



HOUSING ADVISORY COMMITTEE MEETING

Date: March 26, 2024

Time: 3:00-4:00pm

Location: Teams

Attendees: Jen Coulter, Jillienne Simone-Burns, Daniel Brisebois, Julia Bedding, Melody Berhane, Michael Eamon, Alexx Bodden, Sofia Gesualdo, Madison Michell

MINUTES

- I. Land Acknowledgement, Jillienne Simone-Burns:**
 - a. [Trent's Resource shared.](#)
- II. Review of minutes from the fourth session on March 7, 2024, Julia Bedding:**
 - a. Minutes were approved by the Committee and uploaded to the [website](#).
- III. Jillienne presented her item on Residence Agreement Updates (slides attached to these minutes):**
 - a. The left side of the slides shows our current language and the right side includes the proposed updates. There are a few small details that still need to be finalized and sent to legal for review.
 - b. The \$50 non-refundable application fee must be paid each time a student submits an application for any residence term. The \$500 residence application deposit is only refundable in the event that a student does not receive an offer of admission, has their offer of admission rescinded, or has their VISA or study permit application denied.
 - c. We are also taking this opportunity to formalize some of our internal policies so we can better inform students and hold our team accountable.
 - i. We updated the language to be clearer in terms of the dates and times a student will need to have their room confirmed by.
 - ii. If a student is deferring, we use the academic drop date.
 - iii. For rejection, delays, withdrawals, and waitlists, we are adding language to create more of a structure.
- IV. Jen presented the draft Terms of Reference for next year's Committee (reference page attached to these minutes):**
 - a. The revisions we have included under the Scope will help us to clarify the purpose of this Committee.

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- b. We have also cleaned up the membership. Student Housing will no longer be assigning folks to the Committee. Committee appointments will be for a one-year team. As discussed in our previous meeting, the Residence Council will be removed.
 - i. The College Cabinet, TCSA, TGSA, and TDSA will remain on the roster.
 - ii. Student Housing employees will be removed as they will instead be participating in a separate Committee.
- c. For the meeting frequency, these small updates are based on scheduling as we sometimes are not able to meet once per month or start in October due to delays with the Committee list (due to various reasons, such as elections).

V. Jillienne presented her item on Renovations:

- a. The wheels are in motion on several projects that we have discussed throughout the year. We are now working on a finalized plan for the Champlain curtain walls and windows (big square windows in the west stairwell). The quote we received was higher than our initial projections, so we are looking to stretch that work over two summers to maintain fiscal responsibility.
- b. We are happy that many of our planned projects are continuing to move forward. We are beginning the process for the stucco repairs on Gzowski exterior.
- c. The Blackburn renovation (the Student Housing office) should be done by the end of April. We had the opportunity to do a site visit this week and are very happy with the results and the progress.

VI. Dan presented an update on the Best Practice Analysis:

- a. In an earlier meeting we discussed some work we started in the summer with the Best Practice Analysis project. To recap, we brought in consultants from different universities to review Trent's residence life program. They looked at the ways we interact with students, and at our policies, and programs. They provided us with a list of recommendations to help define the areas that we needed to focus on to provide the best experience possible for Trent students. I wanted to go over some of the progress we have been able to make with the recommendations this year:
 - i. Amalgamate the Residence Council with the College Cabinet, as discussed in our last meeting.
 - ii. Creating a focus on communities and ensuring that we think about all of our students when drafting policies and creating programs. We have evaluated our staffing positions in residence and some of our policies. One of the areas we wanted to focus on was ensuring our professional staff were more responsive to student needs. To address this, we created 2 manager positions to oversee some of the larger student concerns.
 - iii. We are working on developing a wellness role for residence next year. This position will support wellness needs and education, and will develop preventative initiatives.
 - iv. As discussed in our last meeting, we have also spent some time reviewing our living learning community programs. We are looking at identifying valuable changes we can make for next year, work on this is ongoing.
 - v. Over the summer, our goal is to better equip our staff to create the best experience for students. Our department has hired a new training and assessment coordinator that will be evaluating and building out our staff training to help us accomplish this goal.



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VII. Jen presented her final remarks and thanks to Committee members:

- a. As a thank you for your time, efforts, and feedback on the Committee, we have sent out Starbucks gift cards! If you have not received yours, please first check your junk email, and then you can get in touch with Julia and she can get you set up with one. We know it's a lot of work to sit on a committee and come to all of the meetings, and review the documents. We have really appreciated this and wish you all the best as you close out the term.

This is the last session of the academic year. Thank you to all of our Committee members for their support this year!

