

severn
court
STUDENT REZ



RESIDENCE HANDBOOK
2017-2018

WELCOME TO SEVERN COURT!

Dear Tenant,

Thank you for choosing the Severn Court Student Residence as your accommodations. Being responsible for your accommodations, I would like to personally welcome you to Severn Court.

The Residence Life team here at Severn Court are excited for your arrival. The Residence Life staff are leaders, role models, mentors, and are available as a resource and a support for you while living at the Severn Court Student Residence. The residence team fosters a community environment that we hope will help ease your transition into college and support both your personal and academic success.

Your stay at Severn Court will be one of the most memorable and rewarding aspects of your college career. Severn Court is more than just a place to eat, sleep and study. It is your home while you are away at college and with that said a very important opportunity for students to build a community with each other through involvement in various academic, social and recreational activities. You will learn a lot about yourself and relationships with others during your stay here. The Severn Court experience will help provide an opportunity to establish new friendships that will last a lifetime.

I am committed to providing a safe and enjoyable environment for all tenants in the Severn Court community and I look forward to meeting you in the Fall.

Stephanie Smith
General Manager

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IMPORTANT INFORMATION

OFFICE HOURS

Monday - Friday 9:00AM – 4:30PM

Weekends Closed

* Office hours are subject to change

* Current office hours are posted on Cameron Building door.

Office: 705-740-0909 severn@studentrez.com

24hr Residence Assistance Line: 705-750-5815

IMPORTANT COLLEGE DATES

August 28, 2017 to September 1, 2017	Severn Court Early Move-In Days
September 2, 2017	Severn Court Move-In Day
September 4, 2017	Labour Day – Office OPENED
October 9, 2016	Thanksgiving Day – Office CLOSED
October 23 - 27, 2017	Independent Learning Week
December 18, 2017	Severn Court Fall Move-Out
December 25, 2017	Christmas Day – Office CLOSED
December 26, 2017	Boxing Day – Office CLOSED
January 1, 2018	New Year's Day – Office CLOSED
January 5, 2018	Severn Court Winter Move-In
February 19, 2018	Family Day – Office CLOSED
February 26, 2018 to March 2, 2018	Independent Learning Week
March 30, 2018	Good Friday – Office CLOSED
April 23, 2018	Severn Court Move-Out

RESIDENCE STAFF

Our Residence Life staff are available to help residents adjust to all of the new experiences that come with post-secondary education, what services are available on residence, social activities and events on residence as well as around town, and much more.

GENERAL MANAGER (GM)

The General Manager is responsible for the operation of all facets of the Severn Court Residence. The GM is committed to ensuring that your overall experience in residence is a safe, enjoyable and successful one.

RESIDENCE SERVICES SUPERVISOR (RSS)

The Residence Services Supervisor (RSS) is a management position which assists in the office in all operational and financial tasks. You may see them in the office when you come to pay rent, or may need to speak with them about rent arrears, or to speak about another concern within the residence.

RESIDENCE LIFE COORDINATOR (RLC)

The Residence Life Coordinator is the manager directly in charge of the Resident Advisors. The RLC specializes in student concerns and is the person to talk for guidance in many areas. The RLC also conducts disciplinary meetings with students.

RESIDENCE SERVICES REPRESENTATIVE (RSR)

The RSR is always available to help you with any questions you may have about the Residence and the surrounding Peterborough area. You will need to see them to pay your rent, retrieve your rent receipts etc., during regular business hours.

RESIDENT ADVISORS (RA)

A Resident Advisor (RA) is assigned to each building, typically residing in that building. You will likely meet this person upon your arrival at Severn Court. The RA is a liaison between the residence administration and the student residents. The RA is also your resource person regarding life at Severn Court and is available to answer questions about residence life and to handle problems or emergencies in your building and amongst the Severn Court community.

In addition to the above responsibilities, the RA is there to help ensure that your stay is enjoyable. He/she is responsible for the safety and good order of his/her assigned building, administering residence rules and regulations, and conveying your needs and concerns to the administration office. RA's take turns organizing a monthly social event (suggestions welcome) such as a barbeque or bowling nights, and they don't let Halloween or Valentine's Day go by unnoticed. Get to know your RA and get involved!

Resident Advisors are on call daily. They perform rounds during the evenings when the office is closed and are available to assist with any tenant concerns and to handle emergencies. They can be reached via cell phone anytime the office is closed at 705-750-5815.

