

2026-2027 Trent University Residence Agreement Peterborough (*Symons Campus*) and Durham GTA

Living in Residence at Trent University

This Residence Agreement (the **Agreement**) applies to residents of Trent University, Champlain, Peter Gzowski, Lady Eaton, and Otonabee Colleges at Symons Campus as well as Champlain College Annex, Lady Eaton College Annex, and Peter Gzowski College Annex, located on Water Street in Peterborough, Ontario (collectively, the **“College Residences or Residence”**); and residents of Trent University Durham GTA Residence (the **“Durham GTA Residence”**) in Oshawa, Ontario.

For clarity, this Agreement governs first year student housing and is distinct from the upper year undergraduate and graduate housing 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 residence, 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 and residences 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 and Trent Student Housing. While living in university residence, 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 residents and the potential outcomes for non-compliance.

Students living in residence 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 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 Residence 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 the **Residence Agreement**, the **Residence Community Standards**, and the **Charter of Student Rights and Responsibilities**, and that the student is waiving certain legal rights.

Upon admission to residence, and for the term of the student's residency, the student becomes the "**Resident**" of the assigned or selected "**Room**" within a designated "**College Residence**", "**College Annex**", or "**Residence**". The Resident acknowledges that this Residence Agreement constitutes a legally binding agreement between the Resident and Trent University (the "**University**").

2. ELIGIBILITY

2.1 General Eligibility

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

- be enrolled as a student at Trent University;
- meet all application, and payment deadlines set by Student Housing and the University; and
- be in good standing with the University, which includes, without limitation:
 - having no outstanding or overdue financial obligations owing to the University, including residence, dining plan, tuition, or other student account charges; and
 - having no prior residence or University conduct sanctions, including but not limited to Residence Probation, Persona Non Grata, or Termination of Contract; and
- remain eligible under all applicable University policies for the duration of the Residence Agreement.
- 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 residence if they:

- a) have accepted an offer of admission to Trent University; and
- b) are registered in a minimum of one-half (0.5) credit in each semester in which they are living in housing.

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 First-Year Undergraduate Students

First-year undergraduate students entering directly from high school are eligible to apply and are guaranteed a space in residence, subject to the terms and conditions of this Agreement. All other applicants may apply to be on the waitlist.

2.4 Exchange Students

Incoming exchange students admitted from another institution and participating in the Trent Exchange Program may be eligible to apply for residence through the Student Housing Portal. Exchange students will not be required to make a Residence Advance Payment at the time of application. Residence spaces will be allocated based on lottery to exchange students who apply for residence by the stated deadline, and priority will be given to exchange students enrolled for both the Fall and Winter semester.

- Fall Semester Only (September to December): Exchange students who live in residence for the first academic semester only (September to December) will be charged an additional \$300 as an administrative fee for filling their empty bed space in the second semester.
- Winter Semester Only (January to April): Exchange students who live in residence for the second academic semester only (January to April) will be charged the residence fee for four-month occupancy which is one half of the fee for eight-month occupancy.

Exchange students who are only permitted to enter the country for a short period of time due to immigration law; policies must provide immigration documentation to be considered for one semester only.

Eligibility is subject to space availability and compliance with all application, enrollment, and payment requirements set by Student Housing.

Exchange students may also request consideration for placement in Upper Year Undergraduate Suites and Graduate Housing by inquiring with Student Housing at residence@trentu.ca, subject to space availability.

2.5 Application, Admission, and Placement

All first-year undergraduate students must submit an online residence application, a Residence Advance Payment and a non-refundable Administrative Fee by the deadlines established by Student Housing to be considered for residence. Guaranteed residence is contingent upon the student meeting all eligibility requirements, submitting a complete application, and complying with all applicable deadlines and payment obligations.

Admission and placement are subject to the terms of this Residence Agreement, space configuration, and operational requirements, and may include assignment through a lottery or administrative placement process where applicable. Without limitation, admission to residence may be denied or revoked where a student has previously breached a Residence Agreement, Residence Community Standards, and/or the Student Charter of Rights and Responsibilities.

All decisions regarding eligibility, admission, placement, and room assignment for first-year undergraduate students are made at the sole discretion of Student Housing.

