

UNIVERSITY
of GUELPH



IMPROVE LIFE.



STUDENT
HOUSING
SERVICES



FAMILY HOUSING Resident Handbook

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welcome



Welcome to our community! Residents of Wellington Woods and 78 College Avenue share a common family -- we are all part of the University of Guelph. We want you to have positive and enriching experience in a supportive living environment.

Together, with your assistance, we can enrich the community for all residents. This Handbook is intended to provide an overview of the programs and services we provide to our residents, as well as a reference guide for procedures and regulations that you will need to know while living in Family Housing.

We encourage you to reach out to our Community Life, Rentals or Facilities staff if you have any questions, or if you have ideas about how we can improve your residential experience.

Irene Thompson,
Director
Student Housing Services

Wellington Woods Community Garden



contact us

Family Housing Offices

132-78 College Avenue West
Guelph, ON, N1G 2W1

Hours of Operation

Monday - Friday 8:30 am - 8:00 pm
Closed for lunch: 12:00 noon to 1:15 pm
Saturday 10:00 am - 2:00 pm

Rentals

Contact: Franlie Allen
Phone: 519-824-4120 ext. 52551
Email: famrent@uoguelph.ca

Community Life Office

Contact: Barb Robbins
Phone: 519-824-4120, ext. 54708
Email: comlife@uoguelph.ca

Facilities

Contact: Mary Payne
Phone: 519-824-4120, ext. 56884
Email: famhous@uoguelph.ca
On-line Work Orders:
www.housing.uoguelph.ca/fh/workorders

Community Life Manager Office Hours:

emergencies

Emergency - Fire, Police & Ambulance
Call 519-840-5000 OR 911

Maintenance Emergencies - after office hours
519-824-4120, ext. 52775

Campus Police
519-840-5000

meet the team

WHO ARE WE?

The FamilyHousing Team is divided into three service areas: Rentals, Community Life and Facilities. We are all here to provide you with a positive community living experience. To better serve you, it may help for you to know where to seek assistance for different types of service.

RENTALS

- accommodation inquiries
- applications
- housing offers
- Tenancy Agreements [changes, adding an occupant, etc.]
- termination notices
- general communication
- parking passes and vehicle registration
- rental payments
- affiliation confirmation

COMMUNITY LIFE

- booking the community centre
- conflict mediation
- programming for children
- community building programs
- diversity & community life integration
- referrals to campus support services
- community life facilitators
- monthly newsletter

FACILITIES

- maintenance and work orders
- exterior maintenance
- parking lot monitoring
- capital projects [ie. replacement of windows, stairs, etc.]
- appliance repairs and replacements
- groundskeeping



Franlie Allen
Rentals



Mary Payne
Facilities



Barb Robbins
Community Life Manager



2018 Community Life Facilitators
(L-R) Joe, John, Jill, Jasper, Justine



fire safety

SMOKE ALARMS AND FIRE EXTINGUISHERS

Townhouses at 252 Stone Road West and 78 College Avenue West are equipped with a battery operated smoke detector on each level of the unit. Apartments at 78 College Avenue West are equipped with a battery operated smoke detector as well as a hard-wired heat detector. The smoke detector detects smoke within your unit only, however the heat detector is interconnected to the building system and will sound alarms in several blocks. There is also a pull station in each apartment at the main door.

Please complete an online work order at <http://www.housing.uoguelph.ca/fh/workorders> if the batteries need to be changed. Residents are NOT permitted to tamper with the devices in any way, including battery removal or replacement.

The most common reason for your smoke alarms to beep is smoke caused by cooking. If you burn something on the stove the alarm will not stop ringing until you get rid of the smoke by turning on your range hood fan and/or air exchanger, and opening your windows and doors. If opening the windows and doors is not practical due to weather conditions, fan the area just below the alarm to clear the smoke and this should make the beeping stop. It is important to remember that you should never leave the kitchen area while cooking.

Tampering with life safety equipment is against the law and you could be fined \$235.00 to \$50,000.00. Therefore, you must never hit the alarm, pull it down, cover it or remove the batteries. If you are having problems with your alarm, for example, it is beeping repeatedly and for no apparent reason, call the Family Housing (Facilities) Office at 519-824-4120, ext. 56884 during office hours or 519-824-4120, ext. 52775 if it is after-hours, and someone will come to your unit to inspect the alarm[s].

Your unit is also equipped with a fire extinguisher. It can be located in the stairway to the basement, in the kitchen area, or near the main door. Please read the instructions carefully. Should you have a small fire in your unit and you use your fire extinguisher to put it out and complete an online work order at <http://www.housing.uoguelph.ca/fh/workorders>. Once used, your fire extinguisher must be recharged in order to be ready to be used again. On occasion your fire extinguisher may be set off for reasons other than to put out a fire. If it is set off by accident you still need to report to the office that it has been used and it will have to be recharged.



