

Intern and Short-Term Tenant's Guide

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Introduction

Welcome to university housing at Université de Moncton! Whether you are staying for a few weeks, a semester or a year, this guide was designed to make your new life "at home" easier by describing our expectations and sharing good practices to adopt in university housing.

Our university housing community is built on the principle of mutual respect. We therefore consider that a spirit of courtesy and a shared respect are necessary at all times to create a nice atmosphere in the university housing.

If you have any questions, do not hesitate to contact your manager or assistant-manager (*gérant* or *assistant-gérant*). You will find their information at the entrance of your residence and at the door of their room.

Contacts

Summer Housing and Conference Services - *Service de logement - Estival et court terme*

Office: room 112 of Résidence Médard-Collette Residence

Hours of operation (September to April): 8:30am to 12pm and 1pm to 4:30pm from Monday to Friday

Hours of operation (May to August): Monday through Sunday from 8am to 11pm

Phone number: (506) 858-4015

Email address: logestival@umoncton.ca

Website: <https://www.umoncton.ca/umcm-logement/summer>

Academic Housing Services - *Service de logement académique*

Office: room 117 of the Résidence Médard-Collette residence.

Hours of operation: 8:30am to 12pm and 1pm to 4:30pm from Monday to Friday

Phone number: (506) 858-4008

Email Address: logement@umoncton.ca

Website: <https://www.umoncton.ca/umcm-logement/academique>

Facebook Page : <https://fr-ca.facebook.com/ServiceDelogement/>

Security Services - *Service de Sécurité*

Office: room 001 of Résidence Lefebvre Residence (entrance by the rear parking lot)

Hours of Operation:

- Administrative Office: 8:30 am to 4:30 pm Monday to Friday
- Permits / Fines: 8:30 am to 4:00 pm Monday to Friday
- Locksmith / Lockers: 8:30 am to 12:00 pm Monday to Friday
- Call distribution service: starts at the closure of the administrative offices

Phone number: (506) 858-4100 (available 24 hours a day, 7 days a week)

Email address: securite@umoncton.ca

Website: <https://www.umoncton.ca/umcm-materielles/securite>

Technology Services - *Direction Générale des technologies*

Office: room A-134 of Pavillon Jeanne-de-Valois

Hours of Operation: 8:30am to 4:30pm, Monday to Friday

Phone number: (506) 863-2100

Email address: dgt@umoncton.ca

Website: <http://www.umoncton.ca/umcm-dgt/node/2>

Damages, modifications and repairs

Wall displays

It is possible to embellish the walls of your home without making holes by using 3M hooks.

Breakage and Damages

Individuals who have caused damage to the physical facilities of university housing will be responsible for paying the cost of repairs. When the damage occurs and the responsible persons cannot be identified, all residents of the floor in question will be required to pay for the replacement or repairs. The tenant agrees to pay, upon request, any damage that may be caused to the rented premises or furniture whether this damage is voluntary or not.

Room Modifications

Tenants sometimes want to make changes to the furniture, equipment, or physical facilities in their dwelling (for example, removing tabs from dressers, making holes in walls, etc.). These manipulations cause damage to furniture, equipment or physical installations. For these reasons, the Housing Service strictly prohibits any modification made without its authorization. Otherwise, a minimum fee of \$25 will be charged (or more if the repair costs are higher) to put everything back in the original condition.

Painting/Repairs

It is forbidden to paint the walls of dwellings or to carry out repairs.

Repairs

The Université de Moncton has maintenance staff, electricians, carpenters, workers, plumbers and painters who work to maintain a healthy, pleasant and safe environment for tenants. If you have a repair request, please contact the student staff of your building or the reception clerk of the Housing Department located at Résidence Médard-Collette. You will be able to fill out an authorization form. Your request will then be forwarded to the appropriate Maintenance Service staff. By completing this form, you are giving permission to one or more Maintenance and Repair staff to enter your home to make the necessary repairs. Due to the large number of requests, it is not possible to know the date and time the repairs will be made.

