



RESIDENT GUIDE

To make the most of
your university experience!

RESIDENCE



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY



Welcome

Welcome to Saint Paul University Student Residence. We are pleased to welcome you to this modern facility designed with students in mind. Everything has been thought out for your comfort and safety. It is a great advantage to be able to live close to your school without having to commute!

This resident's guide has been written to provide you with important information that will answer many of your questions about the services offered at the Residence, as well as those offered at the University and elsewhere. Take a few minutes to read it and you will see how useful this guide will be throughout your stay with us.

Quality of Life and Living Conditions

The Residence team has stepped up its efforts to provide all residents with optimal living conditions at the Saint Paul University Student Residence. Our main mission is to make you feel at home here during the academic year.

To achieve this goal, we need your cooperation. Two main attitudes are required: respect for the place and for other residents, and personal responsibility.

It is true that you are alone in your room and that this space is your privacy. Therefore, when using the common areas, remember that you are not alone and respect the other residents.

Residence

Built on seven floors and a minute's walk from the main campus, the Residence has 78 non-smoking units, each with a kitchenette and bathroom. All units have two bedrooms. Shared kitchens are located on the first and fourth floors.

Included

- Desk
- Work chair
- Dresser
- Wardrobe
- Wi-Fi
- Double bed
- Nightstand
- Storage space
- Kitchen table and two chairs
- Microwave
- Refrigerator
- Recycling bin
- Sink
- Kitchen shelf and cabinets
- Bathroom with shower
- Electricity and heating costs
- Air conditioning/heating

What we suggest you bring

- Cookware
- Toaster
- Kettle
- Utensils
- Dishes
- Kitchen linens (dish towels, dishcloths, tablecloths or placemats, napkins, etc.)
- Pillows
- Bedding including sheets, bedspreads, and pillowcases
- Bath towels
- Computer
- Hangers
- Radio
- Small tools
- Desk lamp
- Television + all necessary cables

However, it is prohibited to bring BBQs, deep fryers (including air fryers), stoves, and hotplates.

In addition, all electrical appliances must be equipped with an **automatic shut-off device** to prevent the risk of fire.

A Range of Beneficial Services

Healthy environment

In order to provide a healthy living environment, all indoor areas of the Residence are subject to regulations promoting a smoke-free environment. Please note that smoking, e-cigarettes, and drug use, including marijuana, are prohibited throughout the Residence. Any violation of this rule may result in expulsion (see your lease agreement).

Posting

There are bulletin boards on each floor, located near the elevators. To post an announcement, you must first have your poster approved at the Residence reception desk.

Air conditioning and Heating

Although each room has a window, the Residence uses air conditioning during the summer months. The dates for air conditioning and heating vary depending on the outside temperature. In addition, each unit has its own thermostat. It is therefore the responsibility of the residents of the unit to control the temperature.

Damage

If during the year you lose or damage any equipment belonging to the Residence, the costs will be deducted from your \$500 deposit. The costs will be based on the amounts specified on the damage form attached to the inspection form that you signed upon arrival.

Housekeeping

Housekeeping is provided in the common areas of the Residence only (corridors, lounges, shared kitchens).

Therefore, each resident is responsible for keeping their room and unit clean, including the kitchenette and bathroom.

Waste

Waste must be placed outside the Residence, in the designated area. Recyclables must be placed inside the Residence and in the containers provided for this purpose in the ground floor lobby. It is important not to contaminate our recycling efforts!

Common rooms

Located on the 1st, 4th, and 7th floors, the Residence has living rooms where residents can meet, socialize, relax, read, watch television, etc.

Common kitchens

To ensure that residents feel at home in the Residence, two kitchens with two electric stoves are located on the first and fourth floors.

Any food and/or equipment left in the kitchen will automatically be considered trash and will, therefore, be thrown away. This will prevent the area from becoming infected with bacteria or insects.

It is your responsibility to keep these areas clean in order to create a pleasant atmosphere. Alcohol consumption is prohibited in all common areas.

Public restrooms

There are two public restrooms on the ground floor, near the main entrance, as well as on the 4th and 7th floors.

Rules

For the well-being of all, there are rules to follow at the Residence. By signing your lease, you have agreed to abide by them. Please familiarize yourself with these rules to ensure your safety and respect the well-being of other residents.