EMERGENCY PROCEDURES IN CASE OF FIRE

It is important for the safety of yourself and your family to have a plan in case of a fire. Map out an escape route and an alternate escape route (one for the front door and one for the back door and one for an upstairs window). Practice it with your family and make sure everyone knows it well. Have a designated meeting place outside to make sure everyone is accounted for (perhaps the playground or a specific tree in the courtyard).

If you do have a fire, leave your unit immediately and call 911 from the nearest phone. Do not re-enter your apartment until the fire officials say it is clear to enter.

YOUR INSURANCE -- FOR YOUR PROTECTION

In the case of loss (such as but not limited to fire or flood), the University of Guelph will not be held liable for loss of or damage to the contents of your unit. We therefore require you to purchase “content insurance” (also known as “renter’s insurance”). It is also advisable to ensure the safe storage of all important documents. All documents such as birth certificates, lease agreements, passports, visas, immigration papers etc. should be kept in a fire proof box (available at Canadian Tire).

Get more detailed information from the Insurance Bureau of Canada at:

<http://www.ibc.ca/nb/home/rental-properties/tenant-insurance>

In the event that you use your fire extinguisher or you hear your smoke alarm battery warning, please notify us right away so that we can provide a replacement.

Fire safety is a joint responsibility.



rental information

YOUR TENANCY AGREEMENT

Your Tenancy Agreement, also referred to as your “lease,” is a document containing all of our agreed-upon mutual covenants and conditions. All residents are required to sign a Tenancy Agreement within 21 days of taking occupancy of a unit. You will receive a copy of your signed Agreement and we recommend that you keep it in a safe place for reference.

Normally, a Tenancy Agreement is for a one year period (shorter terms are agreed at the time of signing) and are renewed each year on the anniversary date. We will contact you a minimum of 90 days prior to the expiry of your current Tenancy Agreement to confirm whether you wish to renew for another term. An offer to renew your Agreement may be withheld if there have been past breaches of your Agreement.

NOTICE TO TERMINATE TENANCY– 60 DAYS



When you decide to move out of Family Housing, you must provide the Family Housing Rentals office with **a minimum of 60 days** written notice. The notice must be for a period ending on the last day of a calendar month. For example, if you wish to move out on May 30th, your written notice must be received no later than April 1st. Termination Notices received after the deadline date will be for the end of the next month (notices received April 2nd will be for June 30th). You may give your Notice of Termination any time before the 60-day minimum notice period. You are responsible for the payment of rent for the full notice period.

One of the requirements for living here at Family Housing is that you are a student or have another approved affiliation with The University of Guelph. If you are no longer a student or no longer acceptably affiliated it is expected that you will immediately provide us with proper termination notice and vacate your unit.

RENTAL PAYMENTS

Rent is due on the first working day of each month. We accept payments via online banking, cash, money order and Interac (direct debit payment). Our preferred method of payment is online banking.

If you have any questions or concerns regarding your rent rate or payments please call Rentals at 519-824-4120, ext. 52551. Although we do not apply late fees to rental accounts not paid on time, it is important to remember that when you vacate, it is typical for a new landlord to contact us to question rental payment history. Not paying your rent on the first working day of the month as stipulated in your Tenancy Agreement can have a negative impact on your ability to obtain future rental housing.

Rental payments paid by debit card must be made at the Family Housing Rentals office during regular office hours. *Sorry, we cannot accept credit cards.*

Our preferred method of payment for rent is through online banking.

Instructions for how to set up your payment online can be found on our website or click the button here.



rental information

RETURNED CHEQUES

There is an administration fee which is charged by the University for any cheque returned. This fee is \$20.00 and must be added to the total amount of the cheque which was originally submitted. For example, if your rent is \$500.00 and your cheque is returned, you will have to replace this payment, including the \$20.00 administration charge, for a total of \$520.00.

INCOME TAX CREDIT

University of Guelph Family Housing falls under the Residential Tenancies Act of Ontario. However, as an educational institution, we are partially exempt from some aspects of the legislation, such as rent controls. However, we do operate in the spirit of the Act whenever possible.

The Ontario Ministry of Finance states that while you are a resident at Family Housing you are restricted to a yearly property tax credit claim of \$25.00. This is because the University does not pay municipal property tax to the City of Guelph, and therefore, your monthly rent does not include a property tax. Therefore, you should not claim an Ontario Property Tax Credit when you are completing your annual tax return.

Please see the Ministry website at www.fin.gov.on.ca/en/credit/oeptc/index.html or call the Ministry at 1-866-668-8297 for more information or contact the Canada Revenue Agency at 1-877-627-6645.

TENANT INSURANCE

It is expected that you will purchase Tenant Insurance while you are living in Family Housing at the University of Guelph. Your contents - laptops, personal belongings, personal liability, etc. - are not covered by the University policy. You can obtain a Tenant insurance policy from any insurance broker.