HOUSEKEEPERS

Housekeepers will be responsible for cleaning common areas and the residence grounds regularly and to report any deficiencies that may not have been previously reported.

Housekeeping staff maintain the grounds, hallways, stairways, and laundry area. You and your roommates are responsible for keeping your suite/room in a clean and safe manner. Periodic room inspections will be made by housekeeping staff to ensure that rules and regulations concerning cleanliness outlined in the lease agreement are being met (**4.07 Housekeeping and Cleanliness & 7.05 Garbage and Refuse**).

MAINTENANCE

Maintenance will assess maintenance requests daily and perform repairs on the buildings and in suites as required. They also conduct weekly/monthly preventative maintenance to reduce the probability of deficiencies that may cause inconveniences to our guests and staff. All residents are responsible for

contacting the residence office and having a maintenance request done for repairs. Immediate problems will be handled/dealt with in priority sequence.

SECURITY GUARDS

Professional Security Guards provide residents with a piece of mind knowing that there is a highly trained and friendly security professional making rounds of the resident throughout the night. A professional security company is hired on for that extra sense of security for our residents as well as an added resource in case of an emergency.

TENANCY AGREEMENT

Your Tenancy Agreement is a legal contract. The Tenancy Agreement outlines your financial obligations as well as the rules and regulations we expect you to follow in order to maintain a secure and pleasurable living environment. It is your responsibility to read the Tenancy Agreement carefully and refer to it throughout your stay. If you have any questions regarding the contents of the Tenancy Agreement, please speak to the front desk. Please ensure you have a copy of your Tenancy Agreement for your records. If you do not have a copy, see the front desk and we will provide one for you.

The Law

Most residential tenancies are covered by the Residential Tenancies Act (the Act). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board.

The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the Act, and
- resolve disputes between landlords and tenants through mediation or adjudication, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the Act.

- Important:** If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the Board to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- privacy** - Your landlord can only enter your rental unit for the reasons allowed by the Act. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- paying your rent** on time.

- keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.

- repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

You are not allowed to:

change the locking system on a door that gives entry to your rental unit unless you get your landlord's permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

collect a rent deposit - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.

increase the rent - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Minister of Municipal Affairs and Housing. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form.

Exceptions: There is no limit on the amount of a rent increase for rental buildings first occupied for residential purposes on or after November 1, 1991. Also, non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

keeping the rental property in a good state of repair and obeying health, safety and maintenance standards.

providing you with a copy of your written tenancy agreement within 21 days after the day you signed it and gave it to your landlord. If your tenancy agreement is not in writing, your landlord must give you written notice of their legal name and address within 21 days after your tenancy begins.

Your landlord is not allowed to:

shut off or deliberately interfere with the supply of a vital service (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement.

However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.

take your personal property if you don't pay your rent and you are still living in your rental unit.

lock you out of your rental unit unless your landlord has an eviction order from the Board and the Sheriff comes to your rental unit to enforce it.

insist that you pay your rent by post-dated cheque or automatic debit. These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

LIVING IN RESIDENCE

MOVE-IN/MOVE-OUT INSPECTION FORM

When you take occupancy of your room, you will immediately complete a mandatory Move-In/Move-Out Inspection Form. This is to ensure that the room is in an acceptable state upon move in and is your opportunity to note all deficiencies. This form is important as upon move out this form will be referred to as a guideline for ensuring your room is returned in the condition it was received including cleanliness. You have 24 hours to complete the form and turn it in to the front desk. When you move out, you will be charged for all dirty, damaged, and missing assets within your suite that you have not listed on the Move-In/Move-Out Inspection Form, so it is in your own best interests to conduct a thorough inspection.

INSURANCE

You are responsible for arranging adequate content insurance coverage for all of your belongings. The Residence's insurance policy does not cover damage to or loss of your personal items. You should contact

your family insurance agent to determine if you are covered under your parent's home insurance and if so, for what amount.

LIVING WITH YOUR ROOMMATES

Many residents come to college with great expectations about their roommates. Hopefully these impressions will be true, but stress levels have a tendency to increase during certain times of the year (i.e. exams). It is important to be aware and appreciate these stressful times as you and your roommates may experience some rough spots. It is very important that you communicate about things early so you can begin to understand each other.