2.6 Academic Year Commitment

Students applying for the Academic Year (September to April) are committing to residence for both the Fall and Winter semesters. Students who wish to reside in residence beginning in the Winter semester only may apply for Winter Semester entry, subject to availability and the application process outlined in this Agreement, Section 2.7.

2.7 Winter-Semester Entry Only

Students wanting to live in residence beginning the Winter semester (January) can apply starting in October through the Student Housing Portal by the stated deadline. Residence spaces for Winter-semester entry are limited and are not guaranteed. Where space is available, offers will be allocated by random lottery in accordance with this Section.

2.8 Deferral of Residence Application

Where a student officially defers their academic program through the Registrar's Office to a future semester, Student Housing may permit the deferral of the residence application for up to one (1) academic semester (e.g., Fall to Winter; Winter to Summer or Fall). Requests to defer the residence application beyond one academic semester will be treated as a cancellation or a withdrawal and processed in accordance with this Agreement, Section 17 and 18.

3. ACADEMIC REQUIREMENTS

3.1 Minimum Course Load

Residents must maintain enrollment in a **minimum of one-half (0.5) credit in each semester** while living in residence. If a Resident is unable to maintain the required course load, the Resident will be required to withdraw from residence and will remain financially responsible for the Room fees and Dining Plan fees, as outlined in Section 18. Residents 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 18.4.

3.2 Withdrawal from Academic Studies

If a Resident 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 Resident 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 Resident 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 18 of this Agreement.

The Resident 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 18, as applicable.

4. APPLICATION PAYMENTS AND DEADLINES

All students applying to residence must submit an online residence application through the Student Housing Portal. To secure an offer of guaranteed residence, eligible applicants are required to submit a \$500 Residence Advance Payment and a \$100 non-refundable Administrative Fee through the Student Housing Portal **no later than 11:59:59 EST on June 3, 2026**.

If the applicant *does not* submit the required payment by the deadline to secure their guaranteed space, 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. All charges and payments will be posted to the Student Account.

Applicants applying to the residence waitlist are not required to submit any payment unless and until they are offered a residence space and instructed to do so by Student Housing.

Applications and/or required payments received after the applicable deadline, or applications that are otherwise deficient, will not be considered for guaranteed residence and will be placed at the end of the existing waitlist.

5. WAITLIST APPLICATIONS

Applications submitted **after** the guaranteed residence application deadline of June 3, 2026, at 11:59:59 (EST) will be treated as waitlist applications. Residence offers to waitlist applicants are subject to space availability and not guaranteed.

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 residence communicated to their TrentU email address and through the Student Housing Portal. Residence 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 residence offer.

To accept an offer of residence, 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 residence, and this Agreement 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. RESIDENCE FEES AND CHARGES

- a) **Residence 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 Advance 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 residence Room fees. The credit will be posted to the Resident's Student Account within 5-10 business days of payment through the Student Housing Portal. This will *not* be deducted from the overall Room fee. The full Room fee will still be charged separately; however, Residents may subtract the \$500 Residence Advance Payment from the total Room fee to determine their remaining balance owing.

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 17, 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 a Resident;

- i. does not receive an offer of admission to Trent University,
- ii. their academic admission offer is deferred or rescinded, or
- iii. their Study Visa Permit application is denied.

The Resident 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 bed space in residence. Residence Room requirements and applicable fees are established by the University and may vary by residence, building and room type. For more information, please visit the Student Housing Fees website at <https://www.trentu.ca/housing/>.
- d) **Dining Plan Fees:** A *Dining Plan Fee* means the fees charged for a mandatory Residence Dining Plan associated with certain residence room types, as determined by the University. Dining Plan requirements and applicable fees are established by the University and may vary by residence and room type. Additional information is available on the Student Housing website at <https://www.trentu.ca/housing/>, and the Food Services website at www.trentu.ca/foodservices.
- e) **Terms of Agreement and Fee Commitment:** This Agreement and the associated residence room fees and Residence Dining Plan fees apply for the duration of the semester(s) outlined in Section 10. Information regarding cancellation, withdrawal, early arrival, winter break, and early and late stay

STUDENT HOUSING

processes is set out beginning in Section 10. Residents applying for the Winter semester only are committed to the Agreement and all applicable fees for the full duration of the Winter semester as outlined in Section 10.