OCCUPANCY and SUBLETTING

It is important that we know who is living in our Family Housing community. Therefore, if you have a partner or family member living with you, they must be listed as an “occupant” on your Tenancy Agreement. An occupant is defined as someone related to you: partner, sibling, parent, etc. An occupant will be able to submit a work order, receive a parking permit, and sign out a lock out key, but does not hold any legal status related to your tenancy for payment of rent or termination. To add or remove an occupant to your Agreement, contact the Family Housing Rentals office.

Subletting or renting a room in your unit to an unrelated sub-tenant is not permitted, without the written authorization of Student Housing Services. If you intend to share your accommodation with another individual, you must obtain permission in advance. Permission may be denied under specific circumstances, such as non-affiliation with the University of Guelph or past violations of the Tenancy Agreement.

moving in



WELCOME

UNIT INSPECTION FORMS

When you pick up your keys, we should have received a Move-In Inspection Form. It is highly recommended that you complete and return this form to the Family Housing office within five days of your move-in. The Unit Inspection Form is also important for us to know if there are any repairs that require immediate attention. Although we thoroughly clean and inspect your unit prior to your arrival, if we miss something, please tell us right away.

Please complete the form as thoroughly as possible, because we use this form when you move-out to compare the condition of the unit. For example, if there is a scratch on a cupboard door upon moving in, record this on your Inspection Form, and then you will avoid being billed for damage after you leave.

ORIENTATION VISIT

When you pick up your keys, we will ask you to schedule an Orientation visit with one of our friendly Community Life Facilitators [CLFs]. A CLF will contact you by email to arrange a mutually convenient meeting time. The Orientation is generally scheduled within one week of your move-in date. The Orientation is intended to introduce you to our on-site staff, but also to provide hands-on information about things like garbage collection or upcoming community events. It is also an opportunity for you to ask any questions you might have about living in our community.

Orientation visits can be accommodated according to your schedule during daytime or evening.

parking

All residents who own a vehicle will need to display a valid Family Housing Parking Permit at all times when parked on Family Housing property.

Permits will be valid until April 30th of each year, at which time residents will need to reapply for a new parking permit. There is no charge for parking permits issued for the first vehicle. There will be a replacement charge for lost or stolen parking permits. This charge will be \$25 per month for the balance of the time the pass is valid.

Permits remain the property of Family Housing and must be returned on move-out or when no longer required for the vehicle.

In accordance with the parking policies of the University of Guelph, all vehicles parked on University property must be licensed and insured and roadworthy. The annual application will require residents to certify proper licensing and insurance. Residential parking at Family Housing is enforced by the City of Guelph, not by the Family Housing Office or Parking Administration at the University of Guelph.



No recreational or commercial vehicles, trailers, boats, or horse trailers are allowed to park on University property including anywhere on the College Avenue, Wellington Woods or the visitor parking areas.

Parking Policies can be found at <http://housing.uoguelph.ca/FHparking>

ADDITIONAL VEHICLES

A second vehicle Family Housing Parking Permit may be issued to registered residents who apply and are accepted for the cost of \$25.00 per month. The fee will be added to your rental account and can be paid in the same manner as your monthly rent is paid. Second vehicle permits are limited and will be issued on a first-come, first-served basis.

VISITOR PARKING

The definition of a visitor is a person or people who come to visit a resident for an evening, overnight, a weekend or a maximum of four days. Please contact famrent@uoguelph.ca if your guest stays longer than four days. Visitors recorded or observed parking for more than four (4) consecutive days may be ticketed or towed. Visitors can only park in a marked VISITOR parking space. Visitors, or any car without a Family Housing Parking Permit, who park in a tenant parking space may be ticketed or towed.

facilities

KEYS

LOCKED OUT?

During office hours you can come to the Family Housing Office (78 College Avenue, unit 132) to sign out a spare key for your unit from our Facilities staff. You will be asked for identification to confirm your residency. For security reasons, keys will only be issued to registered tenants, occupants or children over the age of 12 years. oses.

After office hours if you have locked yourself out of your unit, you can call Student Housing Services (SHS) 24 hour desk at 519-824-4120, ext. 58124. The responding SHS staff member will ask you for identification and then they will unlock your door for you. They will not sign a key out to you.

LOST OR STOLEN KEYS

For safety reasons, if you have lost your keys you must complete an online work order at <http://www.housing.uoguelph.ca/fh/workorders> to request a lock change be done. You will be billed the costs of a lock change. This charge could range from \$75.00 to \$98.50 depending on which keys have been lost.



COMMUNITY SPACE

WALKWAYS

The pedestrian walkways between the blocks and the play areas provide a safe environment for leisurely strolling and children's play. They are not meant to be used by students or families for vehicle drop-offs for groceries, to

pick up children, to move or for any other reason. Under no circumstance are these common areas to be traversed by any form of motor vehicle, except those authorized by the Family Housing Office. These exemptions include our trades people and contractors and their equipment. This rule can be enforced by our Community Life Facilitators or by Campus Police at 519-824-2460 (non-emergency enforcement).

