickering, or otherwise altering the walls or fixtures is not permitted. Most adhesives associated with LED light strips will damage the walls.

Changes, modifications, or additions to the physical environment, such as air conditioners, flags, hanging baskets, chin-up bars, and bird feeders are not permitted.

Posters or other materials that may be deemed offensive are not permitted in Student Housing common areas or in areas of private units that are visible from outside the unit.



HAZARD WARNING: Some of the Townhouse buildings contain encapsulated asbestos and lead in paints and surface coating materials. If left undisturbed, these materials do not pose a hazard to occupants. Do not put any holes in the walls.

Contact the Student 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.

COMMUNITY STANDARD 6

Residents will store their personal belongings only in the spaces that have been assigned to them and not in shared/common areas.

Residents are not permitted to leave any items in the common areas of the building (including hallways, stairwells, lounges, elevators, patios/balconies) including, but not limited to shoes, umbrellas, garbage bags, waste, or other items anywhere other than in designated areas. Items left in common areas will be removed.

Hazardous Materials

COMMUNITY STANDARD 7

Hazardous items, heat sources, open flame, and substances that present a risk of fire are not permitted in Student Housing buildings and are not permitted to be used on Student Housing property.

Open flames, including candles and incense, are not permitted.

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.

Room Access and Privacy

Except in the situations listed below, BCIT will provide you with a minimum of 24 hours of notice to enter your room, including for room inspections, pest inspections, and repairs. For safety and operational reasons, residents must not block or barricade their room in a way that prevents entry.

Authorized BCIT personnel may enter your 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;
- BCIT believes you have abandoned or vacated your room or unit.

Room Entry Process

Student Housing Team Members will adhere to the protocol below for entering a resident's room regardless of whether earlier notice of entry has or has not been provided. They will:

1. Knock on the door for the first time, announce themselves, and wait.
2. Knock on the door for the second time, announce themselves, and wait.
3. Knock on the door for the third time and announce themselves again as they open the door slowly.
4. Enter the room/unit.
5. Lock the door when leaving [even if the door was unlocked].

Use of BCIT Facilities and Property

COMMUNITY STANDARD 8

Residents will not possess, attempt to possess, or use the belongings of others or BCIT without the appropriate consent or authority.

Respecting the belongings of others includes food items stored in shared spaces such as cupboards and fridges, and other items that are in common spaces.

COMMUNITY STANDARD 9

Residents are expected to use spaces appropriately and will be responsible for any damages caused.

The following activities are not permitted, and residents will be responsible for any costs associated with damages:

- Defacing Student Housing premises, buildings or property.
- Damaging or removing Student Housing property (equipment, supplies, or furniture).
- Personal dartboards, foosball, and air hockey games.
- Damage, destruction or theft caused by guests of a resident.
- Water and snowball fights indoors or in the vicinity of buildings.
- Playing outdoor games inside buildings, such as hockey, football, frisbee throwing, etc.

In cases where the individual responsible for damage cannot be identified, the charges may be assessed against all residents of the community.

Residents are not permitted to remove furnishings from common areas, including taking furniture outside the building.

Residents are not permitted to add furniture or large appliances. Any such items will be removed and the costs of removing them will be charged to the owner or community.

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

Approved Use of Student Housing Spaces

BCIT provides Student Housing to facilitate access to academic programs offered by the Institute. Other uses of BCIT Student Housing spaces, including private rooms, are not permitted.

COMMUNITY STANDARD 10

Residents may only use BCIT Student Housing spaces and their access to spaces for authorized activities.

The following are examples of uses that are not authorized:

- Running a business or using your residence space for unauthorized commercial purposes. This includes, but is not limited to, operating grow-ops, bitcoin mining, illegal gambling operations.
- Door-to-door solicitation for any purpose must be approved by Student Housing.
- 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.

Pets

COMMUNITY STANDARD 11

Pets are not permitted in BCIT Student Housing units. Emotional Support Animals and Service Animals require authorization by the Student Housing Office.