7. RESIDENCE DINING PLAN AND FEES

- a) All Residents are required to purchase a mandatory Residence Dining Plan based on their assigned room type. The structure and components of Dining Plans are determined by the University and may vary by residence type. Additional details regarding Dining Plan components and usage are available through Student Housing and Food Services Residence Dining Plan website at <https://www.trentu.ca/trentucard/dining-plans>.
- b) Dining plan fees apply only to the residence occupancy periods outlined in Section 10 and **do not** include the December to January residence closure period, as published in the Trent University Academic Calendar, nor any period outside the approved occupancy dates, including early arrival or late stay periods.
- c) Dining plan fees will be adjusted for Residents approved to reside in residence for the Fall semester only or the Winter semester only, in accordance with Section 10.
- d) Residents living in traditional-style accommodations, including premium traditional accommodations located at both the College Residences and the Durham GTA campus, are enrolled in a “Traditional Dining Plan” that consists of:
 - a declining balance component for food purchases; and
 - a foodservice overhead component that supports the operation, staffing, facilities, and programming of on-campus dining services.
- e) Residents living in premium suite-style, suite-style or apartment-style accommodations located in College Residences and College Annexes only are enrolled in a “Suite-Style Dining Plan” that consists of:
 - a reduced declining balance component for food purchases; reflecting the availability of in-suite or shared kitchen facilities and greater independence in meal preparation, and
 - a reduced foodservice overhead component that supports the operation, staffing, facilities, and programming of on-campus dining services.

Residence Dining Plan Summary

Campus	Room Type	Required Dining Plan
Peterborough (Symons Campus)	Traditional Style Room	Traditional Dining Plan
	Premium Traditional Style Room	Traditional Dining Plan
	Suite-Style Room	Suite-Style Dining Plan
	Premium Suite-Style Room	Suite-Style Dining Plan
Durham GTA Campus	Premium Traditional Style Room	Traditional Dining Plan

- f) Each Dining Plan permits any unused portion of the declining balance to be carried forward into subsequent academic years for the Resident's continued use. Carried forward balances are subject to applicable sales tax at the time of purchase. A carried-forward dining plan balance will remain available to the Resident provided there is at least one qualifying transaction within a twenty-four (24) month period. The carry forward is gratuitous. The Dining Plan has no cash value.
- g) Dining Plans are non-transferable and non-refundable, except for as expressly provided in Section 18.
- h) The Residence Community Standards apply in all University-operated dining areas. Residents are expected to conduct themselves in accordance with these standards, as well as all applicable University policies, while using dining facilities.
- i) Residents are responsible for inquiring with Food Services about any dining plan-related matters and for notifying the Food Services Office of any change to their residence status (i.e., withdrawal) that may affect their dining plan. For more information contact Food Services at food@trentu.ca or visit Food Services website <https://www.trentu.ca/foodservices/>.
- j) Trent University Food Services operates dining locations across campus, including the College Residences dining halls, Durham dining hall, and retail outlets. For current locations, hours of operation, and dining plan information, Residents should visit www.trentu.ca/foodservices or contact Food Services at food@trentu.ca. Information regarding TrentU Card and Trent Cash is available at www.trentu.ca/trentucard.

8. TRENT CASH

Residents 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 Resident'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/>.

9.2 Non-Payment of Fees

Failure to pay Room fee, Dining Plan fee and other residence 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 Residence Agreement, eviction from residence, and restriction or denial of future residence eligibility. 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>.

10. AGREEMENT DATES AND OCCUPANCY

10.1 Occupancy Period and Included Fees

Residence fees include accommodation from September 6, 2026, to twenty-four (24) hours after the Resident's last exam in December 2026 or by 11:00 a.m. EST on closing day December, 22, 2026, whichever is earlier, and from January 3, 2027, at 11:00 a.m. EST to 11:00 a.m. EST on closing day May 1, 2027.

