

Student Housing Family Housing

Peterborough College Family Housing Agreement 2026-2027 Year

Living in Housing at Trent

This Agreement applies to the Occupants of **Wallis Hall** at Catharine Parr Traill College (“**Traill College**”), located on Dublin Street in Peterborough, Ontario.

For clarity, this Agreement governs Family Housing and is distinct from the first-year undergraduate and upper year and graduate housing Residence Agreement(s), which may be subject to different rights and obligations.

The University reserves the right, at its sole discretion, to designate additional residence buildings, annexes, or housing facilities as Student Housing accommodations for the purposes of this Agreement, whether owned, leased, or operated by the University or its agents. Any such accommodation shall be governed by the terms of this Agreement unless otherwise stated in writing.

By choosing to live in Family Housing students are joining a vibrant and inclusive community that supports personal growth, academic excellence, and mutual respect. Trent residences are more than a place to live - they are living-learning colleges where students build lasting connections, develop independence, and contribute to a supportive and respectful community.

This Agreement outlines the legal and behavioural obligations between the student, family members, and the University. While living in university housing, students must comply with the laws of Ontario and Canada, as well as Trent University’s policies, procedures, and community standards. This includes, but is not limited to, the [Residence Community Standards \(RCS\)](#) and the [Charter of Student Rights and Responsibilities \(CSRR\)](#), which define the expectations of all Occupants and the potential outcomes for non-compliance.

Students living in Family Housing are expected to uphold the principles outlined in these policies, which emphasize respect for the rights, dignity, and safety of others while contributing to a welcoming and inclusive environment. Each student’s actions shape the collective experience, and student and family member behaviour should reflect an appreciation for the impact it has on others and a commitment to act with integrity, empathy, and accountability in their daily interactions.

The residence community is built upon shared responsibility, active participation, and mutual respect. By signing this Agreement, students agree and accept their commitment to these values and to creating a positive, supportive, and enriching living experience for themselves and their peers.

Please read the conditions of this Agreement carefully.

1. ADMINISTRATIVE POLICIES AND PROCEDURES

This Agreement becomes effective upon the University's receipt of the student's online residence application. Submission of the online residence application and acceptance of its terms confirms that the student fully understands and agrees to be bound by all provisions of this **Housing Agreement**, the **Residence Community Standards**, and the **Student Charter of Rights and Responsibilities**.

Upon being offered and assigned a residence space in **Family Housing**, and for the term of this Agreement, the individual entering into this Agreement becomes the "**Occupant**" of the assigned or selected "**Room**" within a designated "**College Residence**" or "**College Annex**". The Occupant acknowledges that this Residence Agreement constitutes a legally binding agreement between the Occupant and Trent University (the "**University**").

2. ELIGIBILITY

2.1 General Eligibility

To be eligible to live in residence, a student must:

- a) be enrolled as a student at Trent University;
- b) meet all application, deposit, and payment deadlines set by Student Housing and the University; and
- c) be in good standing with the University, which includes, without limitation:
- d) having no outstanding or overdue financial obligations owing to the University, including residence, dining plan, tuition, or other student account charges; and
- e) having no prior residence or University conduct sanctions, including but not limited to Residence Probation, Persona Non Grata, or Termination of Contract; and
- f) remain eligible under all applicable University policies for the duration of the Residence Agreement.
- g) notify Student Housing within **twenty-four (24) hours** of any change in student status that may affect eligibility for residence.

2.2 Enrollment Status

A student is considered *enrolled* for the purposes of housing if they:

- a) have accepted an offer of admission to Trent University; **and**
- b) meet one of the following academic registration conditions in each semester of the academic year during which they reside in housing:
 - a. are registered in a minimum of **one-half (0.5) credit in each semester** in which they are living in housing; **or**
 - b. are registered **full time or part time in a graduate program**.

Students who withdraw from the University or drop all registered courses will be required to vacate residence in accordance with Section 3.2.

2.3 Family Housing Occupants

Student Housing provides accommodations for student couples and/or students with families. Our "family" definition follows the current definition of census family under [Statistics Canada from May 26, 2021](#). This definition includes:

- a. A married couple and the children, if any, of either and/or both spouses.
- b. A couple living common law and the children, if any, of either and/or both partners; or

- c. A parent of any marital status in a one-parent family with at least one child living in the same dwelling of that child or those children.

All members of a particular census family live in the same dwelling. Children may be biological or adopted children regardless of their age or marital status as long as they live in the dwelling and do not have their own married spouse, common-law partner or child living in the dwelling. Grandchildren living with their grandparent(s) but with no parents present also constitute a census family.

Your spouse/partner/child/children/dependent child(ren) must be living with you on a full-time basis for you to qualify for family housing. For couples, this means that both partners occupy the unit together at least four out of seven days each week. For dependent child(ren) a child is under the maximum age and is not married or in a common law relationship. Generally, to qualify as dependents children must be under 22 years old and/or not have a spouse or common-law partner.

If your family is abroad, you must provide documentation confirming their arrival to be eligible to receive a contract offer. Their arrival cannot be any later than the last day of the month that you moved into a Campus Housing Family unit.

Priority consideration will be given to students who are currently living in Upper Year Suites and are eligible to return as upper-year or returning undergraduate students, as determined by Student Housing. All other upper-year and returning undergraduate applicants may apply to be on the waitlist.

Wallis Hall Family Housing has a maximum occupancy of 2 persons to 1-bedroom apartment and 4 persons to 2-bedroom apartment.

2.4 Updating Occupants

If there is a change in your family situation (such as no longer a couple, no longer living together, addition of a child, change to custody of a child, etc.), notify the Community Housing Coordinator within 10 business days. The University may, in its discretion, require the remaining resident(s) to move to more appropriate accommodation or to vacate the unit if eligibility requirements are not satisfied. Failing to notify as required may result in non-renewal or termination of the residence contract.

2.5 Application, Admission, and Placement (Applies to Family Housing Students)

All family housing students, including current Occupants seeking to return, must submit an online housing application each academic year. Admission and placement are subject to space availability, lottery processes where applicable, and a review of the student's housing history. Without limitation, admission to housing may be denied where a student has previously breached a Housing/Residence Agreement, Residence Community Standards, and/or the Student Charter of Rights and Responsibilities.