Emotional Support Animals and Service Animal may be authorized for residents of Tall Timber. The application form for a support animal is located on the Student Housing Portal.

Noise 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. However, all residents can also expect to have periods of study and sleep free from interruption.

COMMUNITY STANDARD 12

Residents are responsible for ensuring that their noise does not disturb other residents and for respecting the Quiet Hours in effect and quiet areas in the BCIT Student Housing community.

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.

On days with classes the next day (usually Sunday to Thursday), Quiet Hours are in effect from 8:00 pm to 8:00 am.

On days without classes the next day (usually Friday and Saturday), Quiet Hours are in effect from 11:00 pm to 8:00 am.

At the end of term, Quiet Hours may be extended to promote uninterrupted studying.

During quiet hours, the noise in common areas must not be loud enough to be heard in bedrooms or outside. This refers primarily, but not exclusively, to noise from stereos, video games, televisions, musical instruments, and verbal conversation.

Courtesy Hours are those times outside of Quiet Hours. During these times, every resident has the right to request that other people minimize their noise.

Guests

COMMUNITY STANDARD 13

Residents are responsible for the supervision of and conduct of any guests they are hosting in BCIT Student Housing.

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.

You must be present to host your guests. Guests cannot be left alone without you being there. Guests must be accompanied by their host at all times, including all common areas in Student Housing.

COMMUNITY STANDARD 14

Residents may host a guest overnight for a maximum of three consecutive nights, twice per calendar month. All overnight guests will be reported to the RA and must stay in the room of the host overnight.

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.

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.

Guests are only permitted to stay overnight in the room of the resident hosting them.

Cooking and Kitchen Use

COMMUNITY STANDARD 15

Residents may cook in designated cooking areas only and are responsible for promptly cleaning up cooking areas after use. Appropriate food preparation and storage techniques must be used to avoid damage to kitchen resources and reduce risk of pests.

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

Residents are not permitted to use cooking appliances in their bedrooms except in the kitchen area of Studios. Cooking appliances includes hot plates, kettles, rice cookers, toasters, and microwaves.

You are responsible for cleaning up after yourself and leaving the spaces clean so that other residents can use them. Wash and put away dishes in common spaces immediately after using them. Dishes in shared kitchens must be kept in your assigned cupboards.

Place all waste into the appropriate waste receptacles, following signage.

For Connected Single floors with shared kitchens, BCIT supplies small appliances for shared use, including:

- Microwaves
- Air fryers
- Blenders
- Rice cookers
- Toasters
- Coffee machines
- Kettles

Residents are expected to clean any shared appliance immediately after use.

Residents on Connected Single floors are permitted to bring their own appliances. Appliances must be labelled with the student's name and be stored in their assigned cupboard or unit. and are not permitted to be stored on the countertops while not in use.

In the kitchen, residents are required to:

- Use cutting boards to avoid damaging counters and tables.
- Use pads that will prevent hot items from damaging counters and tables.
- Not borrow kitchen items from others without permission.
- Do not pour grease, solid particles, or food down kitchen drains.
- Wipe all surfaces, including the stove, after every use.
- Drain and clean the sink after washing dishes.
- Keep common area tables, countertops and furniture clear of all personal items.
- Clean and regularly check and remove spoiled or unwanted items from fridges and freezers.

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.

Each student has limited space for storing food and cooking items. Students living in Townhouse suites and Connected Single floors will share refrigerators and freezers with 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.

Student Housing may remove spoiled or prohibited items from shared fridges and freezers without prior notice.

Cleaning Expectations

Community Standard 16

Residents have a responsibility to maintain cleanliness in their personal spaces and assist in the upkeep of shared and common spaces.

All residents have the right to a clean living environment and have obligations to participate in keeping Student Housing facilities clean. Maintaining cleanliness prevents issues with pests, mould, and odours.