To offer flexibility, move-in times will be staggered, and some students will be allowed to move in before September 6, 2026, at an additional cost in accordance with Section 10.4. All students will choose their preferred time on their scheduled move-in date on the online Student Housing Portal in advance.

The Resident remains financially responsible for all residence room fees for the applicable occupancy period, regardless of an early move-out date, except as expressly provided in Section 18.3.

Dates	Key Events
Sunday, September 6, 2026	Student move-in begins. Students will be notified in advance of their move-in details.
Saturday, October 24 to Sunday, November 1	Mid-term recess (Fall Break); buildings remain open
Thursday, December 10, 2026, to Tuesday, December 22, 2026	Exam /move-out period Students are required to vacate residence twenty-four (24) hours after their last exam, or by 11:00 a.m. EST on closing day December 22, whichever is earlier. Student access cards to the building will be deactivated on their move-out date at 11:00 a.m. EST. Students who do not move out on their specific date/time are in violation of this Residence Agreement, Residence Community Standards, and the Charter of Student Rights and Responsibilities and subject to an Improper Check-Out Fee of \$136 and/or Late Stay charge of \$100/night.
Tuesday, December 22, 2026	Residence buildings close for December Break at 11:00 a.m. EST.
Sunday, January 3, 2027	Residence buildings re-open at 11:00 a.m. EST
Saturday, February 13, 2027, to Sunday, February 21, 2027	Mid-term recess (Winter Break); buildings remain open
Friday, April 9, 2027, to Saturday, May 1, 2027	Exam /move-out period Students are required to vacate residence 11:00 a.m. on closing day May 1, 2027.

	Student access cards to the building will be deactivated on their move-out date at 11:00 a.m. EST. Students who do not move out on their specific date/time are in violation of this Residence Agreement, Residence Community Standards, and the Charter of Student Rights and Responsibilities and subject to an Improper Check-Out Fee of \$136 and/or Late Stay charge of \$100/night.
Saturday, May 1, 2027	Residence buildings close at 11:00 a.m. EST.

10.2 Winter Break Closure

Residence buildings are closed to all Residents during the Winter Break period, from 11:00a.m. on December 22, 2026, to 11:00a.m. (EST) on January 3, 2027, except for Residents approved by Student Housing to remain in residence.

Residents may submit a request through the Student Housing Portal, for an additional fee, to remain in residence during the Winter Break closure as per Section 10.3. During this period, all dining services and Housing Service Centre operations are suspended, and student life, custodial and maintenance services are limited.

10.3 Winter Break Stay Program

Residents who are unable to travel home during the Winter Break period may apply to remain in residence by indicating their intent to participate in the Winter Break Stay program on their residence application. The Winter Break period is defined as the time between the official residence closure and reopening dates, as set out in the Trent University Academic Calendar at <https://www.trentu.ca/registrar/academic-calendar>.

Participation in the Winter Break Stay program is limited to approved suite-style College Residence or College Annex accommodations, and Durham GTA Residence accommodations, where access to and from the suite/ room can be monitored. Placement is subject to space availability and operational requirements, and approval is not guaranteed.

Residents approved for Winter Break Stay will be required to electronically sign a Winter Break Stay addendum through the Student Housing Portal, which outlines additional expectations, timelines, and regulations applicable during this period.

A Winter Break Stay fee of \$491 will be applied to the Resident's student account in January. Dining halls will not be operating during the Winter Break closure, and Residents participating in the program are responsible for preparing their own meals.

During the Winter Break Stay period, all terms and conditions of this Agreement, including the Residence Community Standards, remain in full force and effect.

Residents who initially opt in to the Winter Break Stay program must notify Student Housing by 11:00 a.m. (EST) on December 17, 2026, by emailing residence@trentu.ca, if they wish to opt out and avoid the Winter Break Stay

fee. Refunds will not be issued to Residents who withdraw from or do not utilize the Winter Break Stay program during or after the Winter Break period.

10.4 Extended Move-Out Date Due To Inclement Weather

If the University extends the examination period due to inclement weather, move-out dates and times will be adjusted accordingly for impacted Residents, up to 11:00 a.m. (EST) on Wednesday, December 23, 2026.