DISCUSS ISSUES THAT WILL AFFECT ALL OF YOU

- Cleanliness
- Study habits
- Sleep habits
- Music preferences and volume
- Sharing personal belongings
- Overnight guests

THINGS TO REMEMBER

- Keep communication lines open.
- Be honest about how you feel and what you are thinking.
- Be willing to compromise.
- Give your roommate the respect, consideration, and understanding you want in return.
- Discuss problems as they arise with your roommate, not with other residents.
- If things change, be sure to let your roommate know. It is normal for your ideas, feelings, or even habits to change - situations change too.
- Ask your RA for help if you need it.

ROOMMATE CONFLICT

If you have problems with any of your roommates we recommend that you speak to your RA, they may be able to help mediate the conflict. If this step is unsuccessful please feel free to come to the front desk and speak with us.

WHAT TO BRING

- Bed linens, Towels, Comforter, Pillows, Blankets (Suitable for a twin size bed.)
- Cleaning Products; Dish Soap, Mop, Bucket, Broom, Dustpan, Rags, etc.
- Alarm Clock/Radio
- Computer (if required) ensure computer has a Wireless card
- Toaster, Coffee maker, Kettle, Iron, Toaster Oven, Foreman Grill, etc.
- Laundry Detergents and Fabric Softener
- Pots, Pans, Dishes, Glasses, Utensils, Dish Rack, Garbage bags, etc.
- Toilet Paper, First Aid Kit, Personal Hygiene Items, etc.
- All school supplies required (stapler, staples, paper, envelopes, stamps, etc.)
- Small Furniture Items: bookshelf, night table, or small dresser.
- TV, Gaming system, or DVD, Blue Ray player
- Telephones, Cell's

WHAT NOT TO BRING

- Animals/pets
- No extra furniture (couches, lazy boys, etc..)
- Weapons: hunting knives, swords, firearms
- Candles and incense
- Kegs of beer
- Drug Paraphernalia

- Hooks or nails that will be placed in the wall
- Please keep in mind that absolutely nothing is to be pinned, taped, screwed, nailed, or stapled into any wall or furnishing within your Residence room

DECORATING YOUR SUITE

- Nothing is to be affixed to your window to deface or compromise the general aesthetics of the outside of the building.
- You may not decorate the outside of your suite door, unless for special occasions approved by the management
- Posters within the Residence that advertise for any group or personal reasons must be pre-approved by the Residence Life Staff.
- Decorations should be fire-retardant or flame-proof.
- Strings of indoor lights should not be in direct contact with any flammable materials and should not be left on while the room is unattended
- Real trees are not permitted in the Residence

SUPPORTING YOUR SUCCESS – PERSONALLY & ACADEMICALLY

Moving into residence is an exciting time, but it can also be difficult. Our residence life program offers you many different resources and services to help you be successful. Check with your Resident Advisors to learn more about these programs.

Check Your Drinking

How much do you drink? Do you drink too much? How do you compare to the average college/university student? Take five minutes to fill out this survey and learn a little about your perceptions and habits related to alcohol. Once you complete the survey it will give you information that may have a positive impact on your perceptions and habits.

<http://clc.checkyourdrinkingu.net>

iCopeU

Stressed out? Anxious? Feeling down? Or, simply curious to learn more about how to effectively cope with the challenges of student life? This interactive website has games, videos, and multiple resources that will help you cope with some of the things that you may find challenging or stressful while living in residence.

<http://www.icopeu.com/residencelife>

HEALTHY LIVING

In a Residence environment it is much easier for communicable diseases to spread. Here are some strategies to help keep you healthy and avoid catching some of the germs that may be prevalent from time to time:

- Keep up to date on your immunizations
- Wash your hands frequently
- Don't share drinks or cigarettes
- Limit your contact with others when you are ill
- Get plenty of rest
- Eat a balanced diet
- Live a balanced life
- Maintain a clean suite

PERSONAL SAFETY

- 24 hour Residence Assistance Line
- On-Site Residence Advisors
- For safety reasons, lit candles, cigarettes or incense are not permitted in the building
- You risk your life and other's if you tamper with fire equipment
- If you bring friends into Residence you are responsible for their actions and conduct
- Over consumption of alcohol can lead to harm or death

- Illicit drugs are not welcome. Please do not bring them to Severn Court and do not use them
- If you are concerned about your safety or anyone else's, talk to the RA on duty or Call the 24 hour Residence Assistance Line
- Always lock your suite when you are not there
- Suite doors must remain closed at all times
- If you are taking prescription drugs, don't drink alcohol...at least not before you check with your doctor
- Safe decisions regarding sex require a clear mind
- Alcohol inhibits your ability to hear and give consent

WITHDRAWAL FROM SEVERN COURT

If you find yourself in a situation where you can no longer live in Residence, you must speak with a Manager immediately. Moving out of Severn Court early does have financial implications. Please refer to the front desk staff or Tenancy Agreement for an explanation of your financial obligations. A notice in writing must be submitted if vacating.