Custodial Staff are responsible for providing sanitation services in common areas on weekdays, including:

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

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

Residents are responsible for:

- Cooperating with the custodial staff.
- Removing garbage regularly and using garbage bags.
- Disposing of trash properly in kitchen bins, outside dumpsters or waste management rooms.
- Keeping floors, shelves, and surfaces free of clutter and food residue.
- Keeping the floors clear of objects. Vacuum the common areas when there is debris.
- Wiping windowsills to remove condensation to prevent mould.
- Storing personal items (groceries, dishes, cookware, and clothing) in assigned cupboards, drawers, or bedrooms.
- Keeping the shower basin and floor clear of toiletries and other personal items.
- Keeping the washroom and shower clean for the next resident.
- Not allowing strong or disruptive odours to persist in your unit.
- Cleaning Studio bathrooms on a regular basis. Residents are expected to have their own cleaning supplies.

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.

Waste Management

COMMUNITY STANDARD 17




Residents have a responsibility to manage waste appropriately.

Student Housing provides the following waste streams:

- Landfill
- Mixed recycling
- Compost
- Cardboard
- Battery recycling [available in Tall Timber]

At Tall Timber, a waste management room is available on every floor for students to sort waste.

Waste Management Guidelines

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	
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	
Cardboard <ul style="list-style-type: none">▪ Cardboard▪ Clean, dry corrugated cardboard▪ Flattened boxes (no packing materials)▪ Cereal and shoe boxes (remove liners)	
Batteries <ul style="list-style-type: none">▪ Disposable and rechargeable batteries▪ Small electronics containing batteries	
Landfill Waste <ul style="list-style-type: none">▪ Fountain drink cups▪ Chip bags▪ Elastic bands▪ Rubber gloves▪ Candy wrappers	

Inspections

Bedroom Inspections

To ensure the safety, cleanliness, and proper maintenance of all housing units, Student Housing staff may conduct periodic inspections of private rooms. These inspections help us identify potential maintenance issues early, ensure community health standards are met, and prepare units for future occupancy. 24 hours notice will be given in advance of room inspections.

Kitchen and Common Space Inspections

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 the kitchen or common space, 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.

Safety Procedures

Fire Safety Equipment and Procedures

COMMUNITY STANDARD 18

Residents are responsible to ensure their actions do not interfere with the operation of fire safety equipment.

Tampering with or disconnecting fire alarms, firefighting equipment, or fire detection equipment is not permitted. Damage caused to the fire safety system, or misuse of the fire safety system, may result in fines.

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 the unit malfunctions or beeps repeatedly, call the RA on-duty or Housing Office and they will advise you what to do.

COMMUNITY STANDARD 19

Residents are obligated to evacuate buildings in the event of a fire or other emergency.

Behaviour Expectations

Residents are responsible for their conduct while living within BCIT Student Housing. Students and their guests are responsible for knowing, understanding, and following all BCIT policies and provincial laws and regulations.

COMMUNITY STANDARD 20

Residents are responsible to comply with all BCIT policies, rules, and procedures that are in effect.

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

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

COMMUNITY STANDARD 21

Residents will comply with all reasonable requests from Student Housing Team Members.

All members of the Student Housing community are expected to interact with each other respectfully.

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.

COMMUNITY STANDARD 22

Residents are not permitted to engage in dangerous or disruptive behaviour in Student Housing.

Examples of dangerous or disruptive behavior include:

- Intentionally disrupting Student Housing programming or activities.
- Endangering or threatening the health, safety, well-being, or property of any person.
- Harming, injuring or threatening any person directly or through a third party or electronic means.
- Engaging in dehumanizing or degrading acts of initiation for the purposes of admission into or continued membership in a group organisation.
- Engaging in individual or collective acts of intimidation or threats against another person or group of people.
- Making or conspiring to make vexatious, frivolous, or malicious complaints against an Institute's student, employee, contractor, visitor or volunteer.
- Recording without consent any person in a location where there is a reasonable expectation of privacy, with the intent to use the recording maliciously. In the Student Housing environment there is a reasonable expectation of privacy in all spaces.
- 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.
- Inappropriate behaviour that includes (but is not limited to) yelling, screaming, profanity, public urination, spitting, filming others without permission, and lewd conduct.
- 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.
- Throwing, dropping, knocking, or ejecting objects from residence buildings, windows, balconies, or stairwells. 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.