Access Card and Keys

Access Card

The tenants of the Résidence Lefebvre, the Résidence Lafrance and the Résidence Médard-Collette receive an access card, which serves to unlock the main door and corridors. Lending this card is forbidden; disciplinary measures may be taken. A charge of \$25 will be required for replacement of the card if it is lost, stolen or broken.

Keys

Each tenant has a key that opens the outer door of the residence and a key to open the door of his housing. The tenants of the Résidence Lefebvre have an access card instead of the external key. If a person has locked himself outside his room, they must see the manager or the assistant-manager (during the hours of availability only). If they are not available, call Security Services at 858-4100. You will have to be patient, as the priority of the Security Service is to respond to emergencies. Note that it is strictly forbidden to reproduce a key from the Université de Moncton.

Lost Keys

When one or more keys are lost, you must go to the Housing Service office to request a lock change. Fees will be required for this change, whether the keys were lost or stolen. Lost keys hinder the safety of our buildings and tenants.

In addition, you are not allowed to lend your keys or to modify the locks; disciplinary actions will be taken. Among other things, the Housing or Security Service staff will confiscate keys held by individuals to whom they do not belong. You are the only person authorized to possess the keys handed to you by the Housing Service. Keys must not be duplicated, otherwise disciplinary action will be taken. Anyone in possession of unauthorized key(s) will be fined \$75 and will receive a warning letter.

Unreturned Keys

When keys are not returned from the tenant, a lock change will be made and fees will be charged.

Intimidation

Intimidation is a criminal offence punishable by law. Any act or word that is harassing, obscene or threatening is considered bullying. It is important to report any intimidation to the Security Service whose office is located at room 001 of the Residence Lefebvre (front door is at the back of the Residence) telephone number: 858-4100.

Guests and Visitors

Guests

The accommodations are designed to accommodate one to four people. Tenants may occasionally receive visitors in their homes. However, it is strictly forbidden to host a guest for a long period.

Main Entrance Doors

All entrance doors to residences and apartment buildings are locked at all times to ensure tenants' safety. When you leave, do not forget the key giving access to your home. In addition, if someone comes to visit you, they must reach you by intercom using the device located in the entrance of the building.

IMPORTANT: When entering the residence or apartment building, never let anyone whom you do not know, enter at the same time as you.

Parties

In order to keep an atmosphere conducive to study, social evenings (parties) are prohibited.

Solicitation

Any solicitation is prohibited in university housing, especially since, for your safety, no unknown person should circulate the halls freely. If this is the case, do not be shy to call this number immediately : 858-4100.

Visitors

You are responsible for ensuring that your visitors follow the rules of the Housing Department as well as those of the Université de Moncton.

Lost and Found

The Housing Service is not responsible for the loss, theft or damage to your personal belongings in university housing. If you rent lockers, be sure to lock them. A lost and found service is available at the Housing Service. Inquire at the reception of the Housing Service if you believe you have lost an item in one of the Housing Service buildings. Lost property will be kept for a period of four weeks. Subsequently, they will be donated to a charity. The following personal belongings are not kept for hygienic reasons (underwear, combs, etc.)

Charity Organizations

Boxes are placed in tenants' buildings in December and April. You can place nonperishable food and items you do not want to bring with you. We also have some lockers in Médard-Collette where we store kitchen items, etc. that we lend to students who need it upon arrival.

Vacancy Policy

If a room becomes vacant in a 2 or 3 bedroom studio, you must:

- Keep the common rooms in a state that allows a new roommate to move in quickly on short notice and to make them feel welcome;
- Demonstrate an attitude of acceptance of others and a sincere willingness to cooperate with any new roommates assigned to your studio.

Reminder: respect is essential to have good relations between roommates.