MOVE-OUT

You will be required to move out of the suite on the last day specified in your Tenancy Agreement Term. If you decide to remain in Residence after this time a renewal agreement must be completed. Review the move-out package that you receive prior to your move out day. Care must be taken to avoid damage to doors, frames, walls, floor coverings, and any part of the Residence during your move-out. When you move out, you will be charged for all dirty, damaged and missing assets within your suite that you did not list on the Move In/Out inspection form.

EXTENDING STAY - SUMMER TERM

During the Summer Semester the Residence is open to summer accommodation. It is procedure at this time to move all students to a designated student building(s). Therefore, if you are living in another building, by the end of the Winter Semester you will be required to move for the Summer Semester if you are staying on. If you decide to stay, a new Summer lease must be completed and if accepted, you will be required to fill out the Summer Lease Package.

PERSONAL RESPONSIBILITY

SAFETY

On call Resident Advisors can be reached via the cell phone number anytime the office is closed at 705-750-5815.

- The Front doors to each building remain locked at all times and have a coded door lock equipped with push button locks requiring a numerical code for entry. This code is given to each tenant during the move-in process.
- The rear building doors are for exit only.
- The residence has Residence Advisor staff that is available to assist students and to make regular routine patrols of the residence at specific times. Students are encouraged to notify the Resident Advisors or the Property Manager of any concerns in order for us to address the safety of our student residents.
- Professional Security is also hired for specific evenings throughout the year.

WHY CAN'T YOU LEAVE YOUR DOOR OPEN OR PROPPED OPEN?

Each suite is equipped with a fire rated door that allows for a barrier if a fire was to happen in Residence. The suite door must be kept closed in order to allow for this barrier to work. Staff will remind residents to close their suite door while doing their rounds or close any unlocked door as required. Lock your suite doors at all times and do not leave your valuables unattended.

SMOKE FREE FACILITY

We are a smoke free facility. Please respect the other residents of the building by smoking in designated areas outside the residence and disposing of cigarette butts in the containers provided.

ROOM KEY

Upon check in you will be given a key to access your suite and a key for your bedroom. Please carry your keys with you at all times as it is your access into your apartment. Staff are not responsible for letting you in your room if you misplace your keys. Residents are responsible for the cost of replacing lost keys. If you are locked out of your suite, you will need to contact the front desk during business hours or a Residence Advisor to gain access. Do not lend your keys to anyone!

BICYCLE STORAGE

There is limited designated bike storage outside. Note that the Residence does not assume any liability for you storing your bicycle outside.

RESIDENCE SERVICES

PARKING

All students parking on Residence must purchase a parking permit and must obtain a parking permit from the office. Residence students will be given a permit identifying their vehicle. People who park in the lot without authorization may be ticketed and/or towed. Parking is limited and permits will be issued on a first-come first-served basis. The management shall not be liable for loss or damage to automobiles or their contents.

Parking is limited and permits will be issued on a first-come first-served basis. Parking is \$360.00 for the 8 month term or \$200 a 4 month term. The management shall not be liable for loss or damage to automobiles or their contents.

Watch for notices in the winter requesting cars to be moved for snow clearing purposes.

Note that no maintenance or repairs to automobiles will be permitted in parking lots or in the inner courtyard. Parking in fire routes or parking without a valid permit will not be tolerated and will be subject to immediate towing at the vehicle owner's expense.

INFORMATION YOU NEED TO KNOW ABOUT PARKING AT SEVERN COURT

Parking at Severn Court Residence is by permit only. By law Enforcement is controlled under Municipal Bylaws. Unauthorized and illegally parked vehicles will be subject to ticketing and/or towing.

LOST OR STOLEN PERMITS

Please lock your doors. Permits have been stolen from unlocked vehicles. Severn Court is not responsible for vehicles and contents. Lost or stolen permits must be replaced at the owner's expense.

Severn Court makes every effort to recover lost or stolen permits. Possession of a stolen, counterfeit or illegal parking permit is a criminal offence and will be subject to a fine, possible charges and/or disciplinary action.