All decisions regarding eligibility, prioritization, admission, and placement are made at the sole discretion of Student Housing.

2.6 Ineligible Students

Students enrolled in the Fleming -Trent program are **not** eligible to live in on-campus housing.

2.7 Winter-Semester Entry Only

Students seeking occupancy in the Winter semester (January) may submit an online application to the waitlist through the Student Housing Portal. Applicants are ordered on the waitlist by the date and time of application submission. Students are encouraged to inquire with Student Housing at residence@trentu.ca regarding Winter-semester availability; however, all offers are subject to space availability and, where applicable, in accordance with this Section.

3. ACADEMIC REQUIREMENTS

3.1 Minimum Course Load

Occupants must maintain enrollment in a **minimum of one-half (0.5) credit in each semester during the academic year or are registered full time or part time in a graduate program** while living in residence.

If an Occupant is unable to maintain the required course load, the Occupant will be required to withdraw from residence and will remain financially responsible for the Room fees, as outlined in Section 17. Occupants unable to maintain the required course load due to medical or exceptional circumstances beyond their control, may submit an appeal for consideration, as outlined in Section 17.3.

3.2 Withdrawal from Academic Studies

If an Occupant withdraws from all academic courses (i.e., drops to zero (0) credits) and is no longer registered in any credits in one or more semesters, the Occupant must notify Student Housing immediately by email to residence@trentu.ca, and in any event no later than twenty-four (24) hours from the date of withdrawal from courses.

The Occupant must complete the Withdrawal Process through the Student Housing Portal and vacate the residence within twenty-four (24) hours, in accordance with the Withdrawal provisions set out in Section 17 of this Agreement.

The Occupant acknowledges and agrees that withdrawal from academic studies does not relieve them of their financial obligations under this Agreement. All applicable Room fees, and housing charges and administrative fees shall be assessed and processed in accordance with the Withdrawal After Move-In provisions set out in Section 17, as applicable.

3.3 Graduation While Living in Family Housing

If the Occupant anticipates graduating while living in Family Housing they are required to notify Student Housing. After a conduct review students may be eligible to live out the agreement while not active in courses but subject to all rules and regulations on this agreement.

4. APPLICATION PAYMENTS AND DEADLINES

4.1 Current Occupants

Students who are currently living in Family Housing and who remain eligible under this Agreement will be given priority for guaranteed housing for the Terms of the Occupancy set out in this Agreement, subject to the submission of a completed online housing application through the Student Housing Portal and receipt of the required payments by the deadline set by Student Housing.

To secure an offer of a guaranteed space, eligible returning students are required to submit a **\$500 Residence Advance Payment** and a **\$100 non-refundable Administrative Fee** through the Student Housing Portal no later than the date communicated to by email.

If the Occupant **does not** submit the required payment by the deadline to guarantee their space in Family Housing, Student Housing will consider the applicant no longer interested, will cancel the residence application, and will offer the space to another applicant. In such cases, the applicant may reapply to the end of the existing waitlist, subject to availability.

4.2 New Occupants

All other eligible students may apply to be placed on a waitlist. Waitlist applicants are not required to submit any payment unless and until they receive an offer of housing and are instructed to do so by Student Housing.

The submission of an application or placement on a waitlist does not guarantee an offer of residence. All offers are subject to space availability, gender identity of the designated space, eligibility review, and compliance with the terms of this Agreement, and are made at the sole discretion of Student Housing.

5. WAITLIST APPLICATIONS AND OFFERS OF HOUSING

Applicants who are placed on a waitlist may be offered a room if space becomes available. Waitlist applications are processed on a **first-come, first-served basis**, determined by the date and time a completed waitlist application is submitted, as recorded by the Student Housing Portal and determined by Student Housing.

Applicants who are offered a room from the waitlist will receive an offer of housing communicated to their TrentU email address and through the Student Housing Portal. Offers from the waitlist are issued only as space becomes available and do not guarantee a specific building, room type, room, view, or bed space. Availability and placement are also dependent on the gender identity designation of the available space, as applicable.

Applicants will have seventy-two (72) hours, unless otherwise stated in the offer, to accept or decline the housing offer.

To accept an offer of housing, the applicant must submit the **\$500 Residence Advance Payment** and the **\$100 non-refundable Administrative Fee** through the Student Housing Portal by the deadline specified in the offer.

Payments must be made through the Student Housing Portal. Payments made directly to your Student Account will **not** be accepted.

Once payment is received, the applicable cancellation deadlines and refund terms outlined in the offer of housing shall apply.

If the required payment is not received by the stated deadline, Student Housing will consider the applicant no longer interested, will cancel the residence application, and may offer the space to another applicant. In such cases, the applicant may submit a new application, which will be placed at the end of the existing waitlist, subject to availability.

6. ROOM FEES AND CHARGES

- a) **Application Administrative Fee:** A **\$100 non-refundable Administrative Fee**, payable at the time of application submission by the deadline to secure a guaranteed space and charged concurrently with the

Residence Advance Payment on the Student Housing Portal.

b) Residence Advanced Payment: A **\$500 Residence Advance Payment** is required at the time of application submission by the deadline to secure a guaranteed space and credited towards the overall Room fees. The credit will be posted to the Occupant's Student Account within 5-10 business days of payment through the Student Housing Portal.

The Residence Advance Payment is **not** a security or damage deposit and does not limit the University's right to assess additional charges for damages, cleaning, administrative fees, or other costs in accordance with this Agreement.

The Residence Advance Payment is **partially refundable** in accordance with Section 16, **Cancellation Prior to Move-In**.

The Residence Advance Payment is fully refundable depending on the status of the student. A full \$500 Residence Advance Payment refund will be issued if an Occupant;

- a) does not receive an offer of admission to Trent University,
- b) their academic admission offer is deferred or rescinded, or
- c) their Study Visa Permit application is denied.