10.5 Early Arrivals and Late Stays (Including Exam Extensions)

Residents may apply for early arrival prior to the occupancy period or a late stay beyond the occupancy period through the Student Housing Portal. Approval is subject to space availability, operational requirements, and the sole discretion of the University, and is not guaranteed. Where approved, the Resident remains bound by all terms and conditions of this Residence Agreement for the duration of the approved early arrival and late stay. Approved early arrivals and late stays are subject to a \$100 per night accommodation rate, which will be charged to the Resident's student account.

Late Stays related to examinations must be requested no later than 4:00 p.m. EST on the final day of classes, as set out in the applicable University Academic Calendar. If the University formally extends the examination period, the Occupancy Period under this Agreement will be extended for the same duration, and no Late Stay application or nightly fee will apply for that extension. No late stay requests will be approved beyond December 22nd at 11:00a.m. in the Fall semester.

Failure to obtain written approval for Early Arrival or Late Stay may result in additional charges, administrative action, and/or removal from residence in accordance with this Agreement.

10.6 Late Arrivals

Residents 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 move-in date, or by 4:00 p.m. EST on September 6, 2026 for Fall semester, or by 4:00 p.m. EST on January 3, 2027 for the Winter semester.

If notice is not provided this relieves the University of any obligation to hold the assigned Room. In such circumstances, the Resident will be deemed a No Show (Failed Arrival) and will be held financially responsible for all applicable fees as outlined in Section 10.8.

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, and provided the Resident has notified Student Housing in accordance with this Section and the Room remains available:

- For Fall semester 2026: September 24
- For Winter semester 2027: January 20

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

10.7 Program Date Misalignment for Early & Late Arrivals

Residents enrolled in academic programs that do not align with the occupancy dates outlined in Sections 10 (including, but not limited to, Bachelor of Education or English as a Second Language programs) are *not* guaranteed early arrival or late stay approval and may be required to secure alternative accommodations for periods outside the standard occupancy dates.

10.8 No Show (Failed Arrival)

If the Resident *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 move-in date, the Resident shall be deemed a No Show.

In the event of a No Show:

- the Resident will be charged a \$300 No Show Fee;
- the Resident will forfeit the full \$500 Residence Advance Payment;
- the Resident will be held financially responsible for Room fees and Dining Plan fees; and
- the assigned Room may be immediately offered to another applicant, at the sole discretion of Student Housing.

10.9 Immigration-Related Arrival Delays

Residents unable to arrive due to pending immigration documentation will be processed under standard cancellation procedures unless a deferral is requested in accordance with Section 2.8.

Residents 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.

10.10 Conduct-Related Move Out

A Resident may be required to vacate residence as a sanction imposed under the Residence Community Standards. The University may require the Resident 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 Resident remains financially responsible for all applicable Room fees and Dining Plan fees regardless of an early move-out date, or whether the Room is reassigned, or the vacancy filled with another student.

11. INSURANCE AND PERSONAL PROPERTY

Trent University assumes no obligation or liability, whether direct or indirect, for loss, theft, damage, or destruction of the Resident'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 Resident 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

STUDENT HOUSING

insurance for loss or damage to personal property and liability coverage for injury to persons or damage to property caused by the Resident.

Residents 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 Resident 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 Resident's personal belongings and protect the Resident against loss or damage that the Resident may be liable for.

The Student Property and Liability Insurance program provides coverage for the Resident'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 a Resident 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/>.

Residents 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 Resident shall permit the University, or its authorized agents, to enter the room/suite and/or bed space 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 Resident fails to vacate the Room in accordance with the date and requirements set out in this Agreement, the Resident 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 Resident shall be responsible for all costs associated with the removal, storage, and/or disposal of the property.

13. ROOM SELECTION AND ASSIGNMENTS

Room assignments are administered by Student Housing through a room self-selection process and/or direct assignment by the University, where applicable. The Resident 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 Resident is not permitted to assign or sublease this Agreement or permit any person to occupy the Room other than the individual to whom the Room has been assigned by the University.

The Resident 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 at <https://www.trentu.ca/housing/>.