FRONT OF UNIT

Personal items should not be stored in any common area; this includes the area at your front door. Please keep all children's toys either stored inside your unit, or stored in your back yard area. Household furniture should not be left outside for any period of time. Canada Post will refuse delivery to any unit where there are personal items blocking safe and clear access to the front door and mailbox. Keeping the common area at the front of your townhouse neat and tidy is paramount to ensuring a safe and welcoming environment for all residents.

BICYCLES

Bicycle riders must be courteous and cautious of vehicles and pedestrians using walkways and roadways, for their own safety as well as others. Bicycles should be kept locked on the bicycle rack, or stored in your backyard. If you choose to store a bicycle in your back yard, remember it should be locked to be safe. Helmets are to be worn at all times when riding a bicycle for riders under the age of 16 years.

PLAYGROUNDS

The playground is an area for children of all ages. Parents, it is your responsibility to supervise your child when at the playground, as well as to ensure that children do not leave toys in the playground area. Due to safety concerns, we will remove toys that have been left in the playground area.

GARBAGE

The University and the City of Guelph are leaders in sustainable solid waste recycling and municipal composting. The guidelines below are designed to help you sort your household waste to maximize diversion from landfill and to conform to all local and provincial regulations.

For any questions or concerns regarding garbage please contact the University of Guelph Sustainability Office at sustain@pr.uoguelph.ca.

CANNOT BE COLLECTED

Household Hazardous Waste – includes all waste as identified in Regulation 347 of the *Environmental Protection Act*.

- Car batteries
- Grease
- Sharps (needles)
- Fluorescent ballasts/tubes
- Liquid paint
- Pesticides, including ant traps
- Cleaners
- Oil filters
- Solvents
- Oil
- Chemicals

These items are to be taken directly to the Wet/Dry Recycling Centre located on Watson Road.

BLACK DUMPSTER (Landfill)

- Black or grocery bags
- Cigarette butts
- Kim wipes
- Paper towels and tissues
- Styrofoam
- Vacuum bags
- Food including meat, bones, milk and dairy, and other non-compostable foods
- Ashes
- Disposable coffee cups
- Diapers and baby wipes
- Napkins and serviettes
- Feminine hygiene products
- Non-recyclable containers

COMPOSTING

For composting locations visit www.pr.uoguelph.ca/sustain/composting/rescomposting.htm

- Tea bags
- Egg shells
- Fruit and vegetables
- Coffee grounds/filters
- Hair
- Plant clippings

BLUE/GREEN DUMPSTER

ONLY recyclable materials – cleaned and loose [no plastic bags]

PAPER

- All commonly recycled paper products
- Calendars and posters
[spiral binding removed]
- Computer/photocopy paper
- Envelopes [including windowed]
- Magazines and catalogues
- Books [covers removed]
- Coloured photocopy paper
- Egg cartons or flats
- Flyers and inserts
- Newsprint
- Wrapping paper [non-foil]

BOXBOARD

- Bristol board
- File folders
- Tissue boxes
- Construction paper
- Corrugated boxes
- Cereal boxes
- Tubes from toilet paper
- Tubes from paper towels

GLASS

Not Broken

- Clear, green, brown, and blue
food and beverage bottles and jars

ALUMINUM

- Pop cans
- Pie plates

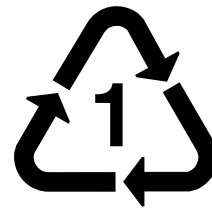
PLASTIC

No Plastic Bags or Styrofoam

- Bottles and jugs
- Food and beverage containers
- Tubs and lids [margarine, yogurt, etc.]

POLYCOAT

- Juice boxes
- Milk cartons



PETE



HDPE



LDPE



PP



OTHER

REDUCE REUSE RECYCLE

facilities

PESTS AND BED BUGS

Tenants concerned about pests such as insects and rodents should email famhous@uoguelph.ca or complete a work order. Mouse traps and ant traps are available from Facilities staff at the Family Housing Office. A resident concerned with having bed bugs should **immediately** submit an online work order (see below) and the Facilities Office will then guide them through the correct procedures.

WORK ORDERS



Work orders can be filled out through an online form. Please note that your request is authorization to enter your unit.

Should you experience an emergency that cannot wait until the next business day [i.e., no hot water, overflowing toilet, burst pipes, no heat] call the University of Guelph Police at 519-824-4120, ext. 52775 and your call will be responded to as soon as possible.

LAUNDRY FACILITIES

Wellington Woods

Each unit at Wellington Woods is equipped with a washing machine and a dryer. These machines are located in the basement of your unit and are the property of the University. Should either machine fail to work properly there are a few steps that need to be taken by tenants before calling in a work order to the Family Housing Office. First, if the dryer is not working check the lint trap and clean it out if necessary. Second, ensure that the machine is not overloaded. Try removing some of the clothing. Third, if either machine is still not functioning check to make sure the breaker is not tripped. If it is, flip it back on, if not, fill out an on-line work order. If you are unsure about how to operate either of these machines please call the Facilities Office for assistance at 519-824-4120, ext. 56884, or by email at famhous@uoguelph.ca.

