

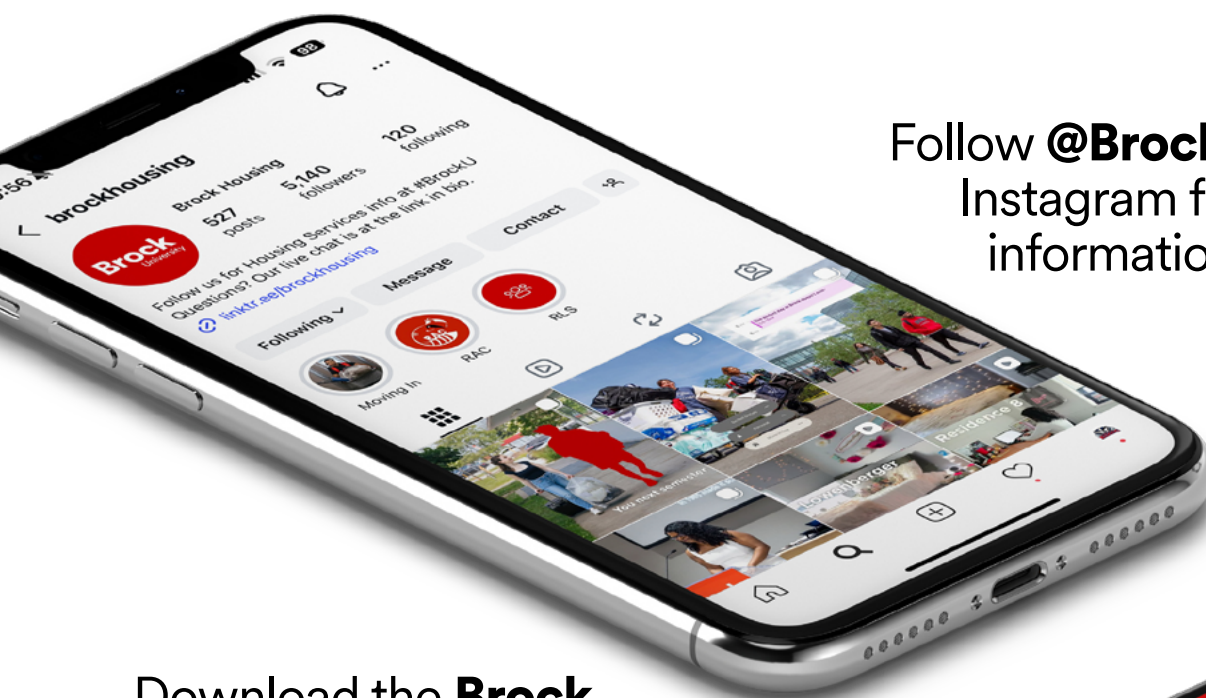


Brock Suites Handbook

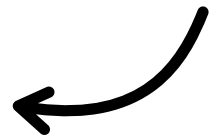
2026-2027

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Download the **Brock Safety app** to stay up to date on safety and emergency information.



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From time to time, changes may be made to the information within this booklet. For the most up-to-date information, visit **brocku.ca/housing**.

Collection Notice:

Brock University protects your privacy and your Personal Information. The Personal Information requested at the Residence Desk mail lockers are collected under the authority of The Brock University Act, 1964, section 3, and in accordance with the Freedom of Information and Protection of Privacy Act ("FIPPA"). Your information (email address, phone#, optionally your name) will be used by a third party to aid in the delivery of parcels to you. If you do not want to receive parcels from the lockers, notify the contact below by the 1st day of classes. If you have any questions, please contact the Housing Facilities Supervisor, Administration at Brock University at (905) 688-5550, x5055 or see www.brocku.ca/housing

OUR PRIVACY COMMITMENT TO YOU: Housing Services respects your privacy and the confidentiality of your personal information. We undertake to keep it secure and only use it for



Welcome home, Badger! Within this handbook you will find important information about your responsibilities, what to expect after move-in, and how to make the most of your time in Brock Suites. The Housing Services and Residence Life teams are also here to answer questions and support you on this next adventure.

Brock University acknowledges the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum Agreement. Today this gathering place is home to many First Nations, Métis, and Inuit peoples and acknowledging reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

the purposes of providing you with services and supports or as permitted by law.

HOW YOUR INFORMATION IS SHARED: In some cases, we may need to share information in order to provide you with optimal housing services. Specifically:

Within Residence: We will only share your personal information with Housing Services staff who are involved in providing services to you and only if they need the information to do their job.

At Brock: If staff outside of the Housing Services team need information about you to facilitate programs or services, then Housing Services will share the specific information needed to enable this.

Outside of Brock: If we need to exchange information about you with anyone outside of Brock University (e.g. parcel delivery service provider), Housing Services will endeavor to provide notification.

Residence Life Staff (RLS)

The team in Housing Services endeavours to enrich students' university experience through the provision of innovative programs and student-centred services in a safe, supportive living environment that embraces diversity, fosters mutual respect, promotes accountability and encourages good citizenship.

Community Assistants (CAs)

Brock Suites has Community Assistants to assist students and refer them to appropriate campus services as needed.

Residence Life Coordinators (RLCs)

The RLCs are the full time professional staff who assist in overseeing residences and the Residence Life Staff. They support and supervise the RLS, respond to emergency situations and assist in educating residents.

Transition and Support Coordinators (TSCs)

The TSCs are full time professional staff who provide mental health and wellness support to residence students. They support students in developing transition plans, connecting with campus and community resources and provide ongoing mental health and wellness education to residence students.

Residence Basics

Get Involved!

Your residence and university experience will be what you make of it. Within residence & campus, various student groups, clubs & committees, and volunteer opportunities exist to provide ways for students to get involved as much as or as little as desired. In addition, Brock community, the Residence Life Staff and Residence Action Council provide events and activities all year long.

To learn more, visit:

Residence: brocku.ca/housing/getting-involved

Campus: experience.brocku.ca

Instagram: @BrockHousing

Residence Life Management Team (RLMT)

The Residence Life Management Team are a group of professionals who oversee the Residence Life Staff. They ensure that all residence policies are upheld and ensure the safety of all students and staff in residence.