Residents who do not self-select a Room within the advertised timeframe, or who do not confirm an assigned Room by the communicated deadline, shall have their Room and residence application cancelled. In such cases, the Resident will forfeit the full Residence Advance Payment and any associated non-refundable fees, as outlined in Section 17.

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

- a) failure to participate in or complete the room self-selection process.
- b) admission to residence after the advertised move-in date.
- c) appointment as a Residence Assistant.
- d) has a specific accessibility and unique needs requirements.
- e) submission of an application after the room self-selection period has concluded; or
- f) accepted an offer of residence space from the waitlist.

Undergraduate Room fees are mandatory and are specific to the Room type assigned to the Resident for the duration of this Agreement. For more information, please visit the Student Housing website at <https://www.trentu.ca/housing/>.

Where the University assigns a Room to the Resident after the Friday following the first day of classes in either semester, as set out in the University Academic Calendar, the Room fee shall be prorated on a nightly basis. Any required Residence Dining Plan fee shall be applied in full, in accordance with Section 7.

14. ROOM TRANSFER

A Resident wishing to change Rooms must obtain prior written approval from the University. Room transfers are subject to space availability, the gender identity designation of the available space, and operational considerations. The University does not guarantee that a Room transfer request can be accommodated.

Room transfers are dependent upon vacancies arising through withdrawals, cancellations, or other system availability and are offered based on available Room inventory at the time a request is reviewed. Placement on the Room transfer waitlist does not guarantee that a Room transfer will be offered, nor does it guarantee a change to preferred Room type, College, or building.

STUDENT HOUSING

The University reserves the right to grant or deny Room transfer requests in its sole discretion, taking into consideration operational requirements, space availability, and residence community needs. The University is under no obligation to create, convert, or reassign Rooms for the purpose of accommodating Room transfer requests.

Residents are advised that a Room transfer may result in changes to their required Residence Dining Plan and associated fees, depending on the Room type. Residents are responsible for contacting the Food Services Office in advance of submitting or accepting a room transfer offer to confirm any applicable dining plan requirements or fee adjustments.

To allow Residents time to settle in, get to know their community, and fully experience their assigned living space before making a decision about a Room transfer, Room Transfer requests will be accepted through the Housing Portal beginning on the following dates;

- For Fall semester 2026: October 5
- For Winter semester 2027: January 26

Where operationally feasible, Student Housing may invite Residents to submit Room Transfer requests prior to these dates. Any such early opportunity will be communicated directly to eligible Residents via their TrentU email. Early access does not guarantee that a Room change will be available or approved.

A \$137 non-refundable Room transfer fee will be applied to the Resident's student account upon submission of a Room transfer request, regardless of whether the Resident accepts the approved Room transfer.

Residents approved for a Room transfer are responsible for any increase in residence fees associated with the new Room type. Where a Resident transfers to a Room with a lower fee, residence fees will be pro-rated by the University accordingly.

Additional requirements, instructions, and timelines related to Room transfer will be communicated to the Resident via TrentU email and the Student Housing Portal.

15. ROOM REASSIGNMENTS BY THE UNIVERSITY

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

Upon receiving written notice of reassignment, the Resident 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 Resident may be responsible for any reasonable costs or expenses associated with the reassignment.

16. CONDUCT AND COMMUNITY STANDARDS

16.1 Compliance with University Policies

The Resident 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>.

16.2 Conduct Investigations and Sanctions

Where a conduct investigation is initiated by the University and the Resident is found responsible, the Resident 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 20.

16.3 Prohibited Conduct

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

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

16.4 Room Condition and Damage

The Resident 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 Resident and/or their guest(s).

16.5 Common Area Damage and Collective Assessment

Damage, theft, and/or loss occurring in common or shared areas of a Residence that cannot be attributed to a specific individual may be assessed collectively to all Residents 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 Resident.

16.6 Assumption of Risk

Where the Resident 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.

Resident's Initials

17. CANCELLATION PRIOR TO MOVE-IN

A Resident who has submitted a complete and accurate online residence 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 Resident wishes to cancel their residence 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 10.8 and 18.

Upon cancellation, the Resident 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 residence account.