Services

Food

You have access to a cafeteria, Café Urban, located in the Student Life Center on the ground floor of the Guigues building. For more information on food services at Saint Paul University, visit: [www.https://ustpaul.ca/](http://www.ustpaul.ca/).

Bicycles

Students may store their bicycles in one of the 12 outdoor bike racks provided for this purpose, subject to availability and at their own risk.

Please note that electric bicycles and scooters are not permitted in the Residence. They cannot be stored in your room.

Laundry – 24h / 7

Five washing machines and six dryers are available to residents on the first floor of the Residence. There is a fee for washing and drying your laundry.

Smart cards for using the washers and dryers are available for purchase at the counter in the laundry room. You will need this card to use the washing machine. Inside the laundry room, there is a counter where you can activate your card, as you must deposit money on it in order to use it.

No refunds will be given in the event of loss or theft of the card, nor for any money accumulated on the lost or stolen card.

An ironing board is also available at the reception desk if needed. You can borrow an iron at the reception desk.



Various activities are organized throughout the school year for residents.

Here are some examples of activities:

Activities at the Residence

- Welcome-back BBQ
- Creative workshops
- Themed parties
- Ice skating on the Rideau Canal
- Coffee of the month
- Thanksgiving Dinner
- Sugar Shack Evening
- So much more!

Reception desk

Our friendly and knowledgeable staff are always available at the front desk, located on the ground floor, to answer any questions you may have. If you are having problems with your unit, need something repaired, or are looking for assistance, the Residence team is here to help.

Mail

Each resident has access to a mailbox that is shared with their roommate. Mail is delivered Monday through Friday before 4 p.m. Given the small capacity of the boxes, it is advisable to check your mail regularly to avoid accumulation.

Also, when you receive a package, a note will be placed in your box and you must pick it up at the reception desk.

To receive mail, use the following address:

Recipient's name
Saint Paul University Student Residence (unit)...
150 Hazel Street, Ottawa, ON K1S 5T8

The Residence will not be held responsible for lost or stolen packages.

After your stay at the Residence, don't forget to change your address. Any mail received at the Residence will be automatically returned.

In addition, you must return the mailbox key and bedroom key when you leave.

Lost and found

The reception desk also serves as the lost and found office for the Residence building.

If you find something, it is best to bring it directly to the reception desk. We will keep lost items for a period of two weeks, after which they will be donated to charity or other organizations.

At no time will the Residence be held responsible for found items, and under no circumstances will the Residence issue a refund in the event of loss, theft, etc.

Internet

Saint Paul Residence offers Wi-Fi Internet access through Rogers, our service provider.

Please refer to your rental agreement for all Internet usage policies.

Storage

Due to a lack of space, we are unfortunately unable to store your excess personal belongings.

ATM

An ATM is available at the main entrance, near the reception desk.

Security – Access

The security system at Saint Paul University Student Residence is an integrated computer system comprising 56 cameras located at strategic points throughout the building.

Under the surveillance of these cameras and continuous recording, all images are recorded with the same objective in mind: to ensure the safety of residents.

To Request Security Services

For any information concerning security or for any situation requiring the intervention of the security service, individuals should contact Saint Paul University's security personnel. Saint Paul University's security can be reached by calling 613-236-9000. If a person's safety is threatened on campus, call 9-1-1.



To access your unit, you must use the Residence access card that will be given to you upon arrival. To enter your room, you must use the key provided for this purpose upon arrival.

Reproduction of your unit key or card is prohibited. The Residence access card and key remain the property of the Residence.

Parking

To park at the Residence, residents and visitors must use the parking spaces at Saint Paul University. Various packages are available. The Residence does not have parking and does not sell permits.

Residents can obtain a permit by contacting the University's parking service:
<https://ustpaul.ca/centre-multiservices/stationnement/>

Frequently asked questions

What happens if I leave the Residence before the end of my lease?

As specified in your rental agreement, subletting is not permitted. Please visit www.residencesaintpaul.ca, refer to your agreement, or write to us (info@residencesaintpaul.ca) for full details on refunds. The total amount specified in the agreement is payable even if the student leaves the Residence before the end of their agreement.

