



HOUSING ADVISORY COMMITTEE

**Housing Advisory Committee Meeting
Session 1 – Thursday, November 6, 2025**

3:00 p.m. – 4:00 p.m.

Location: Teams

MEETING MINUTES

- I. Welcome, Jaimie Dickson & Robert King:**
 - a. Introductions were conducted
 - b. A reminder was provided to review the orientation video.
- II. Land Acknowledgement, Melanie Howard.**
- III. Review and approval of minutes from last session on March 13th, 2025, Julia Bedding:**
 - a. The approved minutes have been posted to the website.
- IV. Renovation/Renewal Update 2025-26 & Consultation 2026-27, Jaimie Dickson (slides attached):**
 - a. Renovations projects commenced during the last year include:
 - i. Work began on the Champlain College curtain walls and windows project. This project is valued at over \$3.5 million dollars, so work will be carried out across multiple years. To date, all windows and curtain walls have been replaced in the west tower. Work on the remaining windows and walls, starting in the west, will continue in 2026 and beyond.
 - ii. The bedroom furniture refresh on the 5th and 6th floors of Gzowski College has been completed.
 - iii. The Champlain College office renovation has been completed. A decommissioned mail room was reconfigured into two professional staff offices for Student Housing employees.
 - iv. The Gzowski College roller blind project was completed. The new roller style blinds are sturdier, easier to clean and will last longer than the original venetian style blinds.
 - b. Renovation projects for next year will include:

- i. Lady Eaton College North and South sanitary and storm piping replacement. This work is planned during summer 2026 when students are away.
- ii. Laundry machine replacement will begin and continue over the next year as needed. The newer models will have increased efficiency that can help further support Trent's sustainability goals.
- c. Jaimie asked the group for their ideas and suggestions that we can consider for renovation projects in the future. She explained that we are most interested in identifying which improvements will have the greatest positive impact for our residence students.
 - i. Our Otonabee College representative shared that there are noticeable differences between the A house and G house bathrooms in OC College residence since the recent renovations in A house. They shared that it can be difficult to get into the stalls, and they only have 1 shower stall instead of 2.
 - ii. Our TCSA representative and Gzowski College representative shared concerns related to mold issues in residence. The Committee will discuss preventative maintenance practices concerning mold at a future meeting in more detail.
 - iii. Our TGSA representative identified common rooms as a potential item for improvement; sharing that they had found a common room to be small, sequestered and uninviting. Jaimie explained that the Committee will have the opportunity to discuss common room renovations at a future meeting.

V. Lottery vs. First Come, First Served Consultation, Keeley Moloney (slides attached):

- a. Keeley shared the residence application updates Student Housing is planning to implement for the 2026-2027 year.
 - i. Transitioning from a First-Come, First-Served Model to a Lottery System:
 - Under the current model, priority is often awarded to students who can pay their application fee up front, as soon as applications open. This can create inequalities for those that need more time to gather the funds, finalize their plans to attend Trent, or even those in a different time zone. Students facing challenges with the first-come, first-served model may be less likely to choose to come to Trent.
 - Students who submit their residence application by June 3, 2026, will be entered into the room assignment lottery. All students who meet the same deadline will have an equal opportunity for room selection, regardless of when they submit their deposit. This helps to relieve stress and time pressure associated with the application process and will allow students to make a more careful and informed decision about where they study and live.