Cleanliness

Laundry Room

The subcontractor Coinamatic is responsible for the laundry service. This service is offered in residences and apartment buildings. The cost of use is \$ 1.75 for the dryer and \$ 1.75 for the washer. The automated machines to add an amount of money on the cards are available at the Student Center. There is a machine for debit cards and a machine that accepts cash. Is a device defective? You must contact the company by calling 1-800-848-3632.

Water Damage

For safety reasons, it is important to wipe off any water on the floor or countertops in the bathroom, kitchen or bedrooms. Any major water damage should be wiped as soon as possible. In the event of a major uncontrollable water damage, please contact immediately:

- Your manager or assistant-manager (depending on their hours of availability).
- Housing Services (Service de logement) 858-4008; Monday to Friday, between 8:30 am and 12:00 pm and between 1 pm and 4:30 pm.
- Security Services (Service de sécurité) 858-4100; at any time not mentioned above.

Showers

To avoid water damage, keep the curtain inside the bath or shower when you are washing.

Cleanliness of Accommodation

Tenants are responsible for ensuring the cleanliness of the dwelling assigned to them, including the cleanliness of the equipment therein. Tenants must also do their fair share in the maintenance of public places in the building.

Recycling / Garbage

Garbage bins are located at the back of each residence or apartment. It is mandatory to place your wet waste in a GREEN transparent bag. Your dry waste must be placed in a BLUE transparent bag and all other waste in a CLEAR bag. Grocery bags will not be picked up.

Washrooms

It is important NOT to put sanitary napkins / towels, paper towels, or food in the toilet so as not to clog the pipes. ONLY toilet paper designed for the toilet can go into the toilet.

IMPORTANT: The toilet must be flushed after each use.

In the event of an overflow, please contact immediately:

- Your manager or assistant-manager (depending on their hours of availability).
- Housing Services (Service de logement) 858-4008; Monday to Friday, between 8:30 am and 12:00 pm and between 1 pm and 4:30 pm
- Security Services (Service de sécurité) 858-4100; at any time not mentioned above.

Security

Weapons

Possession of any form of weapons is prohibited in university housing.

Personal Insurance

Each tenant is fully responsible for their personal property located in their room and / or in the warehouse of the residence. It is advisable to take the necessary measures with a home insurance company of your choice. (Check with your parents, as you could already be covered by their home insurance policy).

Nevertheless, in order to minimize the risks, we advise you to:

- Always keep your bedroom door locked;
- Never leave personal items (shoes, boots, etc.) in the hallway of your floor;
- Never let unwanted or unknown visitors into the accommodation.

Noise

In order to respect the other tenants, we ask that you keep a reasonable noise level at all times.

Kitchen sinks

It is extremely important NOT to place any solid food in the kitchen sinks, be the rooms, studios or common kitchens. Pouring grease or certain oils (like coconut oil) into the sinks will clog the pipes and affect the operation of the piping throughout the Residence or apartment building. These are very serious consequences. We ask that you pour the grease, oil or fat into a bowl and let it set (harden), to then be able to throw it in the garbage.

Microwave Oven

Did you know that you can find the user guide for your microwave oven by searching the model online. For any questions, please ask a member of our team.

Deep Fryer

To ensure your safety, the use of an electric fryer is mandatory for frying food.

Halogen

"Halogen" bulbs provide good lighting, but their excessive heat can create a fire hazard if they come close to paper or fabric items. It is therefore forbidden to use this type of bulb in university housing.

Sprinklers

It is forbidden to hang anything on sprinklers, as these could activate and create water damage. As a result, fees could be issued for the cleaning of the water damage.

Fire Safety

For added security, a smoke alarm has been installed in each room. The law does not allow, at any time, to modify it or to render it out of use. If this were to happen, a fine of \$ 200 would be awarded, as well as a mandatory meeting with the Health and Safety Coordinator (coordinateur de la santé et sécurité). If there is any danger to tenant security, please contact a security guard immediately :858-4100.

Personal Safety

For greater personal safety, we recommend that:

- your postal and room number is never disclosed;
- Your room keys are never lent.