College Avenue

College Avenue residents have a community laundry room which has coin-operated washing machines and dryers. These machines take loonies [\$1.00 coins] and quarters [25 cent coins]. The laundry room is a community space so it is very important to remember to stay with your laundry or someone may come and move your clothes.

Please ensure you have sufficient coins, as change is not available on site.



Laundry facilities at 78 College Avenue West are located adjacent to the Community Centre.

Please Note:

College Avenue residents are not permitted to install portable washing machines or dryers in their unit, as they are not constructed with appropriate venting or plumbing for laundry appliances.



Wellington Woods
In-unit laundry



FANS AND AIR QUALITY

Wellington Woods is equipped with fans throughout the unit. There is an exhaust fan in the basement, one in the kitchen and one in the bathroom. The one in the basement and the one in the bathroom will turn on automatically when the light is switched on. These two fans should have their covers cleaned a few times a year. These covers can easily be removed once the screws are loosened. Simply immerse these covers in soapy water, wipe and rinse. Once they are dry, you can replace them over the fan.

The exhaust fan or “range hood” in the kitchen, is located over the stove and must be turned on before cooking begins and turned off after the cooking is completed. This cover should be washed at least once a month. To clean this cover, simply pull it off and immerse it in hot soapy water, leave it soak for a few minutes to loosen any grease that might be stuck on it, then wipe and rinse. Once it is dry you can replace it in front of the fan.

Mold is common in areas of high humidity, and as the walls of your townhouse are made from concrete, they do not ‘breathe’. It is recommended even in the winter months, to leave a window slightly open to ensure some fresh air circulation and avoid excessive humidity and moisture build up on the windows.

College Avenue apartments and townhouses are equipped with “air exchange units.” They are located in the interior storage room. The control for the unit is located on your study wall. Please keep it on high when the shower is in use and for at least fifteen minutes and when you are cooking. Filters should be checked every two months. The frequency of cleaning will depend upon the operating conditions. The foam filters supplied should be vacuumed and then washed with warm water and liquid detergent by hand. In milder weather, the filters can be reinstalled damp, as the moving air will quickly dry them. In cold weather, the supply filter should be air dried inside your home before being replaced. Do not place the filter in an oven or dryer to dry.

facilities

REFRIGERATOR AND STOVE

Each unit is equipped with a refrigerator/freezer and a stove. Both the refrigerator and the freezer operate optimally between settings 3 and 4. Should you require assistance with the operation of your appliances, or if you experience any problem with these appliances, please submit an online work order.

OTHER APPLIANCES

All other installed appliances, such as, but not limited to, dishwashers, bidets, clothes washers, water softeners, or water filtration appliances are prohibited. Such appliances often require plumbing modification or can cause the risk of flooding, cross-contamination or back-flow damage.

HEATING SYSTEM

At Wellington Woods, there are baseboard heaters on the main floor, upper floor and basement. There is a control knob on each heater numbered from 1 to 10. One is the minimum and 10 is the maximum. To turn your heat off, turn the control knob all the way to the left. To help conserve energy, you should ensure that all of your heaters are turned off completely between mid May to mid September, weather permitting.

The College Avenue units are supplied with heat via hot water radiators. College Avenue townhouses have thermostats on the main floor and upper floor. College Avenue apartments have thermostats in the bedroom and living room.

AIR CONDITIONERS

There are additional costs associated with installation and increased utility use for residents who want to install an air conditioner unit. For more details regarding air conditioning and to arrange for installation, please go to or contact the Family Housing Facilities Office at famhous@uoguelph.ca and request the **Air Conditioning Policy and Application**.

Air Conditioners are permitted in Family Housing however there are restrictions on the age and size of your air conditioning unit. As well, Family Housing Facilities staff are required to install your air conditioner unit and remove or winterize the unit in your window at the end of the season.

community life



Our goal is to provide you with a supportive and connected community that enhances your academic, personal and professional success at the University of Guelph. We offer a wide variety of community engagement programs, but more importantly, we provide opportunities for you to take a leadership role.

Community gardens, cultural events, after-school tutoring, children's programs, holiday celebrations, personal support, conflict mediation, and social networking are just the tip of the iceberg. You will notice that plenty of our community events involve food!

Living in close-knit community also comes with shared responsibility to adhere to established community standards. If you have any questions about our policies, please email me or drop by the Family Housing Office at 78 College Avenue, Unit 132.

Barb Robbins
Community Life Manager
comlife@uoguelph.ca

COMMUNITY LIFE FACILITATORS

The Community Life Facilitator (CLFs) team is here to help develop a sense of community within Family Housing. These staff will welcome new tenants with a welcome orientation, develop and organize programs for children students and adults and assist all residents with any community issues. You can contact them through email at comlife@uoguelph.ca or in person during their office hours. CLFs are available in the Family Housing Office (78 College Avenue - Unit 132) Monday to Friday 4-8 pm and Saturday 10-2 pm. Please drop by and say hello!