Housing Advisory Committee – Residence Contract

Tuesday March 26, 2024



2023-2024

FEES

- The Resident shall pay to the University
 - A Room fee for the occupation of the Room, including the \$500 deposit.
 - A residence dining plan fee based on their Room type.
 - Trent Cash if selected through the Room confirmation process

2024-2025

FEES

- The Resident shall pay to the University
 - An application fee of \$50 that is non-refundable and re-payable each time a student submits an application to apply to any Residence term.
 - A \$500 residence application deposit
 - The specific refund process for this deposit varies by term and will be communicated to students via the Student Housing Portal.
 - This fee shall only be refundable in full in the event that a student does not receive an offer of admission, has their offer of admission rescinded, or has their VISA/Study Permit application denied. Students will be expected to communicate these situations to Student Housing to access a refund.
 - A Room fee for the occupation of the bed space.
 - A residence dining plan fee based on their Room type.
 - Dining plans will be reduced for students who are staying in residence for the Fall semester only or the winter semester only (see Section 7).
 - Trent Cash if selected through the Room confirmation process.

2023-2024

- Failure to arrive by 5:00 p.m. on September 3, 2023, or notify Student Housing of your late arrival via email to residence@trentu.ca, means that the University is under no obligation to hold the Room space. In this situation, the Resident will still be liable for all fees related to the Room until a time in which a new contract will fill the Resident's vacancy.
- If the Resident does not move in but fails to cancel their confirmed residence Room prior to 11:59 p.m. (EST) on September 3, 2023, the Resident will remain responsible for all Room and dining plan fees and will fall under the Withdrawal from Residence process beginning in Section 27.

2024-2025

- Failed Arrivals: If the Resident does not move in but fails to cancel their confirmed residence Room prior to 11:59 p.m. (EST) on September 1, 2024 for the Fall Semester or January 4, 2025 for the Winter Semester, the Resident will remain responsible for all Room and dining plan fees and will fall under the Withdrawal from Residence process beginning in Section 27.
 - If a student decides to defer their academic program to a future term, Student Housing shall allow students to defer their residence application up to one academic term (fall students can defer to Winter, winter students can defer to summer or fall). Requests to defer beyond one academic term shall be processed as cancellations.

2023-2024

2024-2025

- Students must indicate that they are deferring their residence application by canceling prior to the final date to change fall-term/winter-term courses based on the academic calendar.
 - For Fall 2024: September 19
 - For Winter 2025: January 20
- In the event a student cannot arrive to campus due to their immigration documentation (VISA/Study Permit, etc.) still being pending shall be processed as standard cancellations unless they choose to defer to a future term as per sections 9. a) and 9. B)
- In the event a student cannot arrive to campus due to their immigration documentation being rejected, the student shall be entitled to a full refund

2023-2024

- *The previous contract did not mention the procedure for students on the waitlist. This was only communicated via the Student Housing Portal and emails.*

2024-2025

Waitlist: Students who apply late and are waitlisted shall have 3 days to confirm their room booking. Once a room space is offered, the \$500 residence deposit will be non-refundable. Once a booking is confirmed by the student, all applicable refund policies shall apply. If a student cancels their residence application prior to the deadline to confirm their booking, they will not be responsible for the residence or dining fees related to that booking. Students who cancel their residence application prior to receiving a room booking, shall receive a full refund of the \$500 deposit.

2023-2024 – Room Fees

- A Resident who elects to withdraw from residence may do so by cancelling their application on the Student Housing Portal in advance of the desired date of departure.
 - If the date of the completed cancellation in the Housing Portal and departure/move out occurs prior to the Monday of the Trent University reading week in the winter semester, the Resident shall be liable for payment of Room fees on a pro-rated basis to the date the vacant contract is filled by a new Resident who was not previously in contract with the University. If the vacancy cannot be filled, the student will be responsible for the full payment of the Room fees. The Resident is responsible for following the proper checkout processes which includes returning keys to the Service Centre.
 - If the date of the completed cancellation in the Housing Portal and departure/move out occurs after the Monday of the Trent University reading week in the winter semester, the Resident shall be liable for the payment of the full amount of Room fees and shall not be entitled to a refund of any part thereof, whether the vacant contract is filled by a new Resident contract.

2024-2025 – Room Fees

- A Resident who elects to withdraw from residence may do so by cancelling their application on the Student Housing Portal in advance of the desired date of departure. The following refund schedule will apply:
 - Students staying for the full academic year:

Date	Refund Offered
After applying and Before June 28, 2024 at 4:00 pm	\$250 refund offered (\$250 forfeiture applies against \$500 residence deposit). The student is not responsible for any room fees.
After June 28 th at 4:00 pm and Prior to AUGUST BILLING DATE TBD	\$500 deposit is non-refundable (\$500 forfeiture applies against the \$500 residence deposit). The student is not responsible for any room fees.