For your information, the Housing Service (Service de Logement) follows the privacy policy by not disclosing the personal information of the tenants.

Services

Personal address

Personal address

Your mailing address, as well as the one you enter in MANIWeb, reads as follows (example):

Residences

(First and last name)

Résidence *(name of residence)*, *(room number)*

Université de Moncton

18 Antonine-Maillet Avenue

Moncton, NB E1A 3E9

Apartments

(First and last name)
150 Morton Avenue, *(apartment number)*
Moncton, NB E1A 3H6

(First and last name)
160 Morton Avenue, *(apartment number)*
Moncton, NB E1A 3H6

(First and last name)
100 McLaughlin Avenue, *(apartment number)*
Moncton, NB E1A 4P3

Calls

Residences

There are two (2) ways to make long-distance calls to university housing:

1. By using the telephone booths located in residences. You can use cash, a credit card or a calling card.
2. By calling Bell Aliant for a telephone line.

Apartments:

You must call Bell Aliant or Rogers if you wish to have a telephone line installed.

Exception - Résidence Lafrance Residence

Local calls can be made from the room phone. If a person from outside the Campus wants to get in touch with a tenant at Lafrance Residence, they must dial 384-3475 + personal code

Bicycles

For safety reasons, bicycles can ONLY be stored in bicycle racks outside the buildings. They are not allowed inside the buildings.

Bouffe-O-Bus

A free shuttle service to Sobeys (grocery store) on Vaughan-Harvey Boulevard is offered weekly between 6:00 pm and 8:30 pm during the academic year. Every week, we alternate between Tuesday and Friday.

Hair Salon

The hair salon is located at the Student Center, the phone number is (506) 854-6500.

Mail

Each tenant has a postal box where he can receive parcels or letters. A key is given to you at the beginning of the session at the same time as your room keys.

A card in the locker indicates that you have received a package. A package can be claimed at the following locations and times by presenting this card:

- Lafrance, room 108 or 132, Monday to Sunday, between 9 am and 10 pm
- Lefebvre, rooms 192 or 339, from Monday to Friday, between 9 am and 10 pm
- P.-A.-Landry, Room 127 or Room 101, Monday to Friday, between 8:30 am and 12:00 pm and between 1 pm and 4:30 pm

- Médard-Collette, Reception of the Housing Service (Service de logement), from Monday to Friday, from 8:30 am to 12:00 pm and from 1:00 pm to 4:30 pm.

During the summer period, from May to August, the mail will be at the reception of the Médard-Collette residence. It can be picked up between 9 am and 11 pm Monday to Sunday.

Mail falls are available in some buildings and outside the Léopold-Taillon Building. You must be sure to stamp the package or letter well. Stamps are available at the Acadian Bookstore and the Mail Service. A printing and mail service is available in the basement of the Pavillon Léopold-Taillon.

Entertainment on Campus

Musée acadien : Acadian Museum : <http://www.umoncton.ca/umcm-maum/>

Librairie acadienne : souvenirs, music, books : <http://www.librairieacadienne.ca/>

Galerie d'Art Louise et Reuben-Cohen : Art Gallery : <http://www.umoncton.ca/umcm-ga/>

CEPS Louis-J.-Robichaud : Health and Wellness Center : <https://www.umoncton.ca/umcm-ceps/>

Le Coude : Student Bar : Centre étudiant (Student Center)

Common Areas

You share, along with other tenants, the responsibility of maintaining common areas clean and sanitary. The consideration of others and the courtesy of cleaning up after your visit are essential aspects of university living. Disposal of your waste and active participation in the recycling program in designated areas are important aspects of maintaining a healthy environment.

Failing to keep the common areas of the buildings clean, the Housing Service (Service de Logement) will be obliged to take disciplinary measures. We reserve the right to lock the common areas if we judge that they are not clean. Please note that alcoholic beverages are not allowed in public areas.