Housing Admissions/Administrative Team

The Residence Admissions/Administrative team are a group of professionals who support the daily functions throughout residence. The team also deals with residence applications, placements, room switches etc. They assist Residence Life, Facilities, and the Service Desk in administrative roles.

Housing Facilities Team

The Residence Facilities team oversees the Service Desks, inspections and maintenance, as well as long-term capital projects and construction in residence. They work to ensure that the buildings and facilities are maintained and at a high standard of care and cleanliness.

Residence Action Council (RAC)

RAC is a volunteer student group representing the students in residence and are responsible for social and charitable programming. They provide a voice for the students in residence: liaising with Dining Services and Housing Services to improve the student experience. To get involved or should you have any inquiries, talk to your RAC representative or Don or visit brocku.ca/housing/residence-life/rac

Custodial and Facilities Staff

Brock University is pleased to employ its own trades and custodial team to clean public areas and maintain our residences. The university custodial staff work during the daytime hours, with a reduced workforce on evenings and weekends. They help maintain a clean and pleasant living environment.

Service Desks

East Service Desk: x3220

(Serves Brock Suites residents) Located in the lobby of Residence 8

Open 24 hours a day, seven days a week, the Service Desk is here to help. The Service Desk Staff will be able to answer your questions or will point you in the right direction. They also provide the necessary follow-up, including the dispatch of on-duty residence staff to handle concerns.

The Service Desk is responsible for providing administrative services, including:

- Providing keys & cards for lockouts
- Calls for assistance from Community Assistants or Campus Safety Services
- Calls for emergency assistance when needed (Ambulance, Fire, and Police)
- Answering questions for residents and guests
- Taking maintenance requests
- Sorting mail and packages

The Service Desk is the first point of contact for most concerns and questions within our residences.

If you have a question or concern of a sensitive nature, please note that the Service Desks provide confidential assistance and cannot give out any student information (phone numbers, room numbers, etc.) to ANYONE. This includes friends, parents and other departments within the University.



Reporting a Maintenance Issue

When maintenance is requested, you are authorizing a Brock University staff member or authorized contractor to enter your room/unit without further notification being given. See page 7-8 for common maintenance concerns.

To report a maintenance concern you should contact the Service Desk in one of three ways;

Visit the East Service Desk in the lobby of Res 8

Call 905-688-5550 x3220

Email eastdesk@brocku.ca

The most efficient way to request maintenance is either by phone or in person.

- Don't wait to report maintenance issues. Report them as soon as they occur, as most repairs are made during normal business hours (M-F 8:30 a.m.-4 p.m.).
- Please be aware that problems are prioritized and are usually responded to within three to five business days. Students are emailed a confirmation of the report.
- Any internet, cable, or phone problems should be reported directly to Information Technology Services at x4357 or via email to helpdesk@brocku.ca. The ITS Help Desk is located within the Campus Bookstore and the Computer Commons.
- Brock University staff are required to document any violation of the Brock Suites Agreement that they find in a room or unit, regardless of the initial purpose for entering that room or unit.



You can also reach us through our Live Chat at brocku.ca/housing

Residence Lounges

Music Rooms

We have music rooms available in many buildings. Please inquire at your Service Desk about how to access these spaces.

Other Lounges

There are additional lounges in residences: Allanburg/Merritt, Lounge (DeCew), Vallee 500, Res 8 and Fireplace Lounge (Earp). These rooms can be used by students for specific purposes, such as studying and group projects. To inquire about these lounges please contact your Service Desk.

Responsible use of Lounges

As lounges are common spaces for all students, we ask that students use these areas respectfully. Clean up after use and do not cause damage. If damaged or used inappropriately, a lounge could be put out of service.

Brock Suites Agreement

The Brock Suites community is a unique environment in which we aim to balance residents' needs as well as their academic successes during their time on campus. For this purpose, the Brock Suites Agreement defines unacceptable behaviour. Residents are expected to read, understand and abide by the information contained in this document. You electronically agree to this document when accepting your room assignment, and also will sign an agreement upon check-in to residence. So, it is a good idea to review this document prior to your arrival!

Brock Suites Agreement:

- 1) Provide students with clear information about what is expected of them while living on campus.
- 2) Provide Housing Services with a resource that outlines for any unacceptable behavior.
- 3) Illustrate to students the importance of cooperation while living within the Brock Suites community.



The Brock Suites Agreement can be found online at brocku.ca/brock-suites/resident-information



Reporting Unacceptable Behaviour

Incident Reports or IRs document an infraction of the Brock Suites Agreement. Our approach to managing unacceptable behaviour is an educational, systematic and progressive process. As such, consequences become more severe for repeated or more serious misconduct. We aim to educate students on the outcomes and consequences of their choices and set them up for success in the future. We also recognize that intent, impact and extenuating circumstances may be contributing factors in some situations.



Respect Hours are in effect 24 hours a day, seven days a week.

The right to a quiet living/ learning environment supersedes your right to make noise.

Packages and Mail

When ordering from online retailers, or if friends or family want to send you mail/packages, **it is vital that your shipping/mailling address is input correctly using the format and examples below:**

Gateway Residence

Alex Morgan
GWY303A
49 John Macdonell Street
St. Catharines, ON
L2T 0A4

Quarry View Residence

Jordan Reed
QV19B
51 John Macdonell Street
St. Catharines, ON
L2T 4E4

Where do I collect my packages and/or mail?

Building	Packages (larger boxed or wrapped items delivered by courier)	Mail (Letters and documents delivered by Canada Post)
Gateway	Packages will be left inside or sometimes outside your building. If you are concerned with deliveries left at your door, you can address your packages to East Service Desk – Residence 8 requesting the SNAILE locker option. Please put your cell phone number in the delivery comments/instructions in order to receive notifications.	Mail is delivered to the Canada Post superboxes located in the lobby of the building . You can collect from your designated mailbox using the key you receive during move-in.
Quarry View	Packages will be left on the porch of your unit . If you are concerned about porch deliveries, you can address your packages to the East Service Desk – Residence 8 requesting the SNAILE locker option. Please put your cell phone number in the delivery comments/instructions in order to receive notifications.	Mail is delivered to the Canada Post superboxes directly in front of Quarry View . You can collect from your designated mailbox using the key you receive during move-in.