LAUNDRY

Card-operated laundry facilities are available in the Balsalm building. Laundry cards cost \$5.00 and are available during move-in or in the office. Should you find a machine out of order, please report it to the office so we can make the necessary arrangements for repairs. We have 6 washers and 8 dryers. The laundry room is open 24 hours. Replacement laundry cards cost \$5.00.

Please clean the lint trap before and after every load in the dryer. Be considerate by not using all the washers and dryers at one time. As well, do not leave your clothes in the machine past the end of the cycle. Please note that the Residence is not responsible for lost or stolen items of laundry left unattended.

VENDING

Coin operated vending machines are located in the laundry room in the Balsam building and offers beverages. Please note the residence is not responsible for lost coins in the machine.

DAMAGES - PLEASE REPORT ANY DAMAGES IMMEDIATELY

It is everyone's responsibility to REPORT DAMAGES IMMEDIATELY upon detection or occurrence. You will be held financially responsible for unreported damages in your suite/room and for its furnishings. When you move in, you will sign a Move-In/Move Out Inspection Form. Any damages already present in the room/suite are recorded on this form - check your room carefully before you sign. (be as detailed as possible) You are personally responsible for the condition of your bedroom. You are collectively responsible with your suite mates, for other areas of the suite (living room, kitchen and washrooms.) Keep in mind that damage caused by outside visitors of the residence will be charged to the resident or suite. Therefore be careful, as residents will be responsible for the behaviour of their guests and will be held liable for any damages caused by their guests.

GARBAGE / RECYCLING

Waste disposal bins are located at three (3) outdoor locations on the property. Do not leave garbage in the hallways or stairwells of your building (fire and health hazard).

Removal of garbage found in stairwells will result in a \$50.00 charge to the suite responsible. Please keep the residence buildings and grounds litter free by disposing of your garbage in the containers provided.

Recyclable materials can be disposed of in the containers located in front of Cameron and Sandy Buildings. We encourage all residents to participate in our effort to reduce trash by recycling whenever possible. Remember, garbage cannot be recycled unless it is cleaned and separated for disposal in the correct bins. If regular garbage is left at the recycle bin area in hallways or other non-compliant areas it will result in a \$50.00 per bag disposal charge for the responsible suite.

RECYCLING Program

Ontario's Blue Box program is one of the best in North America. It has helped reduce Ontario's waste going to disposal by 35 per cent since 1987. Thanks to the Blue Box, in 1997 600,000 tonnes of garbage was kept out of landfills. Recycling is important for a lot of other reasons. Every recycled glass jar, pop can or newspaper helps to protect the environment. For example:

- Using recycled paper to make paper products requires 65 per cent less water;
- Recycling 1 tonne of newsprint saves 19 trees;
- Recycling 1 tonne of glass reduces the equivalent of 1,057 kilograms of carbon dioxide emissions (carbon dioxide is one of the greenhouse gases which causes global warming) recycling 1 pop can saves enough energy to power the average television set for 108 minutes.

WHAT CAN I RECYCLE?

1. Metal cans
2. Glass jars and bottles
3. Plastic containers (also Tupperware)
4. Aluminum trays and foil
5. Newspapers, magazines, books, phone books
6. Milk and Juice cartons
7. Cardboard (break down boxes)
8. Styrofoam
9. Return beer cans and liquor bottles to the Beer store for a refund of the deposit you paid

TELEPHONE

You must provide your own telephone and need to set up services at your own expense if required.

EMERGENCY PROCEDURES

FIRE

INCASE OF A FIRE

- If there is a fire in your suite please use your fire extinguisher to dispel the fire only if safe to do so, if unsafe, evacuate your suite immediately.
- Ensure your suite doors shut behind you to try to contain the fire.
- Activate a pull station in the hallway to sound the alarm.
- Please gather in the parking lot located in front of your building, away from the building – please do not gather in the courtyard as the fire department will need access.

If you cannot leave your suite – PLEASE CALL 9-1-1

IN CASE OF AN ALARM ACTIVATION

Check the nearest stairwell door for heat and smoke, if not hot to touch, open the door carefully and use the stairwell to leave the building. If there is smoke or the door is hot, do not enter. Close the door and try other stairways. If there are no other stairways, return to your suite and protect yourself from the smoke. Never go to the roof. Smoke usually rises to the top of the stairway. Doors leading to the roof are locked and you could be trapped. Remember, if there is smoke stay low and crawl under it.