The \$100 administrative fee payable at the time of application is non-refundable, is not applied toward residence or dining plan 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
For September Arrivals: If cancellation is received on or before June 5, 2026	Applicant receives a 50% or \$250 refund
For September Arrivals: If cancellation is received after June 5, 2026	Applicant receives NO REFUND
For January Arrivals: If cancellation received on or before December 1, 2026	Applicant receives a 50% or \$250 refund
For January Arrivals: If cancellation received after December 1, 2026	Applicant receives NO REFUND

18. WITHDRAWING FROM RESIDENCE AFTER MOVE-IN

A Resident 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 Resident to be charged additional fees as outlined in Section 24.

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.

18.2 Room Fees, Financial Responsibility and Refund Eligibility

Upon withdrawal, the Resident remains financially responsible for their full Room fees and is placed on a refund waiting list by date of withdrawal as outlined in Section 18. Placement on the refund waiting list does not guarantee that a refund will be issued. When a new Resident 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 Resident, but rather, it is based on filling the vacancy in the housing system created by the withdrawal.

If a Resident is eligible for a refund, Room fees will be calculated on a pro-rated daily basis from the effective date the new Resident 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 Resident's student account. If no outstanding balance exists, a refund may be issued to the Resident, less any applicable administrative fees as processed by Student Accounts.

18.3 Dining Plan Fees, Financial Responsibility and Refund Eligibility

- a) A Resident who withdraws from residence but remains enrolled as a student of the University is *not* eligible for any refund of Dining Plan fees. In such cases, the Dining Plan will remain active on the Resident's student account and TrentU card and may continue to be used in accordance with applicable Dining Plan terms.
- b) A Resident who withdraws from residence and formally withdraws from the University prior to the start of the examination period, as set out in the applicable Trent University Academic Calendar, is *eligible* for a refund of the remaining Dining Plan balance, less a fifteen percent (15%) administrative fee.

18.4 Appeals - Withdrawing for Exceptional Circumstances

A Resident 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 Resident must have:

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

Appeals must be submitted within three (3) months of the Resident'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.

18.5 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 Resident may be eligible for a pro-rated refund or reversal of Rooms fees, less a non-refundable \$300 Withdrawal Administrative Fee, and/or a refund of the remaining Dining Plan balance, less a fifteen percent (15%) administrative fee.

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

18.7 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.

18.8 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 Resident acknowledges and agrees that the University's determinations regarding eligibility, documentation, fee adjustments, Resident, and administrative charges shall be conclusive.

19. PETS

Pets or emotional support animals are not permitted in any College Residence, College Annex, Durham GTA Residence or 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 Resident 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.

- Residents 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 Resident 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 Resident remains fully responsible for the care, supervision, cleanliness, and behaviour of the service animal;
 - the Resident 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 Resident from compliance with any other provisions of this Agreement, the Residence Community Standards, or applicable University policies.

20. TERMINATION BY THE UNIVERSITY

20.1 Termination with Notice

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

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

20.2 Immediate Termination Without Notice

Notwithstanding any other provision of this Agreement, including Sections 10.10 and 16, the University reserves the right, in its sole discretion, to terminate this Agreement without notice where the Resident has violated this Agreement, the Residence Community Standards, the Student Charter of Rights and Responsibilities, or any other applicable University policy.

20.3 Financial Consequences of Termination

Where this Agreement is terminated for disciplinary, behavioural, or policy-related reasons, the Resident 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 Resident.

21. REFUNDS TO STUDENT ACCOUNTS

Any refund or reversal of fees to which the Resident is entitled under this Agreement shall be applied to the Resident's Student Account. The University may deduct from any refund any outstanding amounts owed by the Resident 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. Residents 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 Resident's responsibility to regularly monitor their Student Account.

22. PERSONAL INFORMATION – CONSENT TO SHARE

The University collects, uses, and discloses personal information relating to the Resident 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 Resident authorizes the University to share the Resident'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 Resident's Room or to address health, safety, or security concerns within the College Residences and/or Durham GTA.

The Resident 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/>.

23. RELEASE OF INFORMATION

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

The Resident may authorize the University to disclose their personal and residence-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**. The form allows the Resident 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 residence matters.