VI. Harmonized Application Fee Consultation, Jaimie Dickson (continued from previous slides on page 4):

- a. Jaimie introduced a plan for a harmonized application and deposit fee. Our current structure includes both a \$75.00, non-refundable application fee, and a \$500.00 deposit fee to secure the bed space. The new structure would include a single payment in the amount of a \$600.00 fee.
 - i. This simplified, one-time payment can eliminate confusion and will allow students to begin their application without paying up front/having to forfeit their application fee if they choose not to move forward.
 - ii. This allows applicants more freedom to explore their housing options before committing and will encourage more genuine applicants.
- b. Jaimie facilitated a discussion with the group to identify areas for clarity in communicating the new structure to incoming students and parents.
 - i. Our Gzowski College representative was supportive of the change. They felt that the current requirement for the up-front deposit, coupled with a student's concern that they might not get the room that they want, could turn people away from Trent.
 - ii. Our TGSA representative asked for more information about the residence bed guarantee for people that are entering into the lottery. Jaimie clarified that the guarantee would be in place for a student if they pay their deposit by the June 3rd deadline. Making sure to include information about deadlines and what next steps to take if the deadline is missed will be helpful to include in the application process.
 - iii. Our Otonabee College representative asked how roommates would handle self-selection under the lottery system. Keeley explained that the roommate selection period would still take place before self-selection to ensure that roommate groups were identified in advance. The person in the pairing or group that receives the first selection spot will select a room on behalf of their roommate group.

VII. Website Consultation, Keeley Moloney & Jaimie Dickson (slides attached):

- a. Trent is currently migrating their website pages to a new format, and Student Housing specifically has received a recommendation (from the external firm, The Scion Group that attended our last session in March) to enhance our website for increased impact. Keeley facilitated a discussion with the group to help identify specific focus areas and pressure points.
 - i. Our TCSA representative explained that they would have appreciated being able to see updated photos of the dorms on the website when they were applying. They shared that they could not visit campus prior to moving in and had a difficult time planning their room layout in advance without seeing more detailed images. Jaimie explained that their team is in the process of gathering

updated images to use for the website and appreciated hearing how they would help incoming students better plan for their arrival.

- ii. Our Otonabee College representative explained that they needed to jump back and forth between different pages on the website to find the specific room information and sizes. It was difficult to fully understand what the residence experience would be like without this information.
- iii. Our TGSA representative suggested having individual floor plans of the residence rooms available on the website for incoming students to review. They also shared that they found the fees page to be a little bit confusing because it contained so much information. They recommended organizing the fees by each college building to help increase transparency and clarity.
 - If folks have any additional website feedback to share after the meeting, Keeley would be happy to receive this from Committee members directly via email.

VIII. Student Conduct Processes, Melanie Howard & Robert King (slides attached):

- a. Melanie explained that Student Housing has been working on implementing significant changes to our residence standards because of an external review process. Some of our main updates included:
 - Formatting changes (created a welcome page in a few different languages, added a table of contents, and shortened the length of the document)
 - Language changes (created a concise, cohesive tone throughout the document, added headings to clearly identify our values, and eliminated complicated language)
 - Standards vs. Policies (the document itself is the policy; we updated the name from policy to standards to eliminate confusion)
 - Added a community conflict section (to encourage and empower students to address conflict themselves as it happens)
- b. Robert explained the possibility to transition the residence standards from the current PDF document to a clickable webpage-style format in the future, highlighting examples from other institutions. This format has the potential to improve navigation and accessibility.
 - i. Our Otonabee College representative explained that they had experience dealing with a frustrating roommate situation and reflected on how they found it difficult to navigate the next steps in the case-building process with the current PDF.
 - ii. Montana asked about legal implications surrounding moving to a web-based format. If a parent or a student should notice a discrepancy between what was signed and what was displayed on the website, is there a concern there?

- iii. Jen shared that in a recent legal review, Trent's lawyer was supportive of moving to a web-based format in the future. If we did make this change, we would have the opportunity to receive further legal guidance.
- iv. Our Otonabee College representative suggested using footnotes to highlight amendments made to the original document.