The Occupant must notify Student Housing by email at residence@trentu.ca of the change to their status and must provide any required documentation to attest to the status change.

c) Room Fees: A Room fee means the fees charged for occupancy of an assigned Family Housing Apartment for the applicable Terms of Occupancy, as published by the University. For more information, please visit the Student Housing Fees website at <https://www.trentu.ca/housing/>.

d) Terms of Agreement and Fee Commitment

This Agreement and the associated fees apply for the duration of the semester(s) outlined in Section 9. Information regarding cancellation, withdrawal, early arrival, and late stay processes is set out beginning in Section 10.

7. DINING PLAN FEES – NOT REQUIRED

Occupants living in Family Housing are **not** required to purchase a Dining Plan, as it is part of an integrated first-year experience and campus transition plan. The University recognizes the differing needs, schedules, and living expectations of students and provides flexibility in how food service is offered. Family Housing accommodations are equipped with either private or shared kitchens designed for independent meal preparation.

Occupants may choose to purchase a voluntary Dining Plan; however, participation is optional and subject to the terms and rates established by the University.

8. TRENT CASH

Occupants may **optionally** purchase Trent Cash through the Student Housing Portal during the room self-selection process. Trent Cash is administered separately from the Residence Dining Plan and is governed by the TrentU Card terms and conditions. For more information, please visit <https://www.trentu.ca/trentucard/>.

9. STUDENT FINANCES AND STUDENT ACCOUNT

9.1. Payment of Fees

It is the Occupant's responsibility to regularly monitor their Student Account and to ensure that all required payments are received by the University on or before due date(s). Late payment charges, interest fees, and/or administrative fees may apply on outstanding charges related to Student Housing. For more information regarding student accounts, billing, and payment deadlines, please visit the Student Finances website at <https://www.trentu.ca/studentfinances/> or Student Account and Tuition - School of Graduate Studies website at <https://www.trentu.ca/graduatestudies/financial-matters/student-account-and-tuition>.

9.2 Non-Payment of Fees

Failure to pay Room fees and other housing related charges in accordance with the University's established deadlines may result in one or more of the following actions: the withholding of academic results and/or degrees, termination of this Agreement, eviction from residence, and restriction or denial of future residence eligibility. The University may exercise any one or more of these actions at any time, in its sole discretion. The University reserves the right to exercise any one or more of the above remedies at any time in its absolute discretion, and failure to pursue an option immediately does not preclude the use of that option later. Applicable financial deadlines are available in the Trent University Academic Calendar at <https://www.trentu.ca/studentfinances/tuition-fees/important-dates-deadlines> or Student Account and Tuition - School of Graduate Studies website at <https://www.trentu.ca/graduatestudies/financial-matters/student-account-and-tuition>

10. TERM OF OCCUPANCY

10.1 Fixed Term of Occupancy

The term of this Agreement is for a Fixed Term Agreement. Subject to the terms of this Agreement, the University shall permit the Occupant to occupy the assigned Room from August 1, 2026, to July 30, 2027, at 11:00 a.m. EST (the "Term of Occupancy").

Term of Occupancy Start Date: August 1, 2026, at 11:00 a.m. EST

Term of Occupancy End Date: July 30, 2027, at 11:00 a.m. EST

10.2 Occupancy (No Academic Semester Vacating)

The Term of Occupancy is not divided into academic semesters, and Occupants of Family Housing are not required to vacate their Room during academic breaks, including the December to January period, unless otherwise required under this Agreement.

10.3 End of Occupancy and Vacating Requirements

Occupancy automatically ends at the conclusion of the Term of Occupancy period. The Occupant must fully vacate the Room, remove all personal belongings, and return all issued keys to the appropriate Housing Service Centre **no later than 11:00 a.m. (EST) on July 30, 2027**, to complete the official check-out process, unless a written extension or a late stay has been granted by Student Housing.

10.4 Unauthorized Holdover Occupancy

Any continued occupancy beyond the end of the Term of Occupancy date without written approval by Student Housing constitutes unauthorized occupancy and may result in additional daily charges, enforcement action, and removal of personal property in accordance with this Agreement.

10.5 Early Arrival and Late Stays

Occupants requesting access to residence outside the scheduled Term of Occupancy, including early arrival prior to the Term of Occupancy Start Date or a late stay beyond the Term of Occupancy End Date, must submit a request through the Student Housing Portal or by emailing residence@trentu.ca within the timelines established by Student Housing. Approval is subject to space availability, operational requirements, and University discretion, and is not guaranteed. Approved early arrivals and late stays are subject to a **\$100 nightly accommodation rate**, applied to the Occupant's student account.

Occupants who arrive early or remain in residence without prior written approval will be considered to be in unauthorized occupancy. In such circumstances, the University is not obligated to provide accommodation and may impose additional charges, administrative action, and/or removal from residence in accordance with this Agreement and the Residence Community Standards.

10.6 Late Arrivals

Occupants must notify Student Housing of a late arrival either by email to residence@trentu.ca and/or through the Student Housing Portal at least twenty-four (24) hours in advance of the scheduled Terms of Occupancy Start Date. If notice is not provided this relieves the University of any obligation to hold the assigned Room. In such circumstances, the Occupant will be deemed a No Show (Failed Arrival) and will be held financially responsible for all applicable fees as outlined in Section 10.7.

Approved late arrivals may be accommodated up to the final date to add or change Fall or Winter semester courses, as set out in the applicable Academic Calendar for the Occupant's program (undergraduate or graduate), provided the Occupant has notified Student Housing in accordance with this Section and the Room remains available.

Approved late arrivals remain financially responsible for the full Term of Occupancy Room fees. No Occupant, credits, or fee adjustments will be issued for any period during which the Room was not occupied prior to the Occupant's approved arrival date.

10.7 No Show (Failed Arrival)

If the Occupant does not move into the assigned Room and fails to cancel their confirmed Room or notify Student Housing at least twenty-four (24) hours prior to the scheduled Terms of Occupancy Start Date, the Occupant shall be deemed a No Show.

In the event of a No Show:

- the Occupant will be charged a **\$300 No Show Fee**;
- the Occupant will forfeit the full \$500 Residence Advance Payment;
- the Occupant will not be held financially responsible for Room fees beyond the charges noted above; and
- the assigned Room may be immediately offered to another applicant, at the sole discretion of Student Housing.

10.8 Immigration-Related Arrival Delays

Occupants unable to arrive due to pending immigration documentation will be processed under standard cancellation procedures unless a deferral is requested in accordance with Section 6.