If you remain in your suite

You must protect yourself from smoke by staying low. Stay in your suite until you are rescued or until you are told to leave. This may take time. Do not try to leave your suite a long time after the alarm has sounded because there is greater the risk that heavy smoke has spread into the hallways. To keep smoke from entering your suite, use duct tape to seal the cracks around the door, air vents and ducts, and place wet towels at the bottom. If smoke enters your suite, phone the fire department and tell them where you are. If there is no smoke coming in from outside, open the window for fresh air; show your rescuers where you are by hanging a sheet from the window.

DO NOT RETURN UNTIL IT IS DECLARED SAFE DO TO SO BY A STAFF MEMBER OR FIRE OFFICIAL.

FIRE SAFETY EQUIPMENT

Tampering with, damaging or removing fire extinguishers or any part of a fire alarm system (including smoke and fire detectors), or violating fire safety and fire protection procedures is strictly prohibited. Anyone found initiating a false alarm or tampering with fire safety equipment will be subject to fines and possibly criminal charges and fines by the police/fire departments. It is provincial law that all residents must evacuate during a fire alarm; persons found not evacuating will be prosecuted.

If your fire extinguisher has been used/discharged, bring it to the office so that it can be recharged promptly. There is a cost for recharging any extinguisher that has been discharged maliciously.

ALARMS /SMOKE DETECTORS

Residence suites are equipped with two types of fire alarms, both an audible smoke detector and a heat detector. The smoke detector is activated by minor smoke within the suite. Once the smoke detector has been triggered, only the alarm within the suite will be activated. Do not open the door to the hallway unless you need to vacate. Open your windows and turn on the bathroom fan to clear the smoke from the room. If the smoke is serious, exit the room and inform the front desk/RA. The heat detector is set off by excessive heat within the suite. Once the heat detector has been triggered, it will set off the main building alarm, and everyone must evacuate the Residence.

The Residence hallways are equipped with a smoke detector/heat sensor. Minor smoke or excessive heat will activate the building alarm. Everyone must evacuate the Residence immediately. If someone activates the building alarm; under the Provincial Fire Code, a fine could be applied.

“A zero tolerance policy is in place with regards to smoke alarms. Owners who fail to install or maintain smoke alarms, as well as tenants that disable an alarm are subject to fines ranging from a minimum \$235.00 to a maximum \$100,000.00 and/or one year imprisonment.”

RESIDENTS WITH DISABILITIES

For residents with mobility impairments, please contact the Residence management upon move-in to discuss evacuation procedures.

HEALTH EMERGENCY PROCEDURES

Take the proper steps if you or a friend needs emergency health care while in the Residence. Call “911” or the On-Duty Cell Phone at 705-750-5815. Provide Staff with your name, room number, location, and brief details of the problem. This will allow us to direct emergency service personnel to you as quickly as possible. Put your safety first!

Suite Capacity

In order to ensure the safety of all residents and their guests Severn Court has a 15 person capacity per suite. This means that at any given time only 15 people may occupy a suite. This capacity includes all tenants residing there. Any suite found to have more than 15 people inside will be asked to have guests leave immediately.

ENERGY AND WASTE REDUCTION

At Severn Court Residence we are dedicated to saving energy and helping the environment. Because of depletion in natural resources and rising energy costs we are trying to be more energy efficient/ conscious building. Smart Meters have been installed in each building, possibly much like your home. We ask that you please try your best to utilize the “off peak” hours outlined in green below, whenever possible.

HEATING & COOLING

- To save money on heating costs, reduce the temperature when you're away.
- Keep blinds, shades and drapes closed during the hottest part of the day in the summer and open blinds on sunny winter days.
- Do not block your vents, the vents allow air to circulate.
- You can turn off the AC when you leave for the day. Contrary to popular belief, this method uses less electricity than having the AC constantly maintain a cool temperature.

WATER HEATER

- Let us know if your faucets are leaking. The little drips can add up.
- Let us know if your toilet is running.

REFRIGERATOR

- Set the temperature for only as cold as you need.
- Don't overfill the refrigerator, as this blocks air circulation. Conversely, a full freezer will perform better.
- Allow hot foods to cool before putting them in the refrigerator.

STOVE/OVEN

- When using the stove, be sure to put lids on pots in order to keep the heat in the pot.
- Use an electric kettle or microwave to boil water not the stove, which is less efficient.
- Don't use a bigger pot that you need, and match it to the right size element.
- A general rule: for smaller cooking jobs, use small appliances (i.e. instead of the stove, use the electric kettle, toaster oven or microwave).