The Resident 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 Resident's personal or residence-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.

24. KEYS AND ACCESS

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

24.2 The Resident 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 Assistant, After Hours Support Associate, 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 Resident 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/>.

24.3 The Resident shall be charged a key replacement and lock change fee for any lost or stolen key set (a key set includes Room key or key fob, mailbox key, and suite/apartment key, where applicable). Fees vary by residence, campus, room type, and lock system and may total up to \$491, plus any applicable administrative fees (minimum \$25) 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 Resident's student account.

24.4 The Resident 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.

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

24.6 All issued keys must be returned when the Resident 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 24.3, together with any applicable administrative fees to the Resident's student account.

24.7 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 when the Housing Service Centres are closed. Failure to do so may result in lost key charges, as outlined in Section 24.3, and/or an Improper Check-Out fee of \$136 being applied.

24.8 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 24.2 may result in the University taking immediate action to protect the safety and security of the 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 Resident and may be charged to the Resident's student account.

24.9 Security and Emergency Access

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

25. FACILITIES AND HEALTH AND SAFETY

25.1 Maintenance Requests and Work Orders

The Resident 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 Resident may be held financially responsible.

25.2 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.

25.3 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.

25.4 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.

25.5 Inspections

The University may conduct periodic 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 (e.g., during move-out periods) or unscheduled and may occur with notice where reasonably practicable. Residents are required to comply with inspection requirements and must not obstruct or interfere with inspections or related follow-up actions.

25.6 Pest Control

The University may implement pest control measures as required. Residents 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.

25.7 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.

25.8 Resident Responsibilities

Residents 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.

25.9 Air Conditioning Units

Where central air-conditioning is not provided in the building to which the Resident is assigned, the Resident 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 Resident's expense. Approved portable air-conditioning units are permitted for seasonal use only. All units must be removed, disconnected, and properly stored by the Resident no later than October 17, 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 Resident 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 Resident to any refund or fee adjustment.

25.10 Appliances - Personal Fridges, Freezers and Microwaves

Appliances such as, but not limited to, personal refrigerators, freezers, and microwaves are not permitted in residence unless provided by the University or rented through Student Housing's preferred vendor program. This policy ensures that all refrigeration and microwave units used in residence are properly cleaned, safety-certified, energy-efficient, and in good working order. These standards support a safe and healthy living environment and align with the University's operational and sustainability objectives.

25.11 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.

25.12 Mold and Moisture Control

The Resident 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 a Resident 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 Resident 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.

26. EMERGENCIES AND OTHER UNAVOIDABLE EVENTS

26.1 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 Residents, 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 College Residences and/or Durham GTA Residence.

26.2 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 Durham GTA Residence, including limited access to University employees only, and/or prohibiting entry by Residents, 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 and/or Durham GTA Residence for a Fall and/or Winter semester, and the University shall have no liability to a Resident because of such termination;
- c) Close all or any part of a College Residence, and/or Durham GTA Residence where continued operation is deemed unsafe, in which case Residents shall vacate their Rooms in accordance with reasonable University requirements;
- d) Require Residents 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 Residents generally or for Residents identified as having heightened risk of either exposure or transmission to a health threat or unhealthy condition to other Residents, invitees or visitors in the College Residences and/or Durham GTA Residence.
- 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.

26.3 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 and/or Durham GTA Residence, during any semester, 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.

27. LATE DOCUMENTS FEE

The University may also assess a \$50 non-refundable Late Documents 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.

28. 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 Resident by electronic communication, in the manner and at the time determined by the University in its sole discretion. Electronic notice sent to the Resident's TrentU email address or posted to the Student Housing Portal shall be deemed received on the date of transmission or posting.

29. RULES, REGULATIONS AND LEGISLATIVE STATUS

Rules and regulations governing the use of University College Residences and Durham GTA Residence, and the conduct of Residents 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 accommodation are determined by the University following consultation, where appropriate, with the Housing Advisory Committee, College Cabinets, and other Housing student representatives.

The College Residences and Durham GTA Residence 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 that I agree to comply with its terms and conditions.

Resident's First and Last Name

Resident's Signature

Date