Occupants whose immigration documentation is formally denied are entitled to a full refund of the Residence Advanced Payment and full reversal of Room fees provided supporting documentation is submitted to Student Housing within **two (2) weeks** of receiving official notice of refusal.

10.9 Conduct-Related Move Out

An Occupant may be required to vacate residence as a sanction imposed under the Residence Community Standards. The University may require the Occupant to vacate their assigned Room at any time upon **twenty-four (24) hours' notice, or immediately** where the University determines that health, safety, or security considerations require expedited removal.

The Occupant remains financially responsible for all applicable Room fees regardless of an early move-out date, in accordance with the Withdrawal process in Section 17.

11. INSURANCE AND PERSONAL PROPERTY

Trent University assumes no obligation or liability, whether direct or indirect, for loss, theft, damage, or destruction of the Occupant's personal property under any circumstances, including but not limited to loss or damage caused by fire, water, theft, utility interruptions, or other causes. This includes personal belongings, food and any other item brought into residence.

The Occupant is solely responsible for obtaining and maintaining appropriate personal property and liability insurance for the duration of this Agreement, including any renewals or extensions. Such coverage should include insurance for loss or damage to personal property and liability coverage for injury to persons or damage to property caused by the Occupant.

Occupants may obtain coverage through a rider on a family tenant or homeowner insurance policy. Unless satisfactory proof of comparable insurance coverage is provided prior to Occupancy Term start date, the Occupant will be automatically enrolled in the University's Student Property and Liability Insurance Program and charged the applicable premiums in accordance with program terms. This insurance will cover the Occupant's personal belongings and protect the Occupant against loss or damage that the Occupant may be liable for.

The Student Property and Liability Insurance program provides coverage for the Occupant's personal belongings and protection against personal liability, including;

- \$10,000 contents coverage;
- \$1,000,000 personal liability coverage; and
- \$2,500 in additional living expenses.

Where an Occupant maintains their own personal insurance throughout their residency, the coverage provided through the University's program shall be primary, and any personal insurance policy shall apply in excess. For more information, visit the Student Housing website at <https://www.trentu.ca/housing/>.

Occupants are also expected to take reasonable steps to protect their personal property and ensure their safety, including locking room doors and ensuring that only authorized individuals access residence buildings.

12. RIGHT OF ENTRY

12.1 Authorized Agent(s)

The Occupant shall permit the University, or its authorized agents, to enter the Room or Suite at any time and without prior notice where such entry is reasonably required for the performance of assigned duties, including but not limited to maintenance, repairs, inspections, health and safety concerns, emergencies, or the enforcement of this Agreement and University policies.

12.2 Failure to Vacate

Where the Occupant fails to vacate the Room in accordance with the date and requirements set out in this Agreement, the Occupant shall be liable to pay the University a daily overholding fee, at a rate established by the University, for each day the Room is occupied beyond the required vacancy date.

In such circumstances, the University or its authorized agents may enter and take possession of the Room. Any personal property left in the Room may, at the University's sole discretion, be removed, stored, or disposed of, and the University shall have no liability for loss of or damage to such property. The Occupant shall be responsible for all costs associated with the removal, storage, and/or disposal of the property.

13. ROOM SELECTION AND ASSIGNMENTS

13.1 Current Occupants – Room Continuity

Returning Occupants who are guaranteed a space in Family Housing will normally remain in their current assigned Room for the duration of the new Terms of Occupancy period.

Notwithstanding the above, the University reserves the right, at its sole discretion, to reassign an Occupant to a different Room or accommodation where required for operational, maintenance, health and safety, or programmatic reasons, or where the Room is no longer available. Where possible, Student Housing will provide advance notice of any required reassignment.

13.2 New Occupants

Room assignments are administered by Student Housing through a room self-selection process and/or direct assignment by the University, where applicable. The Occupant may participate in the Room self-selection where applicable, and/or be assigned to a Room by the University.

Once the Room selection period has closed and/or a Room is assigned, the Occupant is not permitted to assign or sublease this Agreement, nor permit any individual to occupy the Room other than the Occupant to whom the Room has been assigned by the University and family members approved by the Student Housing.

The Occupant may self-select a Room or confirm an assigned Room through the Student Housing Portal. Information regarding room types and associated fees is published on the Student Housing website. Final room fees are determined by the Room assigned and are mandatory for the duration of this Agreement.

Occupants who fail to self-select a Room within the advertised timeframe, or who fail to confirm an assigned Room by the communicated deadline, shall have their room booking and housing application cancelled. In such cases, the Occupant will forfeit the full Residence Advance Payment and any associated non-refundable fees, as outlined in

Section 16.

The University may assign a Room to an Occupant in circumstances including, but not limited to:

- failure to participate in or complete the room self-selection process;
- admission to Family Housing after the advertised move-in date;
- appointment as a Community Assistant; or
- submission of an application after the room self-selection period has concluded.

Family Housing fees are mandatory and are specific to the Room type assigned to the Occupant.

Where the University assigns a Room to a new Occupant after the fourth (4th) day of the month, the Room fee for that initial month shall be prorated on a nightly basis.

14. ROOM REASSIGNMENTS BY THE UNIVERSITY

The University reserves the right to reassign an Occupant to an alternate Room, and College where applicable, at any time, including before or after the Occupant has moved in.

Upon receiving written notice of reassignment, the Occupant must vacate the original Room and occupy the reassigned Room within forty-eight (48) hours. Vacating a Room includes removing all personal belongings and returning all assigned residence keys to the appropriate Housing Service Centre.

The Occupant may be responsible for any reasonable costs or expenses associated with the reassignment.

15. CONDUCT AND COMMUNITY STANDARDS

15.1 Compliance with University Policies

The Occupant confirms that they have read and understood, and agree to comply with the [Residence Community Standards](#), including both their express provisions and underlying intent, as well as the [Student Charter of Rights and Responsibilities](#) and other applicable University policies at <https://www.trentu.ca/currentstudents/policies-decision-making>.