- Microwave ovens use up to 75% less energy, so whenever possible use a microwave instead of your stove or oven.

CLOTHES WASHER

- Run full loads whenever possible but don't overload the machine.
- Try using cold or warm water, instead of hot water. Hot water shrinks and fades your clothes and wears them out more quickly.

CLOTHES DRYER

- Separate loads into heavy, medium, and lightweight items.
- Lighter loads will take less drying time.
- Clean the lint filter after every load. A clogged lint filter can increase energy use up to 30% and may be a fire hazard.

MISCELLANEOUS

- Computers and related components use electricity even when they are not in use.
- Plug each computer component into a power bar that can be shut off.
- Make sure you enable your computer's energy-saving features.
- Be sure to at least shut off the computer screen, as 60% of the power used is by the monitor!
- Less energy is consumed when computers and monitors are turned on and off (as often as required) than when left on over time. In fact, all electronic devices use more energy when left on, as opposed to being turned on and off as needed.

LIGHTING

- Turn off lights whenever you leave a room or don't need them, even for just a few minutes.
- Opening your blinds is a free way to brighten up a room.
- Keep light fixtures clean. A cleaner fixture is a brighter fixture.
- Contrary to popular belief, less energy is consumed when lights are turned on and off as you come and go, than if a light is left on all the time.

HELP SAVE ENERGY!

1. Turn off lights when you leave.
2. Turn off televisions, computers, and radios when you leave.
3. Turn thermostat down when you leave.
4. Keep air circulation vents unobstructed.
5. Conserve water wherever possible.
6. Use windows and blinds for natural lighting and climate control whenever possible.

FREQUENTLY ASKED QUESTIONS

Q: HOW MANY SPACES ARE THERE IN RESIDENCE?

A: At Severn Court we have 368 rooms available.

Q: CAN I STAY OVER THE SUMMER?

The residence offers accommodations over the summer for summer students. Whether you are staying in school, or on a co-op, we offer great rates on summer accommodations.

Q: Who is responsible for cleaning the suite?

A: Suite residents are responsible for cleaning their suite and for purchasing all necessary cleaning supplies. There are periodic inspections to ensure that suites are being maintained.

Q: Are there laundry facilities?

A: Yes. There are card-operated washers and dryers in a laundry room located in Balsalm building.

Q: What happens if I get sick or there is a medical emergency?

A: There are several walk-in medical clinics in Peterborough, and Peterborough Regional Health Centre is a 10-minute drive from the residence. In addition, Fleming College offers on-site medical care through a Registered Nurse as well as a part-time physician clinic. Peterborough also has 911 emergency dispatch services.

Q: Is a meal plan available?

A: Severn Court does not offer a meal plan, but there is a student meal service available through Food Services at Fleming College. Each Severn Court suite has a full kitchen, so meals can be prepared and enjoyed at home.

Q: Can I pay my rent by credit card?

A: Yes, we accept VISA or MasterCard. Please note there is an additional \$25.00 service fee for each rental payment paid by credit card.

Q: How much does it cost to park at Severn Court?

A: Parking costs \$360.00 for two semesters (8 months), or \$200 for one semester (4 months).

Q: What type of security is provided?

A: There are punch-code locks on the front doors to all buildings. All suites have deadbolts on the front and back doors, and each bedroom has a privacy lock. In addition, Residence Advisors are on-site and available whenever the Residence Management office is closed. A private security company also provides services on a regular basis.

Q: Are there Resident Advisors who live on the premises?

A: Yes. There is a typically a Resident Advisor in each building. Residence Advisors are available to talk, listen and ensure you have a great experience while living in Residence.

Q: What do I do if something needs to be fixed?

A: If you are experiencing problems, please notify your Resident Advisor or the office immediately. For all other maintenance issues, you should complete a Maintenance Report. You can obtain one from any Resident Advisor or the office. Once completed and submitted, this form is given to the residence's maintenance department. Repairs will be addressed in priority sequence.

Q: What if I don't like my Roommates? Can I switch rooms?

A: Every effort is made to ensure roommates are as compatible as possible. Each problem is addressed on an individual basis, taking into account students' concerns and rooming availability. Every attempt will be made on Severn Courts behalf to mediate/rectify any roommate conflicts. There is a \$75 transfer fee for switching rooms unrelated to roommate conflicts.

How are the Buildings Named?