Weapons

COMMUNITY STANDARD 23

Unless specifically authorized by BCIT Student Housing, residents are not permitted to possess, carry, store, or use firearms other weapons on Student Housing premises.

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 or grounds protected by the BC Human Rights Code, should be submitted to Student Housing. 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.

Substance Use

Alcohol

COMMUNITY STANDARD 24

Residents are responsible for the legal and responsible use of alcohol at all times in areas approved for consumption.

Drinking Age: Possession, consumption, or provision of alcohol by individuals less than 19 years of age in British Columbia is prohibited.

Areas of Consumption: Consumption of alcohol is permitted only in a resident's unit and in suite common areas (Townhouses) and Lounges (Tall Timber, Floors 2 -12 only). Open alcohol is not permitted in any other indoor space in residence, including Study Rooms and Common Rooms, or outdoors on campus. Concealing open alcohol in other containers is not permitted.

Behaviour: Public intoxication is not permitted. 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.

Obtaining Alcohol: Alcohol may not be produced, sold, or purchased in Student Housing. Shared sources of alcohol, including kegs, beer bogs, pitchers, and funnels, are not allowed.

Prohibited Events: 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 pongs.

Smoking And Vaping

COMMUNITY STANDARD 25

Residents are responsible for smoking and vaping outdoors only and in accordance with BCIT policies.

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.



Cannabis

COMMUNITY STANDARD 26

Using cannabis products or derivative substances is prohibited on BCIT property except as provided by BCIT policies.

Manufacturing, growing, offering for sale, selling, advertisement of, or distribution of cannabis is prohibited on BCIT property.

Cannabis products and equipment used to consume cannabis must be stored only in bedroom spaces and sealed in a container such that any smell is undetectable outside of your bedroom.

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.

For more information, see the BCIT Policy on Cannabis Use: [Policy 7103, Sexual Violence and Misconduct](#)

Illegal Substances

COMMUNITY STANDARD 27

Residents are prohibited from the possession, use, offering for sale, or distribution of any illegal substance or related paraphernalia on BCIT property. This includes the sale or redistribution of prescription medication. Return to Student Housing under the influence of illegal substances is not permitted.

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, uphold 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 substance 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 BCIT 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.

Maintenance and Repairs

Residents are responsible to submit maintenance and repair requests through the Student Housing Portal in a timely manner. 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.

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 Student Housing fees due to any disruption or relocation associated with ongoing construction projects, maintenance, or renovation requirements.

Maintenance and repair requests may require our facilities team to access your bedroom. By requesting maintenance or repair services, you are authorizing them to enter your bedroom any time after request submission until the repair is completed. Most repairs will happen Monday to Friday from 8am to 6pm. Rooms may need to be accessed multiple times to resolve an issue.

Bed Bugs

A proactive approach is in place to prevent bed bugs in Student 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 Student Housing Office or the Residence Advisor on-Duty 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.

Residents are not moved during the treatment to contain the issue. For more information, see [Health Link BC](#).

Other Pests

Residents are responsible for not allowing conditions to exist that, in the opinion of Student Housing, may encourage the infestation or propagation of insects, rodents or other vermin. 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 Student Housing Office.

In cases in which pests have been reported or observed, personnel authorized by BCIT may enter your accommodation, with short or no notice and without your presence, to inspect. 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.

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.
- Open your blinds daily.
- 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 or common space, contact the Student Housing Office to arrange a cleaning of the area at no additional cost.