Please ensure that you are regularly clearing your mailboxes as a full mailbox can prevent further mail delivery. If ordering from Amazon, there are also two Amazon lockers on campus that you may select from for delivery.

Lost Key(s) or Student Cards

Lost or found keys/student cards should be reported immediately to a Service Desk for your safety and the safety of others in residence. Charges for replacement keys and/or lock changes are billed to your student account. Copying and/or lending residence key(s) or swipe card to anyone is prohibited. Lending out your keys or attempting to duplicate them is considered a violation of the Brock Suites Agreement.

Keep Yourself and Your Belongings Safe!

All windows, bedrooms and front doors are equipped with locks, and it is essential that you make sure everything is locked when you leave your room/unit. Also if there are any locks in your room/unit/building that are not working properly, report them to the Service Desk immediately. Repairs take place during normal business hours (Monday - Friday, 8:30 a.m. to 4:30 p.m.). Failing to report a non-functioning lock, leaving a door unlocked or granting open access to one's space will not be accepted as an excuse for any damage or infraction that occurs in a student's space.

Locked Out?

Your Service Desk can help you by signing out temporary key(s)/swipe card. Progressive charges exist for taking out temporary swipes or keys from the Service Desks; so return as soon as the original is found!

If you have lost your student set of keys and know that you will not find them within seven days, a lock change will be initiated at your expense. As noted above, report lost key(s)/swipe cards right away!

Replacing your Student Card

Visit the Brock Card Office during business hours to replace your lost/stolen/damaged Brock ID Card. If your card has been lost/stolen/damaged during non-business hours, please proceed to your Service Desk to obtain a temporary card in order to access your residence room/floor/building.

Brock Card Office

Brock Campus Store, Plaza Main Level
Hours: Monday - Friday, 9 a.m. to 4 p.m.

Lost/Stolen Cards

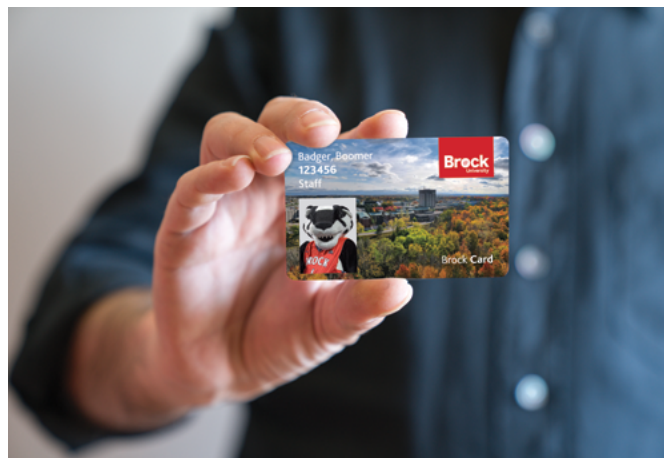
To replace a lost or stolen Brock Card bring a valid government issued Photo I.D. to the Brock Card Office and a new card will be issued to you for a replacement fee (\$35).

Damaged Cards

To replace a damaged card (either broken, or demagnetized) bring the damaged or broken card to the Brock Card Office (even if in pieces) in order to purchase a replacement card. The applicable replacement fee (\$10) will be charged if you cannot turn in the damaged card at the time the replacement card is being issued. If your card has been willfully damaged (holes punched in magnetic stripe etc.), an additional replacement fee will be charged.

Need your card for dining?

Arrange to report/replace your lost card as soon as possible. Remember it carries your flex dollars and is your access into the dining halls. If it is outside of regular business hours, visit your Service Desk.



Maintenance Problems

General Residence Problems and Solutions

When maintenance is requested, you are authorizing a Brock University staff member or authorized contractor to enter your room/unit without further notification being given.

Listed below are some common situations that you may encounter living in residence, and steps you can take to solve the problem. If you are unable to fix the problem on your own using the suggestions below, follow the procedure on page 3. Be sure to provide detailed information about the problem to the Service Desk.

Problem	Solution
Toilet overflowing?	• Don't ever flush a clogged toilet • Is water spilling over the edge? Turn off the valve at the back of the toilet with the handle on or near the wall (turn to right until no water is running) • Clean up any and all water on the floor to prevent costly water damage • Use the plunger in your washroom until the water goes down • If plunging doesn't help, leave the water off, put a sign on the toilet, let your roommates know, and contact your Service Desk • TIP - Do not flush feminine hygiene products, wet wipes or paper towel down the toilet OR use excessive amounts of toilet paper
Seeing bugs, ants or fruit flies?	• Ensure your room/unit area is clean (bugs are attracted to food/spills) Be sure to empty garbage and recycling bins and then vacuum and clean the space thoroughly • Call the Service Desk. Make sure that you tell them how many bugs, where you see them, if others around you are having issues (if possible, email a photo or bring a sample bug to your Service Desk) • Pest control issues often take a couple of weeks to resolve
Drain clogged?	• Remove any hair/food/debris that is sitting in the drain. Keep pulling/cleaning until it is all out • Invest in a drain cover to stop debris from going down the drain and regularly clear all items from the drain cover • Do NOT use Drano or other abrasive/harsh products as this can damage the pipes. If you are still having problems, call the Service Desk
No power?	• Plug in another appliance to see if it is the item or the outlet/plug that isn't working • If using a power bar, check that the power bar is on or try plugging the item directly into a wall outlet • In the bathroom or Quarry View kitchen, turn off everything that is plugged into the outlet and try pressing the RESET button on the outlet itself. • Are any there other electrical items that have been impacted (i.e. overhead lights, other outlets, etc.) • If issue cannot be rectified, contact the Service Desk • Ensure you do not overload outlets as this will trip breakers.