Housing Advisory Committee – Renovation Updates

Thursday November 06, 2025



Housing Renovation Projects 2025-2026

- CCN Curtain Walls & Windows
- GCS 4th, 5th, & 6th Floor Bedroom Furniture
- Champlain Office Space Renovation
- GCS Roller Blinds
- LEC S & N Sanitary & Storm Piping
- Laundry Machine Replacement

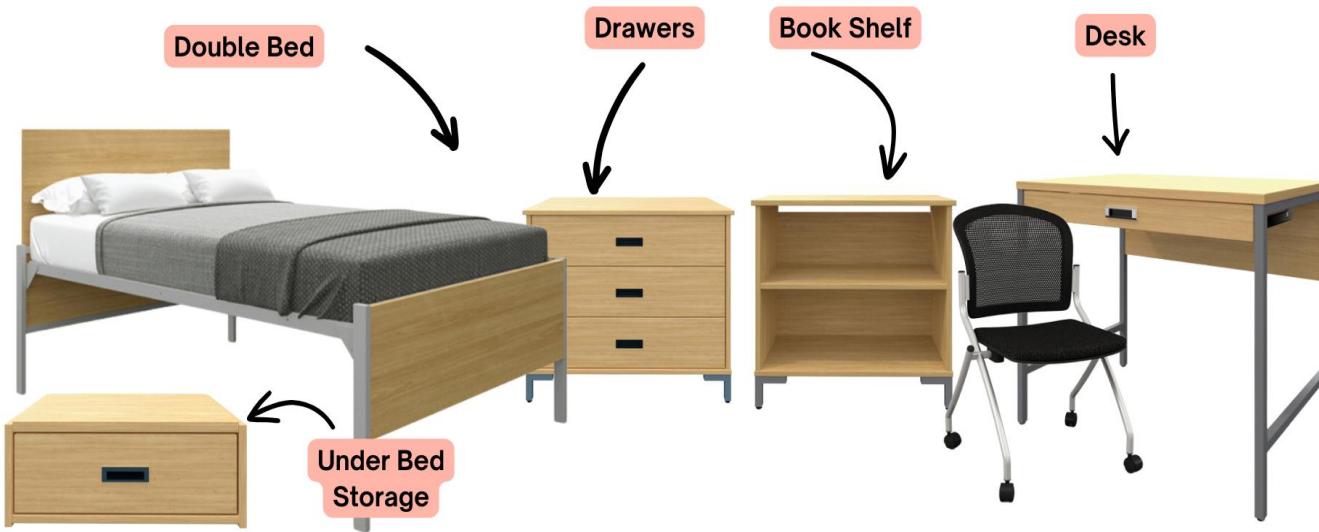
Champlain Curtain Walls & Windows

Multi-Year Project (\$3.5+ million)

- All windows and curtain walls were replaced in CCW.
- Work will continue in CCN in 2026 and beyond.
- Curtain Walls = wall of windows in stairwells
- All windows are original to the building (1967/68)
- Currently the old windows are drafty and cause other interior issues.



Gzowski Bedroom Furniture Refresh 5th & 6th Floor Complete 4th Schedule for 2026



Champlain Office Renovation - Completed



GCS Roller Blinds Complete 2025

- Replaced Venetian blinds with roller blinds
- Updated the original blinds (2004) with newer model blinds, and reduces repair costs

Venetian Blinds



Projected Projects with the PMO

- Lady Eaton (South + North) Sanitary Piping
- Lady Eaton (South + North) Storm Piping
- Summer 2026



Laundry Machine Replacement

- Begin Replacing Laundry Machines throughout the year and as needed



Things to Think About

- What areas or features of your residence (e.g., rooms, washrooms, lounges, heating, lighting) would you most like to see improved or upgraded in future capital projects?
- What types of improvements would have the biggest positive impact on your comfort, wellbeing, or sense of community in residence?

Housing Advisory Committee – Residence Application Updates

Thursday, November 6, 2025



1. Lottery vs. First-Come, First-Served

- Under a first-come, first-served model, priority often goes to students who can pay their application fee as soon as applications open
- Typically those students with immediate access to funds, in a convenient time zone, or who have already confirmed their plans to attend Trent.
- This can create inequities for others who need more time to finalize their decision or arrange payment.
- This can also create anxiety for students and they may be less likely to choose Trent overall

Moving to a Lottery System

How will it work?