Residence Contract Updates

Date	Refund Offered
After AUGUST BILLING DATE TBD and before the final date to change or add fall-term courses (September 19, 2024)	A pro-rated cancellation fee equivalent to 30 days occupancy in the room type they self-selected or were assigned.
After September 19, 2024 and prior to the final date to drop classes for the fall semester (November 7, 2024)	The student is responsible for all fall semester fees and will not be responsible for their winter residence fees.
After November 7, 2024	A pro-rated cancellation fee equivalent to 90 days occupancy in the room type they self-selected or were assigned. If less than 90 days remain in the academic year (defined under Occupancy), the student shall be responsible for all remaining residence fees

CHALLENGE THE WAY YOU THINK

Terms of Reference

Background

The Housing Advisory Committee (HAC) is a subcommittee of the Colleges and Student Services Committee (CASSC). The HAC is an annual standing advisory committee to Student Housing.

Purpose

The HAC is a consultative body for Student Housing. The committee will consider the student housing experience and provide recommendations for enhancement of the program. HAC is charged with formulating feedback and/or recommendations regarding off campus supports, programs and services delivered in residence, residence capital and renewal projects, residence policies and the annual agreement, for decisions by the housing leadership team.

The committee votes on the approval of the residence fees in alignment with the non-compulsory ancillary fee protocol.

Scope

HAC is advisory in nature. This committee is designed to provide the housing leadership team with points of consideration to inform effective decision-making. The committee discusses and The committee:

- ~~Discusses and~~ makes recommendations on issues that impact undergraduate, graduate, and off campus housing experiences in Peterborough and Durham.
- ~~Reviews and makes recommendations on the annual satisfaction survey data.~~

The scope of the committee is limited to the work of Student Housing. Due to the nature of the work, this committee may also discuss issues that are related to other areas of the university (e.g., food services, security). These discussions will be documented and passed on to the respective department for consideration. The committee will focus on broad issues impacting the larger student housing population. At the end of each meeting, leadership team members will stay after the conclusion of the meeting to assist with addressing issues that impact individual students (e.g., human resource related concerns, maintenance concerns). The committee does not:

- ~~Speak on behalf of the university on emergent issues.~~
- ~~Discuss human resources related concerns related to one employee.~~
- ~~Address day-to-day maintenance concerns affecting one individual student's rooms.~~

Process

The committee, will:

- Consider safety, diversity, equity, inclusion, sustainability, and a positive student experience with respect to all practices of Housing Services.
- Make clear, concise, and actionable recommendations to the housing leadership team.
- Produce an agenda and minutes of each meeting and post them on the housing services website.

Membership

Committee members are intended to represent a cross-section of students. A assigned by the Office of Student Affairs, the following representatives are appointed for one year term (academic year), and Student Housing.

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Chair/Vice Chair

The HAC is chaired by the Director and vice chaired by the Assistant Directors.

Representatives

The HAC has the following representatives or designates:

Representing	Position
Residence Students	<ul style="list-style-type: none"> Residence Council President from each College/Durham (5) College Cabinet representatives (5)
Residence & Off Campus Students	<ul style="list-style-type: none"> TCSA President or Vice President College & University Affairs (1) TGSA President (1) TDSA President (1)
Housing Employees	<ul style="list-style-type: none"> Peterborough student employee (1) Durham student employee (1) Housing professional team member (1)
Colleges	<ul style="list-style-type: none"> Principal (1) <p><i>Note: this representative also sits on the student leaders meeting and shares information between that group and HAC</i></p>

Decision Making

The HAC is a consultative body and makes recommendations to the housing leadership team. The housing leadership team is responsible for making operational decisions related to the residence experience, considering the feedback and recommendations from HAC.

Robert's Rules of Order is only applied for approval of the residence fees and budget, subject to the university's non-tuition, non-compulsory ancillary fee protocol.

Working Groups

The HAC may request a working group be formed to as needed to discuss a specific issue. Typically, working group discussions are a short series of meetings intended to achieve a specific outcome, and are contained to one academic year. Working groups shall be comprised of volunteers and draw upon members from the HAC.

Meeting Frequency

Meetings will be scheduled for 60 minutes for a maximum of 5 times per year between once per month from October to March of each year. Generally, meetings are closed to encourage open discussion. Invited guests will be considered as agreed upon within the group.

Reporting

As a subcommittee of CASSC, the HAC will report on the progress of the committee as requested by the Chair of CASSC and/or the AVP, Students.