Financial Institution and ATMs

National Bank ATM's and UNI Financial Cooperation ATM's are available 24/7 at the Student Center. A branch of UNI Financial Cooperation is also located at the entrance of Pavillon Léopold-Taillon.

Internet

For the enjoyment of Internet users, a wireless Internet connection is available for free in the Residences. To connect to the wireless Internet, you must use the beginning of your student email, as well as your password for your email (EX: if your email is eab1234@umoncton.ca and your password is 1234567, your username will be eab1234 and your password will be 1234567). To physically connect to the Internet, you must go to the Office of the Technology Branch (Direction générale des technologies - DGT) located at room A-134 at Pavillon Jeanne-de-Valois. An amount of \$ 25 must be paid to obtain the connection.

Tenants in apartment buildings must contact a local service provider to receive this service.

Places of Worship

Chapel: The Parish of Notre-Dame d'Acadie offers masses every Sunday morning at 11 am (Roman Catholic Church).

Mosque: Pavilion Léopold-Taillon, room 012

Vending Machines

Vending machines are located in the Residences and apartment buildings. If you lose money in one of these machines, you must go to the office of the Housing Service (Service de logement) at the Residence Médard-Collette to obtain a refund.

Parking

It is mandatory to obtain a parking sticker if you need to park a car on campus. This pass can be purchased at the student center's service desk or at the Security Service (Service de sécurité) office located at room 001 of Résidence Lefebvre (the front door is at the back of the Residence). The parking spaces are limited. Therefore, we do not guarantee that there will be parking for all tenants at all times.

Food Service

Le 63 resto-lounge is the food service available on the Moncton Campus. It is located at the Student Center. There is also the snack bar Le Mascaret, which is located at the Leopold-Taillon building. You can check their website for opening hours and menus:

<http://www.umoncton.ca/umcm-servicesalimentaires/node/168>

Television

There are televisions located in some living rooms of the residences. The cable service is included in the Lafrance, P.-A.-Landry, Lefebvre and Médard-Collette Residences.

Fire Safety Tips for Students

*Have you just acquired your autonomy? Do you live in residence or apartment? **If so, do not become a statistic!** Every year in New Brunswick, accidents or negligence cause 83% of house fires, millions of dollars in property damage, burns and death.*

The following safety tips could save your life!

Smoke detectors

Smoke detectors save lives! They are triggered in case of smoke. It is forbidden to cover or remove the smoke detector. You will be held responsible if someone is injured as a result of your actions.

Fires related to cooking activities

Most house fires originate in the kitchen.

- Never leave a stove or a hot plate on and unattended;
- Keep combustible materials (handles, paper towels, cooking gloves) away from the stove and hot plate;
- Never attempt to move a burning pan. Cover it with a lid and turn off the stovetop or hot plate;
- Cook french fries or other foods in a conventional oven, microwave or thermostat-controlled fryer. Never use a pan of grease on a stove or hot plate.

Security in Case of Electrical Installation Fire

Always use a power strip with built-in fuse for stereos and computers to provide the necessary protection against transient overvoltages.

- Avoid using long-term extension cords;
- Keep extension cords in plain view. Avoid overheating. Do not place them under carpets or behind objects;
- If you still have a problem with fuses or circuit breakers, please notify the manager / assistant of your building

Emergency Exits

Emergency exits must always be clear. Do not store bicycles, sports equipment, garbage, or shoes in hallways or stairs.

- Fire doors are designed to prevent smoke and flames from spreading from room to room;
- The law prohibits the alteration of emergency exits, fire extinguishers, automatic sprinkler systems, automatic fire or smoke detection systems, and manual or automatic fire alarm systems.

Do not forget to check the emergency plan behind your door. An escape plan can save your life!

From the "Fire Safety Tips for Students" pamphlet: <https://www2.gnb.ca/content/dam/gnb/Departments/ps-sp/pdf/Publications/Fire-Safety-Tips-for-Students-e.pdf>