The CLFs are each responsible for a programming interest group. These groups are: a) mature students and adults, b) children and youth, c) families and neighbours, and d) undergraduate students.

A list of your current CLFs can be found on the Residence Life and Family Housing website.

Please feel free to contact us if you have programming ideas that you'd like to see in the community!

programs

PARENT/GUARDIAN RESPONSIBILITIES

The Child and Family Services Act says that parents have a legal responsibility to ensure adequate supervision has been provided for their children. Children under the age of 5 years old must be supervised at all times. Children aged 5-9 may be able to play independently however they should be in sight or within calling distance. When a child has reached the age of 12 they are permitted to babysit.

NOISE

Living in a densely populated area such as our communities here at Family Housing, you can expect a certain amount of “living” noise. You may hear the chairs from your neighbour’s townhouse as they scrape the tile floors, you may hear the footsteps of your neighbours who live above you in the apartments at College Avenue. We ask everyone to be tolerant of every day living noise, in most cases it is unavoidable.

However, we also ask all residents to be considerate of their neighbours. If you live in a second or third floor apartment, remembering to take your shoes off when you come home can greatly reduce the amount of noise that your footsteps cause. If you get up from your chair, try and pick your chair up instead of scraping it against the floor. Be aware of how loud your television is, or how loud your stereo is. All of these minor nuisances can cause stress in the already stressful life of a student.





If you are having some concerns about ongoing noise we suggest that you first have a conversation with the residents that are causing you concern. Don't approach the door with the idea "this noise is intolerable and needs to stop NOW", but rather with the idea that the resident you are about to visit isn't even aware that what they are doing is causing anyone any concern. In most cases a friendly conversation between neighbours is enough to have the noise issue resolved.

In cases where a conversation has not provided any results, your next option is to contact a Community Life Facilitator, or to contact the Community Life Office to speak to the Community Life Manager. We will not address any anonymous complaints, and in keeping with the fair-minded practices of our legal system, under normal circumstances your complaint will be discussed with the resident you have complained about.

If you are experiencing noise issues after 11pm or before 8am [City of Guelph bylaws, quiet hours] we ask that you please contact Campus Police at 519-824-4120, extension 52245. An officer will attend and will prepare a report after speaking with both parties.

Please understand that we typically will not address noise concerns that are occurring outside of quiet hours, unless the problem is ongoing and/or extreme.

PETS

Pets are welcome in Family Housing, however not all of our residents welcome pets. As a pet owner, it is your responsibility to ensure that your pet does not interfere with any other resident's enjoyment of the community. Your pet must be leashed and under control at all times. This means ensuring – even when leashed – the pet is not permitted to approach other people.

You should ensure that your pet does not disturb your neighbours with excessive noise, nor should any rope or chain be long enough to permit your pet access to another unit's backyard area or the common space. As a pet owner, it is important to realize that not all people share your love of animals and some are frightened of them.

You are also responsible to immediately clean up after your pet defecates on University property, including the backyard area of a townhouse. It is also your responsibility to keep your unit free of damage by pets including stains and odours.

In addition, any City of Guelph bylaw as it pertains to animals is upheld here at Family Housing.

Restricted breeds and the requirement to be licensed are important bylaws that we abide by. For the text of the City of Guelph bylaw, please refer to: <http://guelph.ca/living/pets-and-animals/by-laws-pertaining-to-animals>.

LISTSERVs

There are two LISTSERVs that are available for Family Housing residents.

Our INFO LISTSERV is used by the Family Housing office for official communication to residents. Each resident is subscribed when they accept an offer of a unit, and is unsubscribed when they vacate. We use your @uoguelph.ca email account for this purpose. Communication regarding important facility and rental issues such as water shutdowns or bicycle removal is sent to the WW-INFO and CA-INFO listservs. Residents cannot reply or unsubscribe to this list.



We also offer residents the opportunity to stay connected with their neighbours. Residents are invited to subscribe to the Wellington Woods or College Avenue Community LISTSERVs by completing the subscription request form. These community mailing lists allow residents to post items for sale or wanted to buy or other similar types of communication.

COMMUNITY NEWSLETTER

A monthly newsletter called Community Focus is sent to all residents via the INFO LISTSERVs. The newsletter is the primary source of information regarding programs and events in our Family Housing communities. You are strongly encouraged to read the newsletter each month. Community Focus can include information such as major shutdowns, fee changes, and community trends and issues. Community Focus is sent electronically and is also posted on the bulletin boards.

COMMUNITY CENTRE USE

A Community Centre is available at both our Wellington Woods and College Avenue sites and is available to be booked out by all Family Housing tenants. The Community Centres may be utilized for any special events or celebrations or to organize a community initiative or program. The Community Centre cannot be used for business or commerce purposes.