Townhouse Problems and Solutions

Problem	Solution
Fridge/ freezer not cold?	• Ensure that the fridge is set to mid-range temperature. • Ensure that the door is closing completely. • Ensure that the fan at the back of the freezer is not blocked by items in front of it. • Call the Service Desk to report the maintenance concern and have accurate information as to what is working and what is not.
Stove burners/ oven not working?	• Check that the burner rings are plugged in fully. • Check that the timer has not been set. • Call the Service Desk to report the maintenance concern and have accurate information as to what is working and what is not.
No hot water?	• How many people showered before you? (Does the tank need time to reheat?) • Check at least two other water sources i.e. Kitchen sink, bathroom sink, or shower to see if water is hot. • Is there any warm water or is it just cold? • Call the Service Desk to report the maintenance concern and have accurate information as to what is working and what is not.
No heat? Unit is humid?	• Review the information on page 16 for Heating and Cooling Tips • Check that your thermostat is set to heat and the fan is set to Auto. • Check to see what temperature the thermostat is set to and what the actual temperature is reading. • Check floor vents on all levels to see if the vents are open, and if any air is coming out at all. Is the air hot or cold? • Check if you have hot water. • Call the Service Desk as soon as possible to report a maintenance concern.
Door is difficult to open?	• As the weather changes, the metals in the door frame may expand and contract which can affect unlocking and locking your door. • When you are turning your key, gently pull the door toward you to alleviate pressure on the latch. • To prevent damage, or the door jamming, don't slam the door. Pull it closed. • See/Call your Service Desk for immediate assistance if you are unable to get in/out of your unit.

Smoking on Campus

Smoking is not permitted indoors or anywhere else on campus except in **Designated Smoking Areas** (map available on page 20). The use of e-cigarettes and vaping are considered smoking and can be used in a Designated Smoking Area only.

Designated Smoking Areas are identified by green signs and there are 3 areas across campus:

- Behind Fresh Food Company DeCew Dining Hall at Residence Road
- In between Vallee Residence and Earp Residence near parking lot K
- Near the backside of the Fresh Food Company Lowenberger Dining Hall off Village Road

Smoking is permitted on non-Brock property, such as the city sidewalks. Smoking, including vaping, e-cigarettes and smoking cannabis, is prohibited in all residence rooms, common areas and stairwells. Evidence of smoking inside (including ashes, smell and residue) will result in cleaning charges.

Visit brocku.ca/housing/important-information/rules-and-regulations/cleaning-charges-for-smoking-in-residence



Fire Safety

Residents, guests, and staff are expected to exercise care and good judgment with regard to their own personal safety and the safety of others. Students may be in violation of Brock Suites Agreement and/or other policies if they create an unsafe situation for other students. Unsafe situations include but are not limited to propping open exterior doors or tampering with light bulbs in hallways, stairwells or elevators.

Students are expected to ensure that their living environment is safe and free from safety hazards.

This includes:

- Not overloading outlets, power bars and plugs.
- Using CSA approved surge protected power bars and extension cords.
- Using approved appliances only in approved locations and ensuring that items such as curling irons and hair straighteners are unplugged when not in use.

Fire safety equipment must be respected:

- Discharging fire equipment, interfering with the normal operation (e.g. covering, removing wires or batteries), tampering with or using any fire prevention or detection equipment for anything other than the intended purpose is prohibited.
- Attaching, covering or hanging items from any door closers, fire safety/detection equipment, or the conduit/wiring leading to it is prohibited. Students who fail to report a non-functioning life safety device may also be subject to disciplinary action from their Residence Life Coordinator.
- Using any appliance requiring combustible fuel and/or storing any combustible fuels indoors is not permitted in any residence. This includes fondue sets, propane tanks, lighter fluid, and empty fuel tanks and containers.

Common Fire Hazards

Below is a list of common items that, when mishandled, can pose a serious fire safety risk.

Item	Hazard
Halogen Lamps	· Bulbs become very hot and will start a fire if accidentally knocked over and/or left unattended
Scented Plug-Ins and Candles	· Plug-ins that melt scented wax or oil are not permitted in residence · Always be sure to unplug if empty · If there is a night light built in and it starts flickering, unplug it right away
Hair Straighteners/ Curlers/ Irons	· Unplug every time you are finished using the item (don't just turn it off) · Never leave these items unattended or on fabric surfaces
Propane Tanks/ BBQs/Charcoal/ Combustible Fuels	· Barbecues, grills and other equipment that require the use of propane tanks, charcoal or other combustible fuels are not permitted inside or outside ANY Brock residence.
Smoking (including e-cigarettes & vapes)	· Smoking is not allowed inside any residence building · Smoking is only allowed in designated areas on campus
Appliances	· To be used in the kitchen area only. · Never left unattended while in use · Should be turned off and/or unplugged when not in use · Turn on the exhaust fan when using the oven or stovetop
Power Bars	· Use CSA approved power bars · Do NOT overload them!

Detector and Alarm Testing

Housing Services staff will test the smoke/heat detectors and alarms on a monthly basis to ensure they are functioning properly. You are not required to evacuate during these tests but are expected to evacuate in all other circumstances when you hear an alarm.

Students will be notified by email to their Brock student account of the test date and time. Details will be provided on how to tell the difference between our test and a real alarm.

Tampering with life safety equipment is a very serious offence that is addressed in the Residence Community Standards. It can also be enforced by the St Catharines Fire Department, with fines up to \$2500 for tampering levied directly against you, in addition to charges from Housing Services.



Live Burn

Fire Safety Procedures

Gateway Residence Fire Safety Procedures

With the exception of scheduled fire alarm tests, all residents must evacuate the building immediately when the fire alarm sounds. Please exit the building in an orderly fashion via the nearest fire exit. Close and lock bedroom doors as you are leaving, and do not use the elevator. Once outside the building, go to the marshaling area as indicated to you by your CA. Do not remain in doorways or near the building and remain off roadways to ensure that fire trucks and emergency vehicles have clear access. Remain outside the building until given the all-clear to return by Campus Safety Services.

In Gateway, pull stations are located at all stairwell exit doors. If you discover a fire, activate the nearest fire alarm pull station.

Quarry View Residence Fire Safety Procedures

With the exception of scheduled alarm tests, if a carbon monoxide and/or smoke detector goes off, residents are to evacuate the area in alarm immediately. Meet with other students from the affected area in the designated meeting place. Do not remain in doorways or near the building and remain off roadways to ensure that fire trucks and emergency vehicles have clear access. Remain outside the building until given the all-clear to return by Campus Safety Services.