15.2 Conduct Investigations and Sanctions

Where a conduct investigation is initiated by the University and the Occupant is found responsible, the Occupant may be held financially responsible for any applicable administrative, repair, cleaning, or related fees arising from the investigation. Conduct outcomes may also include sanctions up to and including termination of this Agreement, as outlined in Section 19.

15.3 Prohibited Conduct

The Occupant shall not do, nor permit others to do, anything in the assigned Room or within any College Residence that:

- a) is unlawful;
- b) endangers, or could reasonably be expected to endanger, the health, safety, or well-being of the Occupant or any other person; or
- c) causes, or could reasonably be expected to cause, damage to a persons or property within the College Residence or the University.

15.4 Room Condition and Damage

The Occupant accepts responsibility for the condition and use of the assigned Room and its contents and assumes financial responsibility for any damage, theft, loss, and/or additional cleaning costs resulting from the actions or omissions of the Occupant and/or their guest(s).

15.5 Common Area Damage and Collective Assessment

Damage, theft, and/or loss occurring in common or shared areas of an apartment that cannot be attributed to a specific individual may be assessed collectively to all Occupants of the applicable housing section, house, staircase, or floor. Costs for repairs, cleaning and/or replacement of University property may be allocated proportionally to each affected Occupant.

15.6 Assumption of Risk

Where the Occupant performs or engages in conduct or behaviour that is known, or ought reasonably to be known, to pose a risk to personal safety, the safety of others, and/or University property, the University shall **not** be held liable for any resulting injury, loss, and/or damage arising from such conduct.

Please initial below to acknowledge that you have read, understood, and agree to the terms and conditions outlined in this section.

Occupant's Initials

16. CANCELLATION PRIOR TO MOVE-IN

An Occupant who has submitted a complete and accurate online housing application, paid the required Residence Advance Payment and Administrative Fee, and has received an offer of residence is considered to have accepted residence and to be bound by this Agreement.

If the Occupant wishes to cancel their application prior to their scheduled move-in date, they must formally notify Student Housing by completing the Cancellation step through the Student Housing Portal. Failure to complete this step will result in a No Show (Failed Arrival) or the Withdrawal Policy being applied, as outlined in Sections 10.7 and 17.

Upon cancellation, the student will forfeit all or a portion of the Residence Advance Payment, depending on the date the cancellation is submitted through the Student Housing Portal. Any forfeited portion of the Residence Advance Payment will not be refunded, credited to another University account, or transferred to another student's account.

The \$100 administrative fee payable at the time of application is **non-refundable**, and is **not** applied toward Room fees, and will not be refunded under any circumstances, including cancellation, withdrawal, or termination of this Agreement.

Date of Cancellation Received	Residence Advance Payment Refund
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For Family Housing Guaranteed Applicants: If cancellation is received on or before March 18th 2026	Applicant receives a 50% or \$250 refund
For Family Housing Guaranteed Applicants: If cancellation received after March 18th 2026	Applicant receives NO REFUND

17. WITHDRAWING AFTER MOVE-IN

17.1 Withdrawal Process

An Occupant who has moved into residence and plans to withdraw for any reason during the academic year must complete the Withdrawal Process through the Student Housing Portal, and return all residence keys, and University-issued property (if applicable), to the designated Housing Service Centre or the specific location communicated by Student Housing to officially check-out.

Failure to complete the Withdrawal Process and/or return keys will result in the Occupant to be charged additional fees as outlined in Section 23.

The effective date of withdrawal will be the **later date** of:

- the date the Withdrawal Process is completed through the Student Housing Portal; or
- the official check out date when all residence keys are returned.

17.2 Financial Responsibility and Refund Eligibility

Upon withdrawal, the Occupant **remains financially responsible for their full Room fees** and is placed on a refund waiting list by date of withdrawal as outlined in Section 17.1. Placement on the refund waiting list **does not** guarantee that a refund will be issued. When a new Occupant moves into their Room, a refund is processed for the first student on the refund waiting list. Refund eligibility is **not** dependent upon the vacated room being reassigned to another Occupant, but rather, it is based on filling the vacancy in the housing system created by the withdrawal.

If an Occupant is eligible for a refund, Room fees will be calculated on a pro-rated daily basis from the effective date the new Occupant picked up their keys and moved into their Room, **less a non-refundable \$300 Withdrawal Administrative Fee**. Any applicable refund will be credited to the Occupant's student account. If no outstanding balance exists, a refund may be issued to the Occupant, with less any applicable administrative fees as processed by Student Accounts.

17.3 Appeals - Withdrawing for Exceptional Circumstances

An Occupant who withdraws from residence due to exceptional circumstances beyond their control (i.e., serious medical reasons, emergencies etc.), that did not exist at the time of application, may submit a written appeal with supporting documentation to Student Housing for consideration.

To be eligible for appeal, the Occupant must have:

- completed the Withdrawal Process through the Student Housing Portal; and
- followed all the required move-out procedures, including returning of residence keys

Appeals must be submitted within three (3) months of the Occupant's recorded checkout date by completing the Housing and Food Services Fee Appeal Request Form available through the Student Housing Portal. An appeal must include supporting documentation for consideration.

17.4 Appeal Review and Outcomes

Appeals are reviewed by Student Housing and may, at the Student Housing's discretion, be forwarded to the joint Housing and Food Services Appeals Committee for deliberation.

Where an appeal is approved, the Occupant may be eligible for a pro-rated refund or reversal of Rooms fees, less a non-refundable \$300 Withdrawal Administrative Fee.

17.5 Appeals Committee Process

The Housing and Food Services Appeals Committee meets monthly, except during August and September. Appeals must be fully submitted and complete no later than the 1st day of the month in order to be considered at that month's meeting.

Decisions of the Appeals Committee are **final**. Written decisions will be issued to the Occupant's TrentU email address before the last day of the month in which the appeal is reviewed.

17.6 No Precedent

Any decision by the University to grant or deny an appeal under this section is made at the University's sole discretion, based on the specific facts and documentation provided in that individual case. Approval of an appeal does not establish a precedent, does not create an entitlement to a similar outcome in any other case, and does not limit the University's authority to interpret or apply this Agreement in future circumstances.