- Students who submit their residence application by June 3, 2026 will be entered into the room assignment lottery.
- Each applicant will be assigned a lottery number, which determines their room self-selection date and time.
 - For example, a student with lottery number 1 will have the earliest opportunity to select their room.
- When their assigned date and time arrive, students can log into the Housing Portal to choose a room from the available spaces at that time.

Why this change benefits students

- More Equitable Approach
 - Ensure all students who meet the same deadline have an equal opportunity for room selection, regardless of when they submit their deposit
 - Removes advantages to who can pay first
 - Promotes a more equitable and transparent process for all applicants
- Less Stress and Time Pressure
 - No need to rush to apply or pay the deposit the moment application opens
 - Eliminates anxiety over missing out due to applying later than others
 - Students can take their time to review housing options and make informed choices

2. Harmonization of Application & Deposit Fee

- 1) Current Structure:
 - \$75 non-refundable application (just to start the application)
 - \$500 deposit to secure bed (goes towards overall residence fee)
- 2) New Structure:
 - Harmonize the \$75 with the \$500 deposit = \$600 deposit

Why this change benefits students

More inclusive and accessible:

- Students can start an application without paying upfront
- Allows more applicants to explore housing options before committing

Simplified One-Time Payment:

- Only one payment tied directly to their residence space

Why this change benefits students

Adds fairness and flexibility

- Previously lost \$75 immediately if they were not interested in committing to housing

Encourages genuine applicants

- Ensures students are serious about their application, and less punitive if plans change and they cancel

Discussion Questions

- 1) How do you think these changes might be received by incoming students and parents?
- 2) What channels or methods would be most effective (e.g., website banners, FAQs, social media reels, student testimonials, housing portal messages)?
- 3) Are there any common misconceptions you think students or parents might have that we should address?