Please note: During an alarm, your unit/rooms may be entered by Housing Services staff, Campus Safety Services and/or the Fire Department without knocking.

Fire Extinguishers

All buildings are equipped with fire extinguishers, which must remain mounted in their locations at all times:

- Gateway Residence has fire extinguishers throughout corridors, usually near stairwells.
- All Brock Suites units have a fire extinguisher in the vestibule/entryway.

Tampering with fire extinguishers for any purpose other than the control of a fire is prohibited and could lead to financial consequences. Tampering includes removing the metal safety pin, removing the plastic seal holding the metal pin in place, discharging the fire extinguisher and/or lost extinguishers.

If an extinguisher is discharged or lost, contact the Service Desk immediately. If an extinguisher is taken because the unit front door is left open or unlocked, the occupants of the unit are responsible!

Smoke, Heat and Carbon Monoxide Detectors

All residence buildings and units are equipped with smoke/heat detectors and carbon monoxide detectors:

- Gateway Residence has smoke and heat detectors in the bedrooms, corridors and mechanical areas.
- All Quarry View units are equipped with a combination smoke/carbon monoxide detector on each level.

What can I do to prevent detectors from activating?

- Do NOT smoke anything (including vapes, e-cigarettes, and cannabis cigarettes) inside your room, lounge, or anywhere else in your residence building.
- Do NOT tamper, cover, hit or hang items from a detector
- Never leave appliances unattended when preparing food. This includes kettles and microwaves in lounges and kitchenettes.
- Clean spills quickly when preparing food and wipe down large and small appliances regularly.

- Do NOT spray any aerosol/liquid in the area of the detectors (perfumes, colognes, air fresheners)
- Do NOT use personal hygiene appliances (i.e. blow dryers, hair straighteners or curling irons) that give off air or steam in the area of the detectors.

If you suspect carbon monoxide is present (i.e. the detector has activated and occupants are experiencing nausea, fatigue, headaches, etc.), leave the unit immediately. If you can, open the windows to provide fresh air before you exit. Once you have reached a safe area, contact your Service Desk immediately and Campus Safety will be dispatched. Wait for help to arrive before re-entering the unit.

What are the consequences of causing an alarm?

- You will receive a tampering charge and will be billed for all charges associated with the repair/reset
- Under the St. Catharines city bylaw the University will receive a fine for preventable false alarms from the St. Catharines Fire Department (\$1600 - \$2500) and that fine will be forwarded to the individual(s) who caused the preventable false alarm.

My Quarry View detector is beeping for no reason:

Once you have ensured that there is no threat to your safety and that no appliances or food spills are activating the device, leave your unit and call your Service Desk to report the beeping and provide as much detail as possible.

Smoke and carbon dioxide can cause death.

Do not ignore or disconnect a beeping detector.

They are present to save lives.



Causing a fire alarm (intentionally or not) due to misuse or smoking in ANY residence will result in a \$175-\$2500 tampering charge, plus costs associated with repair/reset of system and possible fines.

Garbage and Recycling

A garbage and recycling bin are provided in each residence bedroom. It is your responsibility to empty these bins regularly by disposing of collected items in the appropriate containers within or outside your residence building. Garbage and recycling containers for Quarry View and Gateway are located behind Blocks 2 & 6.

Recycling & Conservation Tips!

- Buy secondhand textbooks or download legally sourced online textbooks to save paper
- Wash old jars and containers and reuse them
- Use a reusable water bottle/travel mug instead of buying bottled drinks or using disposable coffee cups
- Turn off lights in bedrooms, common rooms, and washrooms when they're not occupied
- Use lights only when needed
- Plug electronics into a power bar, and turn the power bar off when not in use
- Keep fridges well stocked, as it is easier to cool a full mini-fridge than an empty one
- Reduce shower times to save water (a five minute shower uses about 100L of water)



**For more information,
visit our website:**
[brocku.ca/housing/
buildings-and-amenities/
garbage-and-recycling](http://brocku.ca/housing/buildings-and-amenities/garbage-and-recycling)

Mixed Recycling (blue or grey receptacles)

- Aluminium and metal food and drink cans
- Plastic tubs, lids and single serve yogurt containers
- Chip and frozen juice containers (no chip bags)
- Glass jars/bottles (remove lids)
- Milk and juice cartons
- Plastic pop, water and juice bottles
- Laundry detergent bottles
- Aluminium trays, pie plates and foil
- Plastic clamshells
- Plastic bags (bundled and tied)
- Newspapers, magazines and catalogues
- Cereal/tissue boxes (flattened and stuffed into larger box, paper towel cores, toilet paper cores, clean pizza slice holder/box)
- Corrugated cardboard and pizza boxes (flattened)
- Paper and soft covered books

Garbage

- Students are not required to sort their organics, it is optional. If you choose not to sort them, please treat organic items as garbage.
- If what you are disposing of does not fall into the categories for recycling or organics, dispose of it in the garbage cans/bins provided

Organics

- Perishable and non-perishable food items (taken out of their packaging)
- Coffee grounds and filters, wooden coffee stir sticks and tea bags and loose tea
- Compost and flowers
- Brown paper bags, construction paper and microwave popcorn bags
- Paper towel (without cores), tissues, napkins and toilet paper
- Soiled newspaper, paper egg cartons and paper take-out coffee trays
- Dryer lint and small amounts of cooking oil, fat and grease
- Disposable paper coffee cups (no lids)

Cleaning Standards

Here at Brock University we are proud to offer well-maintained residences for you to stay in. Part of this maintenance includes ensuring that residences remain clean throughout the school year and are left clean on move out.

Residents are responsible for bringing their own cleaning tools/products and for using products as directed on the label and only on the surfaces suggested. It is important to discuss standards with your housemates early on so everyone has the same expectations and cleanliness is maintained from the beginning.

Brock Suites students are expected to maintain an acceptable level of cleanliness in all shared and personal living spaces. They are also responsible for keeping the exterior of their room/units clean and ensure regular removal of garbage and recycling.

Issues of cleanliness can be documented at anytime including but not limited to:

- During smoke detector testing
- During preventative maintenance and maintenance calls
- During winter break shut down
- Any time a Brock staff member identifies an issue when they are in a unit/ bedroom/washroom.