17.7 Finality of Appeal Decisions

All appeal decisions made under this section are **final**. There is no further right of appeal or review under this Agreement or any other University policy or process. The Occupant acknowledges and agrees that the University's determinations regarding eligibility, documentation, fee adjustments, Occupant, and administrative charges shall be conclusive.

18. PETS

Pets or emotional support animals are **not permitted** in any College Residence, College Annex, Upper-Year Suite, Graduate or Family Housing accommodation. This prohibition includes, but is not limited to, mammals, reptiles, amphibians, birds, insects, fish, and any other animals, whether permanent or temporary, and regardless of size or duration of stay.

Exceptions may be granted only for Service Animals, as defined under the University's [Service Animal On Campus Policy](#) and Service Animal in Residence Agreement and the Occupant has received prior written approval through the University's approved accessibility and accommodation process, and the Accommodation and Unique Needs process through the Student Housing Portal.

- Occupants seeking an exception must obtain written approval prior to bringing a service animal into housing.

- Approval must be issued by the appropriate University office and communicated to Student Housing. Service animals brought into housing without prior approval constitute a serious breach of this Agreement and the Residence Community Standards.
- Where a Service Animal is approved, the Occupant will be required to review, acknowledge, and sign a separate Service Animal in Residence Agreement, in addition to this Agreement. The Service Animal in Residence Agreement forms part of the conditions of approval and outlines specific responsibilities, requirements, and expectations related to the presence of the Service Animal in housing.
- Where any Service Animal is approved as an accommodation:
 - the Occupant remains fully responsible for the care, supervision, cleanliness, and behaviour of the service animal;
 - the Occupant assumes financial responsibility for any damage, cleaning, pest treatment, or health and safety concerns arising from the service animal's presence; and
 - the University reserves the right to revoke approval where the service animal poses a health, safety, or community concern, or where the terms of approval, this Agreement, or the Service Animal in Residence Agreement (if applicable) are not met.

The presence of an approved service animal does not relieve the Occupant from compliance with any other provisions of this Agreement, the Residence Community Standards, or applicable University policies.

19. TERMINATION BY THE UNIVERSITY

19.1 Termination with Notice

The University may terminate this Agreement by providing the Occupant with seventy-two (72) hours' written notice where the Occupant:

- a. ceases to be a registered student of the University; or
- b. fails to make any payment owing under this Agreement by the applicable due date.

19.2 Immediate Termination Without Notice

Notwithstanding any other provision of this Agreement, including Section 15, the University reserves the right, in its sole discretion, to terminate this Agreement without notice where the Occupant has violated this Agreement, the Residence Community Standards, the Student Charter of Rights and Responsibilities, or any other applicable University policy.

19.3 Financial Consequences of Termination

Where this Agreement is terminated for disciplinary, behavioural, or policy-related reasons, the Occupant shall remain liable for the full amount of Room fees for the applicable semester(s) and shall not be entitled to any refund, whether or not the Room is reassigned or the residence vacancy is otherwise filled with a new Occupant.

20. REFUNDS TO STUDENT ACCOUNTS

Any refund or reversal of fees to which the Occupant is entitled under this Agreement shall be applied to the Occupant's Student Account. The University may deduct from any refund any outstanding amounts owed by the Occupant to the University, including Room fees, dining charges, administrative fees, or other applicable charges.

Refund processing timelines are administered by the Trent University Student Accounts Office and may take up to **two (2) months** to complete. Occupants are responsible for contacting the Student Accounts Office for information

regarding refund processing timelines and instructions on how to request a refund, where applicable.

In accordance with Section 9, it is the Occupant's responsibility to regularly monitor their Student Account and ensure that all required payments are received by the University on or before the applicable due dates. Late payment charges, interest fees, and/or administrative fees may apply to outstanding balances or adjustments related to Student Housing and Dining Plans. For further information regarding student accounts, billing, payment deadlines, and Occupant, Occupants should consult the Student Finances website at: <https://www.trentu.ca/studentfinances/>.

21. PERSONAL INFORMATION – CONSENT TO SHARE

The University collects, uses, and discloses personal information relating to the Occupant in accordance with the **Freedom of Information and Protection of Privacy Act (Ontario)** ("FIPPA") and other applicable privacy legislation. Personal information is collected for the purposes of administering and enforcing this Agreement and for housing-related operations.

The Occupant authorizes the University to share the Occupant's Room number and permanent contact information with University departments and service providers, including but not limited to Student Accounts, College Office, Food Service, Campus Security, Facilities and Maintenance, Internet Service Providers, the University's agents, and other persons or entities as reasonably required for purposes of housing administration, facility operations, college affiliation, student support services, billing, safety, emergency response, emergency entry, or related operational needs.

This authorization includes the sharing of information where necessary to facilitate emergency access to the Occupant's Room or to address health, safety, or security concerns within the College Residence.

The Occupant has the right to request access to, or correction of, their personal information in accordance with FIPPA. Questions regarding the collection or use of personal information may be directed to Trent University's Privacy Office at <https://www.trentu.ca/access-privacy/>.

22. RELEASE OF INFORMATION

The University communicates directly with the Occupant regarding all matters related to this Agreement and housing operations.

The Occupant may authorize the University to disclose their personal and housing-related information to a third party (including, but not limited to, a parent, guardian, or sponsor) by completing the **Release of Information** form in the **myTrent Portal**, with the **Release of Information** form specifically for housing-related information in the **Student Housing Portal**. The form allows the Occupant to identify the authorized individual and specify the types of information to be disclosed. Any authorization provided through this process will be maintained by the University and will govern third-party communications related to housing matters.

The Occupant may revoke or modify an authorization at any time by submitting an updated request through the approved process. Until such authorization is received and recorded, the University will not discuss the Occupant's personal or housing-related information with any third party, except where permitted or required by law, and confirmed through the Student Housing Portal, including in circumstances involving health, safety, or emergency concerns.

23. KEYS AND ACCESS

23.1 The Occupant will be issued a key or set of keys for access to the assigned Room. The Occupant will also be issued a TrentU Card, which functions as an access card to the College Residence and other authorized areas.

23.2 The Occupant is responsible for the safekeeping and proper use of all issued keys and the TrentU Card. Lost or stolen keys and/or TrentU Cards must be reported immediately and within twenty-four (24) hours of discovery to a Housing Service Centre during operating hours or to a Residence Life Don or Campus Security. Immediate reporting is required to reduce safety and security risks and prevent unauthorized access to residence spaces.