CHALLENGE THE WAY YOU THINK

Housing Advisory Committee – Student Housing Website Consultation

Thursday, November 6, 2025

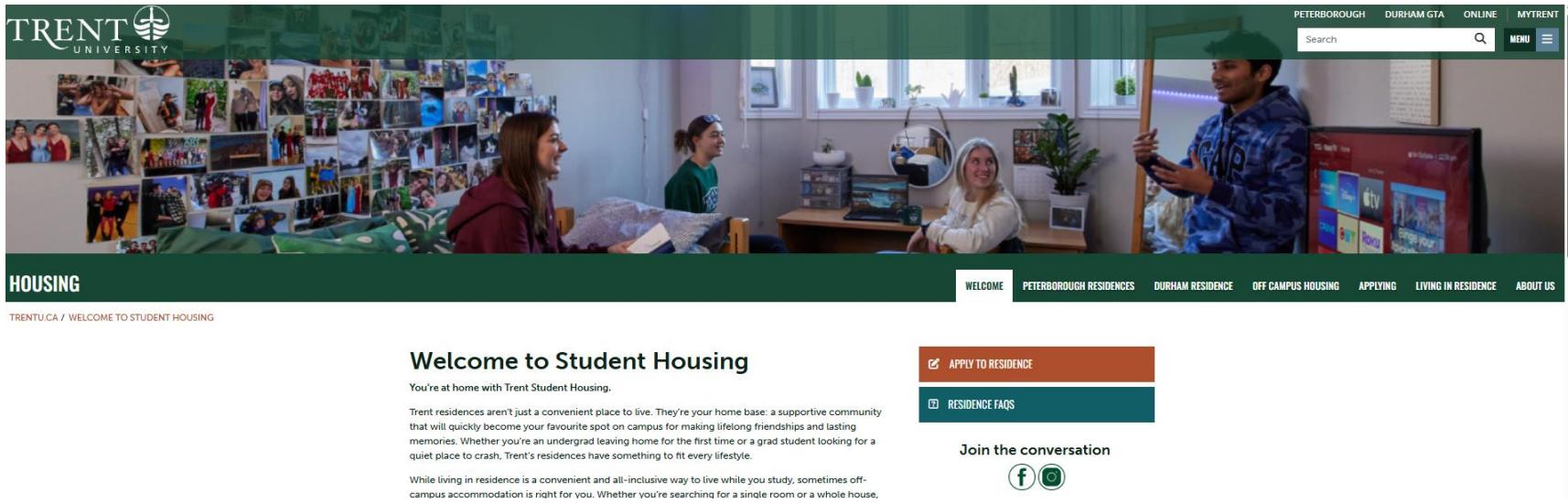


Student Housing Website Updates

- Trent University is currently migrating their website pages to a new format.
- An external company reviewed our recruitment and marketing, and one recommendation was to enhance our website for increased impact.
- We will provide some guided questions as an initial consultation.

Current Website

- Please review the [Trent Student Housing Website](#)



HOUSING

TRENTU.CA / WELCOME TO STUDENT HOUSING

Welcome to Student Housing

You're at home with Trent Student Housing.

Trent residences aren't just a convenient place to live. They're your home base: a supportive community that will quickly become your favourite spot on campus for making lifelong friendships and lasting memories. Whether you're an undergrad leaving home for the first time or a grad student looking for a quiet place to crash, Trent's residences have something to fit every lifestyle.

While living in residence is a convenient and all-inclusive way to live while you study, sometimes off-campus accommodation is right for you. Whether you're searching for a single room or a whole house,

[APPLY TO RESIDENCE](#)

[RESIDENCE FAQ\\$](#)

Join the conversation

Priorities

- 1) Better defining what information is for which audience
- 2) Clearer navigation
- 3) Updating and clarifying Accessibility and Unique Needs information
- 4) Transparency of processes and fees

Feedback

- If you have applied to Trent Student Housing in the past, did you use the website during the application phase?
 - What did you use it for? (for example: to find residence options, viewing photos, check rates and fees, review application steps)
 - Any challenges you experienced? (for example: difficulty finding first year student information, outdated information, broken links, trouble finding how to log-in)

Feedback

- 1) If you have lived in a Residence or other accommodations managed by Trent Student Housing, did you use the website as a current student?
 - What did you use it for? (for example: how to address concerns in Residence, who to contact for issues, what was included in your Residence fees, how-to pay fees, what the Community Standards in Residence are)
 - Any challenges you experienced? (for example: difficulty navigating to relevant information, unclear instructions)
 - Did you know when to use the website vs the Student Housing Portal accessed via myTrent?

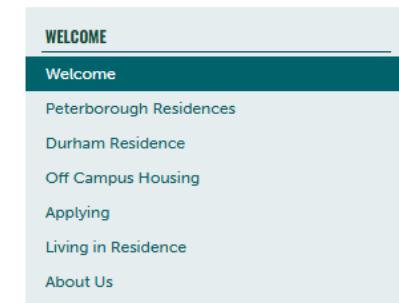
Feedback



- What suggestions for navigation do you have for our updated website design?
 - Examples: clearer main menu, easier way to return to the homepage, more direct links to application or forms, better mobile layout, or simpler breakdown of first year, upper year, prospective vs current student.



Join the conversation



CHALLENGE THE WAY YOU THINK

Housing Advisory Committee – Residence Community Standards Updates

Thursday, November 6, 2025



Agenda

1. Residence Community Standards changes from last year to this year
2. Where our community standards are located
3. Proposing for next year

Changes from last year

- Key changes
 - Formatting
 - Language
 - Standards
 - Community Conflict section

Website access

<https://www.trentu.ca/housing/about-us/our-policies>



policies to help guide your experience in our residence communities.