Cleanliness standards are also outlined at brocku.ca/housing/important-information/rules-and-regulations/cleanliness-standards. All residents share equal responsibility for the cleanliness of common areas. Roommate conflicts WILL NOT be considered as justification for cleanliness issues.

Cleanliness Tips

- Discuss cleanliness standards and develop a cleaning schedule with your housemates so everyone has the same expectations and cleanliness is maintained from the beginning.
- Declutter regularly. Keeping your items organized will make cleaning feel less overwhelming.
- Use a cloth dampened with all-purpose cleaner to remove dust from hard surfaces.
- A mixture of vinegar and water makes a great – and inexpensive – all-purpose cleaner!

- Bathrooms, including the toilet, sink, tub/shower, and floor should be cleaned at least weekly. Leave the bathroom tidy after you finish using it.
- The dollar store is a great place to pick up inexpensive cleaning supplies, tools and storage solutions.
- Use cleaning products only as directed on the label and only on the surfaces suggested (i.e. only use oven cleaner on the oven).
- Disinfect high-touch areas, such as doorknobs, cabinet handles, toilets and electronics using Lysol wipes or a disinfecting spray.
- Clean up spills as soon as they happen – it's much harder to remove a stain that has soaked in/dried!
- Wipe down the vents in your space to keep dust from accumulating and recirculating.
- Launder bedding at least once a week. You can unzip the mattress cover on your bed and wash that as well!
- Always clean from the top of the space to the bottom.
- Don't forget your windows! Use a glass cleaner or vinegar solution for a streak-free shine and dust the sill, frame and blinds.
- Each student should do their own dishes. Discuss with your unit-mates how frequently dishes should be washed and decide whether you will dry them with a cloth or leave them to air-dry.
- Clean spills from microwaves, stovetops and ovens. Spills present a fire hazard and can trigger fire alarms.
- Ovens should be thoroughly cleaned once a month using an oven cleaner.
- Aluminum foil can be used to line the base of the oven, and aluminium drip pans can reduce build-up under stove burners.
- Use baking soda and vinegar to scrub sinks and drain plugs.
- Regularly clean out old and expired items from the fridge/freezer.
- Put a small box of baking soda in the fridge to prevent odours.

Sample cleaning schedule

Unit Area	Week 1	Week 2	Week 3	Week 4	Week 5
Vestibule	A Room	B Room	C Room	D Room	A Room
1st Bathroom and Living Room	B Room	C Room	D Room	A Room	B Room
Kitchen Area	C Room	D Room	A Room	B Room	C Room
Living Room/2nd Bathroom	D Room	A Room	B Room	C Room	D Room

A printable and more detailed cleaning schedule can be found at: brocku.ca/housing/living/publications

Suggested Cleaning Supplies For All Residences

Bathroom	Bedroom	Kitchen
• Toilet bowl cleaner & toilet brush • Non-abrasive tub/shower cleaner • All-purpose multi-surface cleaner • Sponges • Gloves • Cleaning cloth • Mop & bucket • Laminate/tile floor cleaner • Broom and dust pan	• All-purpose cleaner • Cleaning cloth • Duster • Small garbage bags • Vacuums are available for temporary sign-out at the Residence Service Desks at no charge. • Students in Quarry View may wish to bring their own vacuums if they don't want to walk to the East Service Desk to borrow a vacuum.	• All-purpose cleaner • Cleaning cloth • Sponges • Large garbage bags • Oven cleaner • Oven drip trays and burner drip trays • Broom and dust pan • Mop & bucket • Laminate/tile floor cleaner

Helpful tips

Vacuum	Bathroom	Toilets	Garbage & Recycling
• Pick up larger items • Empty container in vacuums	• Ensure shower doors/curtains are always closed • Scrub tub with cleaning supplies • Always use exhaust fan to avoid build-up from humidity • Use hair catcher for drain to help prevent clogs	• Do not flush non-flushable items (ex. tampons, wet wipes, condoms) • Use toilet brush with toilet brush cleaner • Wipe down seat and rim	• Empty garbage and recycling bins into the nearest dumpster or your floor's recycling and waste containers as soon as they get full • DO NOT leave outside of room/unit • Rinse out jars, bottles, or cans • Line your bins with bags to help keep bin clean

Heating and Cooling

It is important for you to be comfortable in residences, and Housing Services and the Service Desk Staff are here to help you.

Remember that you are sharing an environment with others, which may mean that the temperature at which you are comfortable is not the same as the temperature at which they are comfortable.

Here are some hints to help manage temperature:



Too Cold?

- Open blinds to let the sun in!
- Remember to dress accordingly - wear sweaters and use extra blankets
- If the A/C is on, see if you are able to close any vents in your room or adjust thermostat if possible
- Space heaters are not permitted in residence as they are a fire hazard



Too Hot?

- If the heat is on, close the vent in your room
- Close windows and blinds during the day to keep the sun out
- If it is cooler at night, open windows at night to let fresh air in
- Use a fan to help circulate the air

Gateway Heating and Cooling

Temperatures in Gateway are set from one central location called a “set point” which is typically set at 22°C. Since we are only able to have one mode, the heating will be on throughout the majority of the academic year.

Students have the ability to control the temperature between 20 and 24 degrees. There is a thermostat in the room to indicate the temperature of the room. You can help manage the temperature by following the tips provided.

Quarry View Heating and Cooling

Living in a townhouse unit means that you have full control over your heating and cooling via your thermostat. Your thermostat will have three main settings, Heat, Off and Cool. There will also be two settings for the fan: Auto (the fan will turn on as needed to maintain the temperature you have set on your thermostat) or On (the fan runs constantly). Ensure the fan is set to Auto.

Winter Months: HEATING MODE

- Set your thermostat to 20°C (68°F) “HEAT” and fan to “AUTO” mode. NEVER turn your thermostat to Off or Cooling, as this could cause the pipes in your unit to freeze and then burst causing extensive damage. You will be held financially liable for repair bills.

Warmer Months: COOLING MODE

- DO NOT set your thermostat below 20°C (68°F) as this could cause the air conditioning unit to freeze up and no longer work. Repairs needed due to damage as a result of a freeze up could result in charges to the occupants of upwards of \$3500.