For any lost or stolen TrentU Card, the Occupant must deactivate the cash and/or dining plan fund portion through the myTrent Student Portal as soon as reasonably possible. For more information, please visit the TrentU Card website at <https://www.trentu.ca/trentucard/>.

23.3 The Occupant shall be charged a key replacement and lock change fee for any lost or stolen key set (a key set includes Room and suite key):

- \$328 for traditional style Rooms; or
- \$491 for suite-style Rooms; and
- Any applicable administrative fees or after-hours service fees, where required.

Requests for lock changes or key replacements outside of regular business hours, including weekends, after hours and holidays, will result in additional charges being applied to the Occupant's student account.

23.4 The Occupant shall be charged a replacement fee for any lost or stolen TrentU Card. Replacement fees are payable through the TrentU Card Office located in Blackburn Hall, Monday to Friday between 9:00 a.m. and 4:00 p.m. (EST), excluding holidays.

23.5 Keys and TrentU Cards (housing access/student card) are issued for the exclusive use of the Occupant and may not be duplicated, shared, printed, or transferred to any other individual.

23.6 All issued keys must be returned when the Occupant vacates the Room. If keys are not returned, the University may re-key the Room and/or mailbox and charge the applicable key replacement and lock change fees, in accordance with Section 23.3, together with any applicable administrative fees to the Occupant's student account.

23.7 Upon the end of the Term of Occupancy, keys must be returned to a Housing Service Centre during operating hours or deposited in the designated Key Drop Box located outside of the front entrance of each residence building or at Blackburn Hall when the Housing Service Centres are closed. Failure to do so may result in lost key charges, as outlined in Section 23.3, and/or an improper check-out fee of \$136 being applied.

23.8 Failure to Report Lost or Stolen Keys or Access Cards

Failure to report a lost or stolen key or TrentU Card in accordance with Section 23.2 may result in the University taking immediate action to protect the safety and security of the College Residence, including but not limited to deactivating access privileges, re-keying Rooms, or issuing replacement access. Any resulting costs, including key replacement, lock changes, administrative fees, or emergency service charges, shall be the responsibility of the Occupant and may be charged to the Occupant's student account.

23.9 Security and Emergency Access

Where keys or access cards are lost, stolen, or unaccounted for, the Occupant acknowledges and agrees that the University, or its authorized agents, may enter the Occupant's Room **without notice** where reasonably necessary to address safety, security, or emergency concerns, in accordance with this Agreement and applicable University policies.

24. FACILITIES & HEALTH AND SAFETY

24.1 Maintenance Requests and Work Orders

The Occupant is responsible for promptly reporting maintenance or repair issues related to the assigned Room or common areas by submitting a maintenance request through the Student Housing Portal or other method designated by the University. Failure to report maintenance issues in a timely manner may result in further damage, for which the Occupant may be held financially responsible.

24.2 Maintenance Prioritization and Response

Maintenance requests are assessed and addressed based on priority level, including but not limited to health and safety risks, operational impact, and service urgency. The University does not guarantee specific response or completion times and reserves the right to determine the order and timing of repairs based on operational needs, staffing availability, and the nature of the issue.

24.3 Right of Entry and Notice

The University, or its authorized employees, contractors, or agents, may enter the assigned Room for the purposes of inspection, maintenance, repairs, health and safety assessments, pest control, or operational requirements.

Except in the case of an emergency or where otherwise permitted by law, the University will make reasonable efforts to provide at least twenty-four (24) hours' notice prior to entry. Notice may be provided electronically, in writing, or by other reasonable means.

24.4 Emergency Access

In the event of an emergency, or where there is a reasonable belief that immediate entry is required to protect the health or safety of any person, prevent damage to property, or maintain building operations, the University may enter the assigned Room without prior notice.

24.5 Health and Safety Inspections

The University may conduct periodic health and safety inspections of Rooms and common areas, including but not limited to inspections related to fire safety, cleanliness, prohibited items, or building condition. These inspections may be scheduled or unscheduled and may occur with notice where reasonably practicable.

Occupants are required to comply with inspection requirements and must not obstruct or interfere with inspections or related follow-up actions.

24.6 Pest Control

The University may implement pest control measures as required. **Occupants** must cooperate fully with pest control procedures, including preparing the Room as directed and temporarily vacating the Room if required. Failure to

comply may result in additional charges or administrative action.

24.7 Building Systems Testing and Operational Interruptions

From time to time, the University may conduct testing, maintenance, or repairs of building systems, including but not limited to fire alarms, electrical systems, plumbing, heating, ventilation, air-conditioning, internet, and water supply. Such work may result in temporary interruptions to services.

Where reasonably possible, advance notice will be provided; however, service interruptions may occur without notice where operationally required. Temporary interruptions do not constitute grounds for fee reductions or refunds.

24.8 Occupant Responsibilities

Occupants must maintain their assigned Room in a clean and safe condition and comply with all health and safety directives issued by the University. Refusal to permit authorized access, failure to submit maintenance requests, or interference with maintenance or safety work may result in administrative action, additional charges, or termination of this Agreement.

24.9 Air Conditioning Units

Where central air-conditioning is not provided in the building to which the Occupant is assigned, the Occupant may, at their own expense, purchase a **portable air-conditioning unit**, subject to prior approval by the University and installation by a University-designated installer.

A request to install a portable air-conditioning unit must be submitted through the Student Housing Portal by way of a Maintenance Request. Approval is granted at the sole discretion of the University. Portable air-conditioning units installed without prior written approval or installed by anyone other than a University-designated installer, shall be deemed prohibited items in accordance with the Residence Community Standards and may be removed without notice at the Occupant's expense.

Approved portable air-conditioning units are permitted for seasonal use only. All units must be removed, disconnected, and properly stored by the Occupant no later than October 15, or by an alternate date communicated by Student Housing. Portable air-conditioning units may not be installed or operated during the winter months.