To book a Community Centre, please book online using our Community Centre Booking form. We ask you to fill out at least five (5) business days before your event. Please also note that bookings over three hours in length require permission from the Community Life Manager. Our Community Centre space is limited and so please book as early as possible to avoid disappointment.

Keys can be picked up by the person who requests the booking from the Community Life Facilitators during their office hours or by making arrangements via email comlife@uoguelph.ca by the person who requested the booking.



resources

CHILD CARE

The University of Guelph Child Care and Learning Centre is located at the corner of East Ring Road and Arboretum Road. It is run by the University of Guelph. Care is offered for children between the ages of three months to 5 or 6 years/end of the kindergarten year. Further information about the Centre can be found at www.uoguelph.ca/studentaffairs/childcare/.

The Campus Child Cooperative of Guelph is located on the edge of the University campus and is a registered charitable organization incorporated as a cooperative nonprofit day care. Care is offered for children between the ages of 12 months and 5 years. Further information about the Cooperative can be found at www.campuschildcare.org/

STUDENT WELLNESS

U of G Student Health Services

519-824-4120 Ext. 52131

U of G Counselling Services

519-824-4120 Ext.

U of G Wellness Centre

519-824-4120 Ext.

U of G Health and Performance Centre

519-824-4120 Ext.

OTHER CAMPUS RESOURCES

Office of Intercultural Affairs

519-824-4120 Ext. 5

Multi-faith Resource Centre

519-824-4120 Ext. 5

SCHOOLS

Upper Grand Board of Education

519-822-4420

• Jean Little Public School

Grade JK-8

519-837-9582

• Priory Park Public School

Grade JK-6

519-836-7710

• College Avenue Public School

Grade 7-8

519-824-5760

• Centennial CVI

Grade 9-12

519-821-0360

• John F Ross CVI

Grade 9-12

519-822-7090

French Immersion

• John McCrae Public School

Grade K-6

519-824-0028



• Fred A. Hamilton Public School Grade JK-6 519-836-0080

Wellington Country Catholic Separate School Board 519-821-4600

- St. Michael School Grade JK-8 519-823-2455
- Bishop MacDonnell grade 9-12 519-822-8502

Conseil Scolaire De District Catholique Centre-Sud

- Ecole St. René Goupil Grade JK-6 519-823-2455
- Père René de Galinée [Cambridge] Grade 7-12 519-650-9444

ESL: English as a Second Language Courses

- Upper Grand District School Board St. George's ESL Centre 519-766-9551
- University of Guelph, Open Learning 519-824-4120 Ext. 55000

HEALTH CARE SERVICES

Guelph General Hospital 519-822-5350
 Guelph Community Health Care Centre 519-821-6638

After-Hours Medical Clinics * UHIP coverage required for International Students

Campus Estates 519-837-5410
 Surrey Street 519-763-6201
 Yarmouth Street 519-837-2550

SHOPPING

We are offering these business names and phone numbers as information only. The University of Guelph and Family Housing does not promote these businesses over any others.

Grocery Stores

Metro	500 Edinburgh Road South
Dominic's No Frills	Harvard Road at Gordon Street
Zehrs	Hartsland Market Square
Food Basics	380 Eramosa Road and Stevenson Street

Shopping Mall

Stone Road Mall	435 Stone Road	519-821-5780
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SOCIAL SERVICES

Wellington County Social Services	519-837-2600
Ontario Works	1-800-265-7294
Family & Children's Services	1-800-265-8300
Office of the Provincial Advocate for Children & Youth	1-800-263-2841
Immigrant Services, Guelph Wellington	519-836-2222
YMCA – YWCA	519-824-5150
Couple & Family Therapy (U of G)	519-824-4120 Ext. 56335
Guelph Services for Persons with Disabilities	519-836-1812 TTY 519-836-5952
Sexual Assault Centre	519-823-5806
Guelph Food Bank	519-767-1380
Humane Society	519-824-3091
Guelph-Wellington Women in Crisis	519-836-5710
Good to Talk [24 hour/ 7 days a week] Crisis Line	1-866-925-5454
Here 24/7 Crisis Line	1-844-437-3247

FINANCIAL SERVICES

Bank of Montreal	Stone Road Mall	519-836-7400
CIBC	374 Stone Road	519-824-6520
TD – Canada Trust	496 Edinburgh Road	519-821-2200
Royal Bank	Gordon Street and Kortright Road	519-821-5610
Scotia Bank	170 Kortright Road	519-821-2030



TRANSPORTATION

Guelph Transit	170 Watson Road	519-822-1811
Canadian Cab	88 MacDonell Street	519-824-3110
Red Top Taxi	119 Surrey Street East	519-821-1700

CITY OF GUELPH PROGRAMS

We have compiled some information here in this booklet which is of a very general nature.

For more details on schools, health care, and shopping please check the City website. You will also find information on city bylaws, pet leash-free areas, and local festivals and activities. For detailed information on City services and programs, please visit their website at guelph.ca.



frequently asked

Can I add a roommate or sublet my unit?