What should I do if I lose my keys or access card?

You must go to the reception desk, where you will be given a new key or card. However, please note that a replacement fee of \$5 per card and \$20 per key will apply.

Visit our Frequently Asked Questions section at www.residencesaintpaul.ca for any other common questions.





A few reminders:

1. Visitors must be accompanied at all times by the residents they are visiting in order to access the different floors of the Residence.
2. The limit is set at two visitors per resident per visit.
3. You may have overnight visitors. However, visitors may not stay for more than four (4) consecutive days, and residents may not have overnight guests for more than ten (10) days per month. Please note that cohabitation is not permitted.
4. Residents and their visitors must respect study and quiet hours, which are every day between 11 p.m. and 7 a.m.
5. Residents must respect everyone's right to peace and quiet.
6. Security guards or other Residence staff may refuse access at any time and ask a visitor to leave the premises.

If you have any questions, please do not hesitate to ask the staff at the reception desk.

A climate of safety and respect for all!

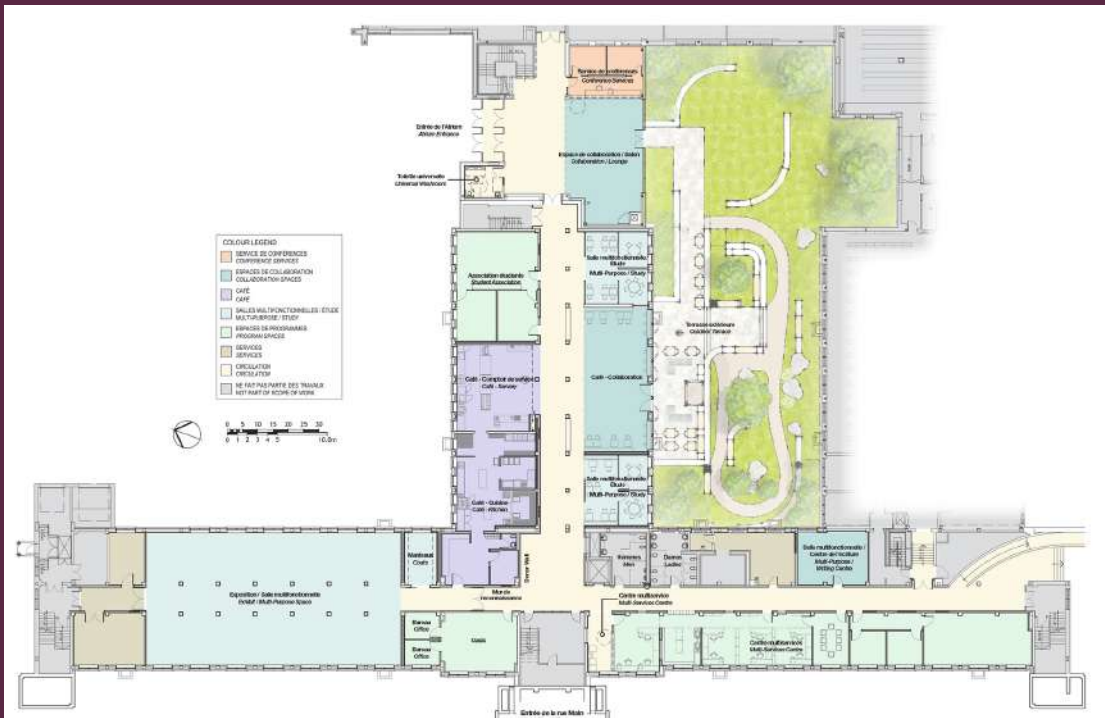
The Saint Paul Residence is committed to creating a climate of safety and respect that supports a **Zero Tolerance policy**.

Residents, visitors, and staff can expect that **aggressive** and **intimidating** behaviour, as well as **harassment** or **foul language**, will not be tolerated at the Residence.

Please visit the reception desk and make an appointment with management if you believe you are the victim of **Zero Tolerance** behaviour.



CAMPUS MAP



RÉSIDENCE UNIVERSITÉ
SAINT-PAUL
UNIVERSITY RESIDENCE

150 Hazel Street, Ottawa, K1S 5T8 | Tél. : 613-236-3131 | info@residencesaintpaul.ca

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