Thermostats should always be set in the range of **20°C-24°C**

Laundry Services

Student Card-activated laundry facilities are available in Quarry View, using students' flex dollars. For Gateway, laundry machines are located within your unit. For Quarry View, the laundry rooms are located in Block 3 (side entrance) and Block 5 (side entrance). Use your student card to access these areas. The locations of these facilities are as follows:

Laundry How-To

Step 1: Sort your clothes!

- It is important to read clothing tags. Separate into categories: whites, brights, darks, delicates.

Step 2: Pay with Laundry App

Step 3: Load the machine

- Ensure that the clothes are evenly distributed throughout the tub so that you don't have an "unbalanced load".
- Don't stuff too many clothes into the machines or they won't be washed properly.
- Put detergent in the tub with the clothes.
- Select the appropriate setting and turn on the machine.

Step 4: Time to dry!

- Clean the lint filter of the dryer before putting your clothes in.
- Add fabric softener sheets (1 per load) before beginning the cycle.
- Just like the washer, don't overload the dryer.
- Hang delicates out to dry to avoid ruining the garment with the harsh heat of the dryer.

Step 5: Fold your laundry!

- Begin folding immediately to help reduce wrinkles.
- Never hang sweaters or articles of clothing that are form-fitting or they could stretch. Always hang button-down shirts to avoid wrinkles.

Housing Services is not responsible for lost/damaged items.



Cost per wash or dry: \$1.75

You are responsible for providing your own laundry products! Please report any malfunctioning machines to the Service Desk Right away!

Make sure to reference machine number and location.

Getting Along with Roommates

If you are experiencing difficulties with roommates, there are several steps you can take to resolve issues.

1. Talk to the roommate and let them know the issues you're experiencing
2. If the situation continues after talking, approach the roommate again to discuss why the issue is continuing
3. Talk to your Community Assistant and they can help further (talking to the student, holding a mediation, providing some tips, etc.)

Roommate Mediation

Roommate mediation is an assisted dispute-resolution process in which you and your roommate discuss your concerns in a controlled and respectful manner in the presence of your Residence Life Staff.

Room Switches

We are committed to roommate mediation as a part of our dispute-resolution process. We will not simply arrange for a room switch as a solution. In a small number of cases, if the mediation is not successful, the Residence Admissions Office will attempt to facilitate a room switch depending on availability of rooms.



If your parents call regarding any situation in residence we are unable to discuss the matter with them due to the Freedom of Information Privacy Policy Act.

Damage Charges and Billing

Damages include any costs associated with physical damage, whether intentional or accidental, replacing missing furniture and/or fixtures, cleaning charges etc. Any damages that occur within your unit, bedroom and washroom will be billed accordingly:

Single Room

Will be billed to the occupant only.

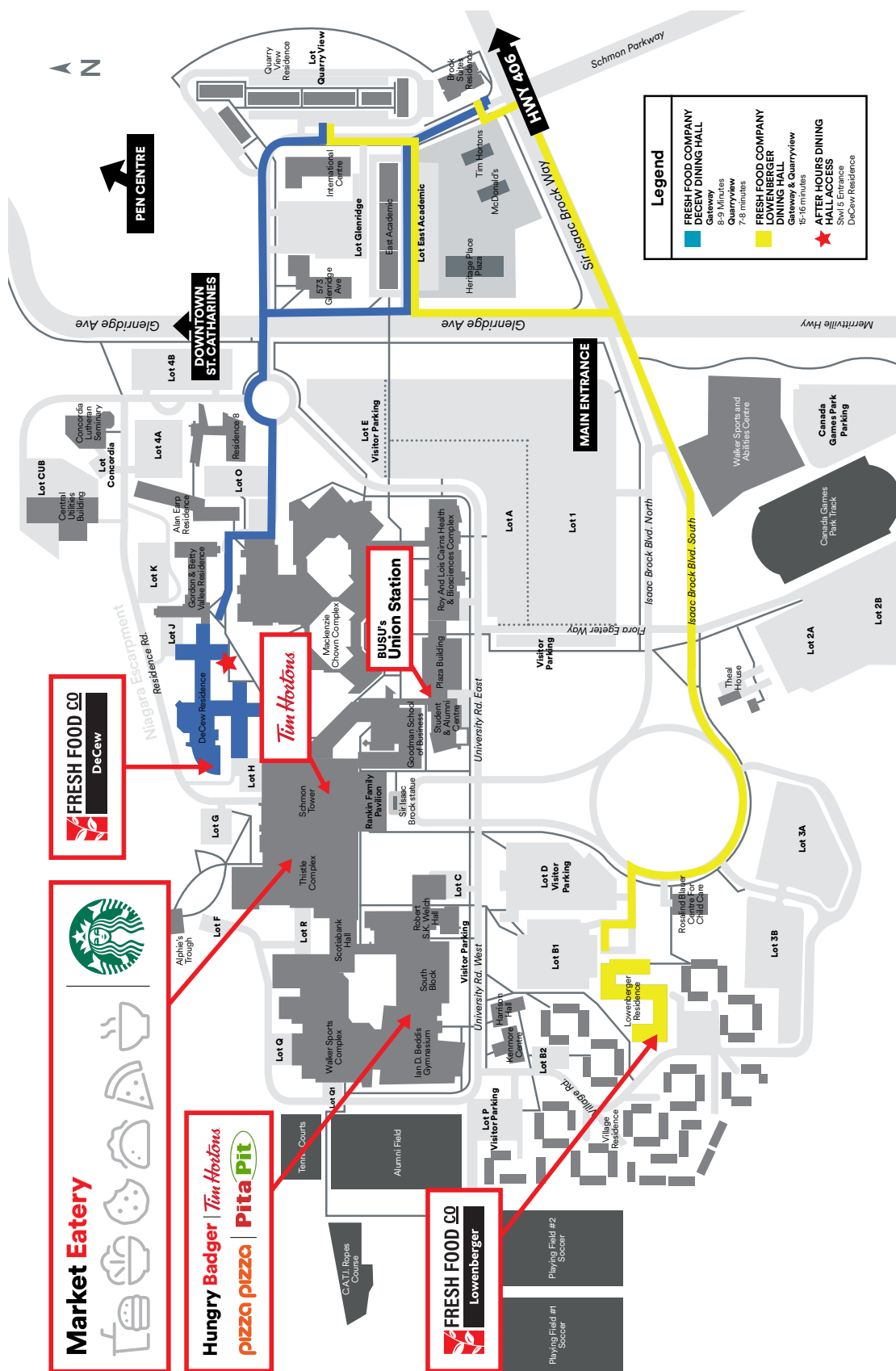
Common Areas

If no student claims responsibility, all students will be billed equally unless Housing Services determines specific student(s) to be fully responsible.