Adding an occupant to your existing Tenancy Agreement requires authorization from Student Housing Services. It is very important that any person living in our community is affiliated with the University of Guelph, or a family member of someone affiliated with the University of Guelph.

It is also essential, in order to be in compliance with the Ontario Fire Code, that our units do not have too many occupants for the unit size. Please talk to our Rentals staff in advance for further information about whether you are able to add an occupant to your Tenancy Agreement?

Subletting (where you rent to a second party and do not live in the unit) is not permitted.

Can you hold my mail for me after I move out?

Unfortunately, we are not able to collect or hold your mail as accessing your mailbox is in violation of Canada Post regulations. Prior to your departure from our Family Housing community, you should complete a Change of Address form, which is available online at https://www.canadapost.ca/web/en/products/details.page?article=forward_your_mail_wh.

Can I operate a small business in my home?

No sorry, that would not be allowed. Family Housing at the University of Guelph is zoned as “institutional” and exists for the purpose of providing accommodation to university-affiliated individuals and families. Operating a business is not permitted in the City of Guelph Zoning By-law for residential accommodation on institutional property.

Where can I get change for the laundry machines?

There are a number of retail sites close to campus or in the Stone Road and Edinburgh Road community that can provide change for laundry machines. Unfortunately, we are not able to provide laundry change in our Family Housing main office.

questions

How do I keep the drip pans in my stove clean without having to wipe them every time I cook?

Use foil inserts designed for this purpose. It is important to clean your stove at least once a month to prevent a buildup of grease. Wrapping the drip pans with tin foil is NOT permitted. Regular tin foil is an electrical conduit and could cause a short in the electrical systems of the stove.

Why does my shower head spray in all directions?

Over time, hard water causes a buildup of lime which clogs the pores in your shower head. To prevent this from happening, put some CLR or Limeaway in a jar and hold the jar up to the showerhead for about three minutes. These products may also be used to clean calcium and lime build up off of all taps and faucets. Remember to always read all instructions carefully before using any cleaning product and take care to take the necessary precautions including rubber gloves and protective eye wear.

I have noticed orange stains in my toilet and tub, how do I get these off?

Again, these stains are caused by minerals in the water. Using CLR or Limeaway should solve this problem. Using a scrub or toilet brush apply the preferred product several times until the stain is gone. Again, take care to use the proper safety measures while using these products.

My tea kettle, coffee pot and iron are liming up, what should I use?

White vinegar would be the best thing to use to clean these items.

I have noticed that there are insects/rodents in my unit, what should I do?

It is not uncommon, in Canada, to experience insects and rodents inside your home. These pests can range from cockroaches to ants and from mice to squirrels. Most of these pests are not harmful in any way, but they can move to other units and become problematic for other people as well. Complete an online work order (www.housing.uoguelph.ca/fh/workorders) as soon as you notice any of these issues.

Concerns regarding possible bed bugs should be reported to the Family Housing Facilities Office immediately.

Who does the repairs?

We have two plumbers, one electrician, and two structural staff members. These people see to the plumbing and heating repairs as well as odd jobs inside your unit. We also have a grounds person who takes care of the grounds at both sites. Outside contractors are also required from time to time to help out with more complex problems. When you have a problem in your unit fill out the work order form at www.housing.uoguelph.ca/fh/workorders and we will assign your work order accordingly. By submitting an online work order you are giving permission to enter your unit.

Who cleans the unit?

The responsibility of cleaning rests with the resident living in the unit. Therefore, when you move out, you will be responsible for leaving the unit clean, just as the previous resident of your unit should have left the unit in clean condition. If the unit is not left clean, we call in a cleaning contractor and the resident who left is charged accordingly. Information sheets on cleaning are available at the office.

I have noticed black stains in the bathroom on the ceiling, walls and under the counter. I have also noticed these stains in closets and in the kitchen and basement. What is it?

The black stains are mould and mildew and can appear in areas of high humidity. You should clean these areas with products such as Tilex, Vim, Lysol Tub & Tile Cleaner or Mr. Clean. Also, you should ensure that your unit ventilation equipment is turned on during steamy showers and for 15 minutes afterwards to lower humidity.

Can I paint my unit?

No, you are not allowed to paint your unit inside or out. If this rule is ignored, a charge may be levied against you upon your move out.

How do I get TV reception?

Television access is the responsibility of the tenant. Rogers Cable has a contract with the University of Guelph which provides a small discount for those students who wish to have access to some international channels.



Can I install a television satellite dish?

We do not recommend the use of satellite dishes. Please review the full policy on Satellite Dishes at Family Housing. The policy can be found on our website at housing.uoguelph.ca.

Is the tap water safe to drink?

Yes! Guelph water is safe to drink and is tested rigourously. Our local water comes from a pure underground source and is treated in accordance with provincial regulations under the *Safe Drinking Water Act*.



housing.uoguelph.ca



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