Student Housing Policies & Procedures

- [Student Housing Policy](#)
- [Residence Application Fee & Deposit Policy](#)
- Room Transfer Policy (pending approval)
- [Residence Withdrawal Policy](#)
- [Emergency Housing Fund Policy](#)
- [Political Canvassing in Residence Procedure](#)

Standards and Agreements

- Residence Agreements 2025-26
 - [Peterborough Upper Year & Graduate](#)
 - [Peterborough - Undergraduate](#)
 - [Durham - Undergraduate](#)
- Residence Agreements 2024-25
 - [Peterborough](#)
 - [Durham](#)
 - [Upper Year & Graduate](#)
- [Residence Community Standards](#)
- [Student Charter of Rights & Responsibilities](#)



University Policies

- [Sexual Violence Prevention & Response Policy](#)
- [Pets on Campus Policy](#)
- [Smoke-Free Policy](#)

Find all the University's policies: [Policies - governance - Trent University](#)

Save time with a document summary [Generative AI User Guidelines](#)

Residence Community Standards

Welcome | Bienvenue | Boozhoo | Bienvenido |
Marhabaan | huānyíng guānglin | hwanyeonghamnida
|l'askavo prosymo | dobro pozhalovat' | Svāgat



Trent Student Housing respectfully acknowledges that we are on the treaty and traditional territory of the

Proposed Changes

- 1) Content showing up in a more readable, accessible fashion
- 2) Website vs interactive PDF

Examples – Oakland University

OAKLAND UNIVERSITY.

Library eBill Map Moodle MySAIL OU Email Report Concerns Research ERN 

Academics Financial Aid Future Students Student Life Healthy Campus Faculty Alumni Giving Athletics

Student Housing / Current Residents / Housing Handbook

Current Residents 

- [Residence Life](#)
- [Housing Calendar](#)
- [Housing Handbook](#)
- [Policies](#)
- [Services](#)
- [Work For Housing](#)
- [Processes and Procedures](#)
- [Academic Support](#)
- [Technology Support](#)
- [Submit a Housing Contract](#)

Housing Options 

- [Cost](#)
- [Dining](#)
- [Moving Information](#)
- [Housing Staff](#)
- [GDPR Privacy Notice](#)

University Housing
Hartlin Hall, Room 448
550 Meadow Brook Road
Rochester, MI 48309-4452
[\(location map\)](#)
(248) 370-3570
housing@oakland.edu
Monday - Friday: 8 a.m. - 5 p.m.