Mail and Deliveries

Most mail and packages for residents are delivered to BCIT Central Receiving and then brought to the Student Housing Office in Tall Timber during office hours. This may take up to 3 business days but often happens the next business day. Most letter mail may be picked up from the Student Housing Office. Except for very large deliveries, parcels will be placed in the parcel lockers in Tall Timber. Residents will receive instructions by email about the use of the parcel lockers. Residents will receive an email from the Student Housing Office once their mail and/or packages are ready for pick-up.

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

Your Full Name
SW7, 3700 Willingdon Avenue
Burnaby, BC, V5G 3H2

A Canada Post mailbox is located beside SW11 on the Student Housing parking lot H and outside the main doors of SW7 Tall Timber. 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.

Food and Meal Kit Deliveries: If you are ordering takeout or groceries, you are encouraged to meet the delivery person directly at the door. Alternatively, there is a Food Delivery Table in the Tall Timber lobby available during business hours. Residents must collect these items on the same day they are delivered.

Unattended Deliveries: Food deliveries left 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.

Room Changes and Move Out

BCIT Student Housing may need to change your allocated unit during or between bookings to meet operational needs, including maintenance and efficiency needs.

Room Transfers

Room transfers can be requested through the Student Housing Portal. 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 if possible. Do not change rooms prior to the request being approved.

The Student Housing Office is not responsible for the costs incurred with any room transfer. A \$100 fee is assessed for approved room transfers regardless of if they are cancelled once approved.

Leaving Early – 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:

- 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].

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 inability 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 the Student Housing Office.

Move-Out Expectations

You are required to vacate your assigned unit by 12:00 pm on the last day of the Contract Term. To check out, please return your keys and parking pass (if applicable) to the Student Housing Office via the front-desk or the key drop off bin. Late check-outs are not permitted unless pre-approved by the Student Housing Office.

Your 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.

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 beyond reasonable wear and tear.

Community Standards Process

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

Reporting Incidents

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).

Notice Of Complaint

A resident who is alleged of violating the Community Standards will receive a Notice of Complaint 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 may 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.

INVESTIGATION OUTCOMES

Outcome	Description of outcome
Informal resolution	Can involve informal actions such as verbal warning, mediated discussion, or coaching.
Alternative dispute resolution	Can involve facilitated mediation and/or restorative justice [e.g. letter of apology].
Support agreement	Development of an agreement with 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	<p>Pre-determined fees associated with specific behaviours, such as smoking in residence or tampering with fire safety 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
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 via residence-life@bcit.ca. Title the email "BCIT Student Housing Community Standards Appeal." In the body of the email, indicate your full name and student number and 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):

- Falsifying, distorting, or misrepresenting information.
- Causing or attempting to influence others to falsify, distort, or misrepresent information.
- Disrupting or interfering with a Community Standards process.
- 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.

Campus Life and Student Support

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](#).

Important Contacts

BCIT Student Housing Office	604-432-8677	SW07 - 139
RA On Duty	604-341-7890	
Intello/Telus Support	1-877-283-9778	
BCIT Security Non-Emergency	604-454-2222	
BCIT Security Emergency	604-451-6856	SW01 - 1000
BCIT Financial Aid & Awards	604-432-8555	
BCIT Health Services - Clinic	604-432-8608	SE16 - 127
BCIT Health Services - Counselling	604-432-8608	SE16 - 128
BCIT IT Services	604-412-7444	

BCIT Campus Security can also be contacted through Blue Poles located around campus and using in-house emergency telephones.

BC Emergency Services Police, Fire, and Ambulance Services	911
HealthLink BC Non-emergency health advice	811
Crisis Centre 24h mental health support line	988

CONNECT WITH STUDENT HOUSING

Email: housing@bcit.ca

Phone: 604-432-8677

—
BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY.

**EDUCATION
FOR A COMPLEX WORLD.**