All approved portable air-conditioning units must meet the following requirements:

- a) be Canadian Standards Association (CSA) approved and operate on 115 volts;
- b) be portable, free-standing units only (window-mounted or permanently affixed units are strictly prohibited);
- c) be installed exclusively by a Trent University or leased-property–designated employee; and
- d) comply with all applicable electrical, safety, and building standards as determined by the University.

The Occupant assumes full responsibility for the operation and use of any approved portable air-conditioning unit and shall be financially responsible for any damage, moisture, condensation, electrical issues, or other impacts to University property resulting from its installation, use, or removal.

The University reserves the right to disconnect, remove, or require removal of any air-conditioning unit at any time where it determines, in its sole discretion, that the unit poses a safety risk, causes damage, interferes with building

systems, or does not comply with this Agreement or the Residence Community Standards. Removal of an air-conditioning unit does not entitle the Occupant to any refund or fee adjustment.

24.10 Asbestos

Trent University maintains an Asbestos Management Program, in accordance with Ontario Regulation 278/02 – *Designated Substance – Asbestos on Construction Projects and in Buildings and Repair Operations*. Some University-owned residence buildings contain asbestos. An up-to-date inventory identifying the presence of buildings containing asbestos in campus buildings has been completed and is maintained.

Asbestos poses a health risk only when fibers become airborne and are inhaled. In the event of renovations, repairs, and/or construction activities, the University complies with all applicable legislation and follows strict regulations and procedures to protect everyone who works, lives or visits areas that may contain asbestos. The University's Health & Safety Office oversees and supports the Asbestos Management Program and ensures compliance within residence buildings.

24.11 Mold and Moisture Control

The Occupant is responsible for promptly reporting concerns related to their Room or common areas, including suspected mold or mildew, by submitting a Maintenance Request through the Housing Portal.

The presence or suspected presence of mold does not automatically require an Occupant to vacate or be reassigned to another Room. Some Rooms may naturally experience higher moisture levels due to environmental factors, such as sun exposure or heat.

To assist in maintaining appropriate moisture levels, the Occupant is responsible for:

- Ensuring closets and storage areas are not overcrowded with belongings, allowing adequate airflow.
- Opening windows and blinds regularly, where feasible; and
- Avoid using humidifiers and are encouraged to use fans or de-humidifiers.

25. EMERGENCIES AND OTHER UNAVOIDABLE EVENTS

25.1 Definition of Emergency

An **Emergency** means a health emergency or other unavoidable event beyond the reasonable control of the University, which in the University's sole discretion and based on relevant information including advice from medical professionals, directives, bulletins, notices, orders, legislation, or communications from public health authorities or other authorities having jurisdiction such as, University ("Directives"), creates a situation in which Occupants, University employees or other persons or invitees, are or may be exposed to imminent danger from a dangerous condition or situation, damage to the Residence, or disease, virus or other biological or physical agents that may be detrimental to human health, while in a College Residence or College Annex.

25.2 University Authority During an Emergency

Where an Emergency exists, the University may amend, supplement, or otherwise enforce any rules or regulations in existence, may impose additional rules and regulations, and restrictions necessary to mitigate or minimize the effects of the Emergency. Without limiting the generality of the foregoing, the University may:

- a) Restrict or limit access to College Residences and/or Annexes, including limited access to University

- employees only, and/or prohibiting entry by Occupants, visitors, or invitees for a reasonable period;
- b) Terminate Agreements prior to the commencement of the Terms of Occupancy and/or semester, where required to comply with Directives or where the University determines it is unsafe to operate a College Residence or Annex for a Fall and/or Winter Semester, and the University shall have no liability to an Occupant because of such termination;
- c) Close all or any part of a College Residence or Annex where continued operation is deemed unsafe, in which case Occupants shall vacate their Rooms in accordance with reasonable University requirements;
- d) Require Occupants to comply with reasonable health and safety measures imposed in respect thereof by the University, including but not limited to health screening, sanitation protocols (i.e., the use of hand washing products), mandatory training, use of personal protective barriers, clothing and equipment (i.e., gloves, masks etc.), and vaccine or immunization requirements, where applicable; and permitted by law.
- e) Specify designated routes of ingress and egress for Occupants generally or for Occupants identified as having heightened risk of either exposure or transmission to a health threat or unhealthy condition to other Occupants, invitees or visitors in the College Residence or Annex.
- f) Failure to comply with this section may result in action under the Residence Community Standards and applicable University policies, which may include administrative charges, conduct review, or other remedies deemed appropriate by the University.

25.3 Fees During Emergency Closures

Where an Emergency or any other unavoidable event beyond the control of the University, including restrictive governmental laws or regulations, fire, or damage, results in the closure of a College Residence or Annex during the Term, the University shall determine, in its sole and absolute discretion, whether any portion of residence or related fees will be refunded. Any such determination will take into account the length of the closure, the nature of the event, and any other factors the University deems relevant.

26. LATE DOCUMENTS FEE

The University may also assess a **\$50 non-refundable administrative fee** where required documentation is submitted after a published deadline, reflecting the additional administrative work required to review late submissions and reassess eligibility or placement.

27. CONTRACT AMENDMENT & NOTIFICATION

The University may amend or update the terms of this Agreement from time to time. Where the University makes material changes to this Agreement, the University will provide notice to the Occupant by electronic communication, in the manner and at the time determined by the University in its sole discretion. Electronic notice sent to the Occupant's TrentU email address or posted to the Student Housing Portal shall be deemed received on the date of transmission or posting.

28. RULES, REGULATIONS AND LEGISLATIVE STATUS

Rules and regulations governing the use of University College Residences and the conduct of Occupants are established by the University and may be amended from time to time. As living accommodation is provided by Trent University, major matters relating to housing operations and living accommodations are determined by the University following consultation, where appropriate, with the Housing Advisory Committee, College Cabinets,

and other Housing student representatives.

The College Residences are not intended for year-round occupancy and are **exempt** from the *Ontario Residential Tenancies Act* pursuant to section 5(g) of the Act.

I acknowledge that this Residence Agreement constitutes a legally binding agreement between me and the University, and that I am bound by its terms and conditions.

Occupant's First and Last Name

Occupant's Signature

Date

FOR TRENT UNIVERSITY



**Authorized Signature
Trent University
Student Housing**