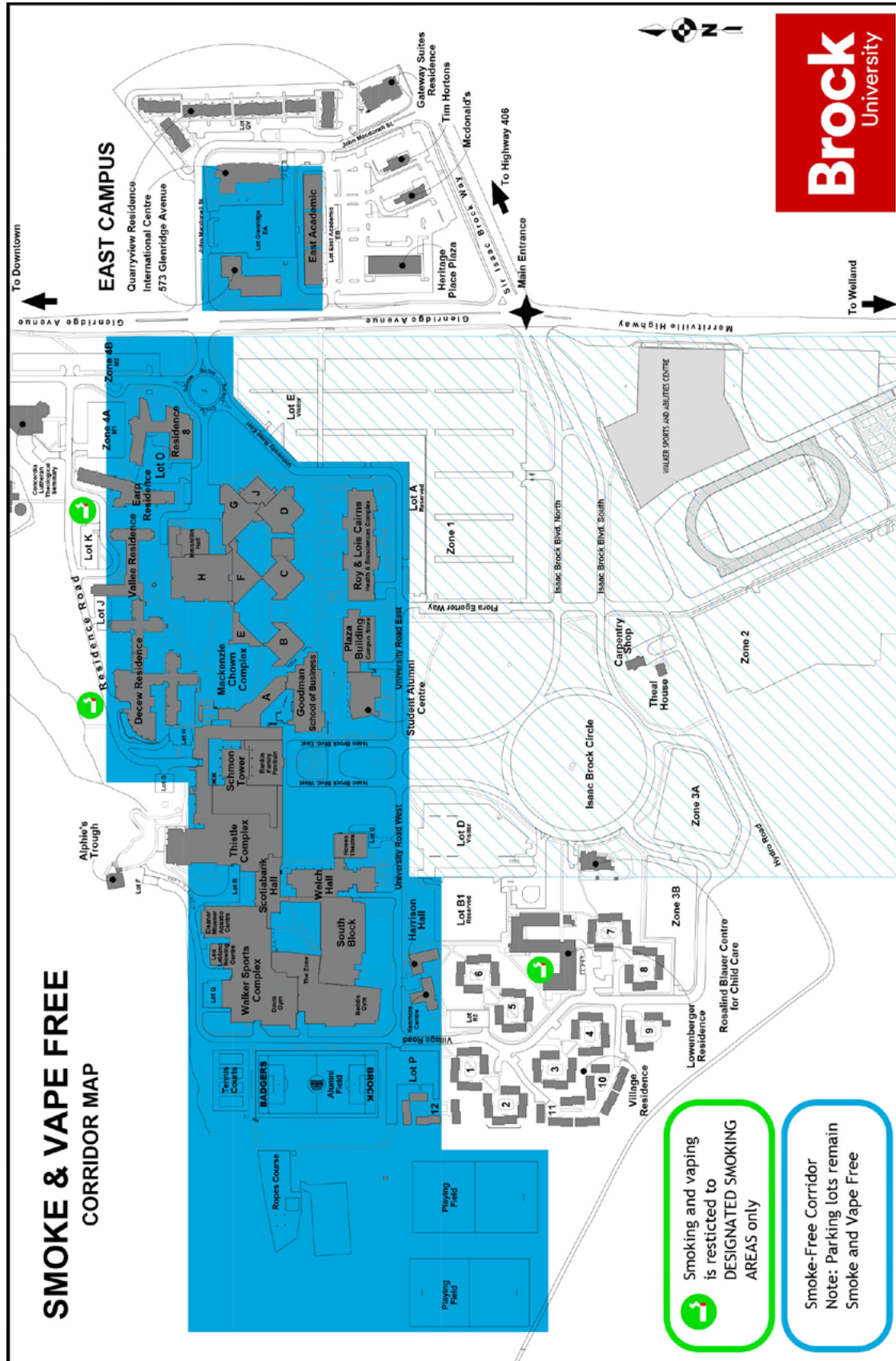
Students must report damages to the Service Desks immediately. Every student is responsible for reporting damage(s) in a timely manner so that action can be taken immediately and further issues or charges are avoided. Emergencies outside of normal hours can result in significant overtime costs and these charges may be assessed to the occupants. Damages are identified throughout the year and charges are billed monthly to student accounts.

At the end of April, once all residents have moved out, Housing Services Facilities staff will conduct an inspection in every washroom/room/unit to assess the state of cleanliness and repair. No one other than Housing Services Facilities staff will enter the room/unit until after the inspection has been completed. Conditions will be compared against your move-in Inventory and Condition Report and damages assessed accordingly. Damages will be billed through your student account and you will receive an e-mail notification to your Brock email account of these charges by the end of June.

Campus Food Outlets Walking Map



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Housing Services

1812 Sir Isaac Brock Way
St. Catharines, ON, L2S 3A1

Phone | 905 688 5550

Fax | 905 688 0797

Email | housing@brocku.ca

Departmental Contact Information

Housing Services

housing@brocku.ca

Ext. x3370

North Service Desk

Located at Stairwell 14 in DeCew Residence

northdesk@brocku.ca

Ext. x3706

South Service Desk

Located in the lobby of Lowenberger Residence

southdesk@brocku.ca

Ext. x4311

East Service Desk

Located in the lobby of Res 8

eastdesk@brocku.ca

Ext. x3220

Please visit brocku.ca/directory for the
most current staff directory.

 **@BrockHousing**

 Reach us through our Live Chat
at brocku.ca/housing and click
the bubble icon.