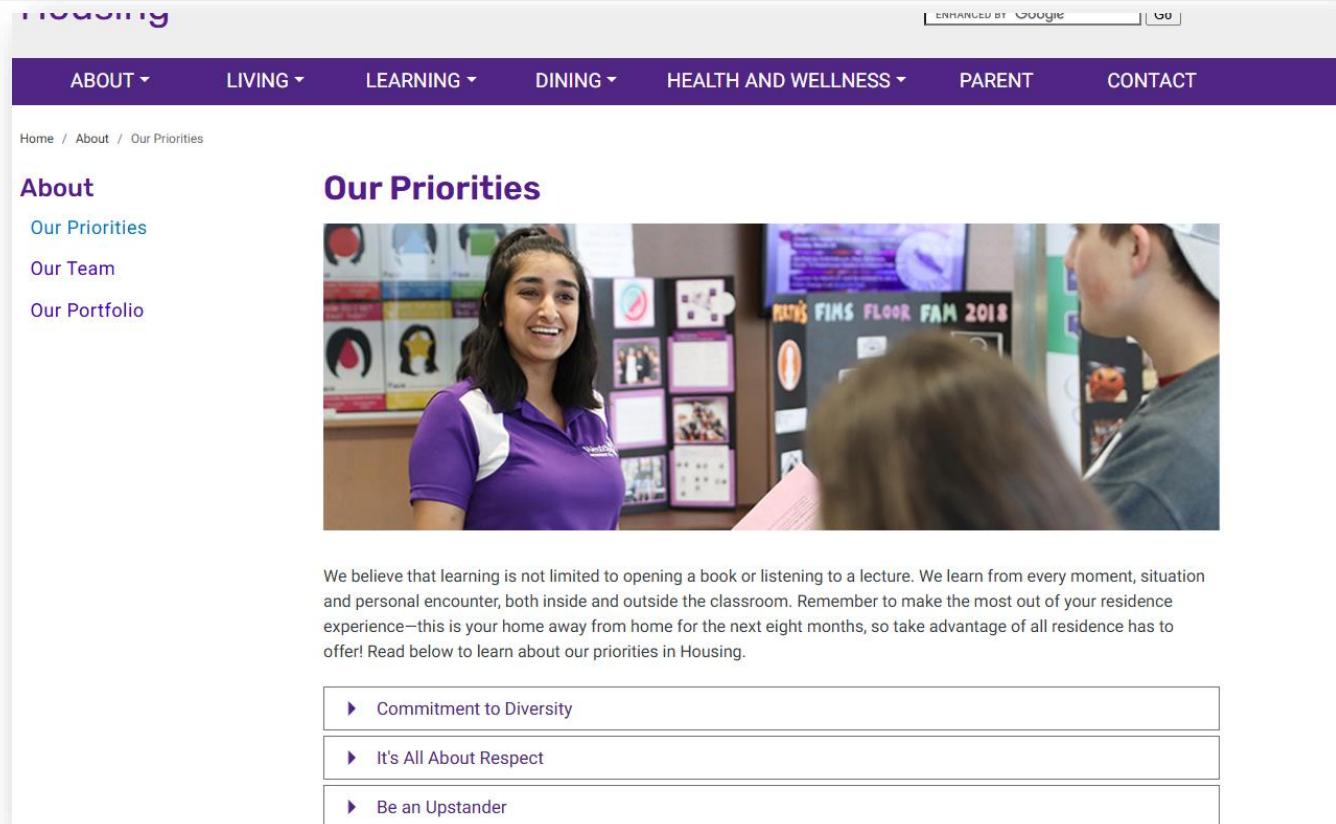
  

PROCEDURES

Failure to abide by University Housing procedures may result in disciplinary action and students alleged of procedure violation(s) may be referred through the University Housing Conduct System. For more information, please refer to the University Housing Conduct System section of the handbook.

- ▼ Break Closing (Residence Halls)**
- ▼ Contract Release Procedure (Contract Termination)**
- ▼ Emergency Closings**
- ▼ Late Stay Requests**
- ▼ Personal Safety**
- ▼ Psychological or Medical Emergencies**
- ▼ Room Reassignment Procedure**
- ▼ Room Consolidation**
- ▼ Sexual Misconduct**
- ▼ Single Rooms**
- ▼ Student Records**
- ▼ Tornado Warnings**
- ▼ Underage Guest Exception to Stay**
- ▼ University Housing Contract**
- ▼ Vacating Rooms**

Examples – Western University



The screenshot shows the 'Our Priorities' page of the Western University Housing website. The page has a purple header with a navigation menu: ABOUT, LIVING, LEARNING, DINING, HEALTH AND WELLNESS, PARENT, and CONTACT. Below the menu, a breadcrumb trail shows 'Home / About / Our Priorities'. The main content area has a purple header 'Our Priorities' and a large image of a smiling woman in a purple polo shirt standing in a residence common area. Below the image is a text block and a list of three priority points.

ABOUT ▾ LIVING ▾ LEARNING ▾ DINING ▾ HEALTH AND WELLNESS ▾ PARENT CONTACT

Home / About / Our Priorities

About

- [Our Priorities](#)
- [Our Team](#)
- [Our Portfolio](#)

Our Priorities



We believe that learning is not limited to opening a book or listening to a lecture. We learn from every moment, situation and personal encounter, both inside and outside the classroom. Remember to make the most out of your residence experience—this is your home away from home for the next eight months, so take advantage of all residence has to offer! Read below to learn about our priorities in Housing.

- ▶ Commitment to Diversity
- ▶ It's All About Respect
- ▶ Be an Upstander

Any Questions?

CHALLENGE THE WAY YOU THINK