Cameron Building - 100

Cameron Lake, Ontario is one of the Kawartha Lakes and is a lake bordering the town of Fenelon Falls. Cameron Lake occupies the area between locks 33 and 34 in the Trent-Severn Waterway and the Laker islands.

Sandy Building - 200

Sandy Lake is a lake in Trent Lakes Township, Peterborough County, Ontario, Canada. It is about 5 km west of the community of Buckhorn, 1 km east of Lakehurst, and 25 km north of Peterborough. The lake is typically clear of turbidity and has a slight green color which results from the minerals present in the spring-fed water that feeds the lake. A small creek connects Sandy Lake to the Trent-Severn waterway at Buckhorn Lake. The majority of residences are seasonal

Stoney Building - 300

Stoney Lake is a lake in Ontario, Canada. There are three interconnected lakes (Upper Stoney Lake to the northeast, Stony Lake in the centre, and Clear Lake to the southwest) which together are known as Stony or Stoney Lake. Stoney Lake forms the eastern end of the Kawartha Lakes region. It is primarily a summer cottage area but there are many permanent residences on the lakes.

Balsam Building - 400

Balsam Lake is a lake located in the Kawartha Lakes region of south central Ontario, Canada. The lake is the highest point of the Trent-Severn Waterway; from here, the waterway descends to Georgian Bay in the northwest, and to Lake Ontario in the southeast. The village of Coboconk, Ontario is located on the north side of the lake. Balsam Lake Provincial Park is also located on the lake. The lake offers excellent fishing for bass, walleye, and muskie.

Rice Building - 500

Rice Lake is a lake located in south-eastern Ontario, in Northumberland County and Peterborough County. The lake is located south of the City of Peterborough and the Kawartha Lakes (Ontario) and north of Cobourg. Rice Lake occupies over 15 islands.

Buckhorn Building - 600

Buckhorn Lake is a lake in the townships of Trent Lakes and Selwyn in Peterborough County, Ontario, Canada, and is one of the tri-water system lakes which includes Chemong Lake and Pigeon Lake. It appears that the lake acquired its name as a consequence of its shape, appearing similar in shape to a buck's head with antlers or horns projecting either side, being Pigeon and Chemong Lakes.

Pigeon Building - 700

Pigeon Lake is a lake in Ontario, Canada. It is a part of the tri-water system which includes Chemong Lake and Buckhorn Lake. The Gamiing Nature Centre operates on the west shore of Pigeon Lake from a 100-acre property with a natural shoreline, surrounded by wetlands, forests and meadows.

Chemong Building - 800

Lake Chemong, or Chemong Lake, is a lake 8 km NW of Peterborough, Ontario near the town of Bridgenorth. The lake extends from near Fowlers Corners north to near Curve Lake. Chemong Lake is part of the tri-lake water system which includes Buckhorn Lake and Pigeon Lake. This lake occupies Big Island, Goat Island, and Kelly Island.

TELEPHONE DIRECTORY

Peterborough Fire Department	210 Sherbrooke St. Peterborough, ON K9H 3K7 Tel.: 705-745-3281 (main line) Tel.: 705-745-3284 (fire prevention) Fax: 705-745-2460
Peterborough Police Service	500 Water Street, Box 2050 Peterborough, ON Box 2050 Tel.: 705-876-1122 Fax: 705-743-1540
County of Peterborough EMS	Station #1 - City of Peterborough Station #2 - Village of Lakefield Station #3 - Village of Apsley Tel.: 705-743-5263
Peterborough Regional Health Centre	1 Hospital Drive Peterborough, ON K9J 7C6 Tel.: 705-743-2121
Peterborough Clinic	327 Charlotte Street Peterborough, Ontario K9J 7C3 Tel.: 705-743-2040 Fax: 705-743-4392
Primacy-Lansdowne Place Walk-In Clinic	769 Borden Avenue (inside the Superstore) Peterborough, Ontario K9J 0B6 Tel.: 705-775-1516
Peterborough City-County Health Unit	10 Hospital Drive Peterborough, Ontario K9J 8M1 Tel.: 705-743-1000 Fax: 705-743-2897 Tel.: 705-748-2021 (Sexual Health Clinic) Fax: 705-748-3865 (Sexual Health Clinic)
Ministry of Public Safety and Security	Southern Region 2284 Nursery Road Midhurst, Ontario L0L 1X0 Tel.: 705-725-7258 Fax: 705-725-7259
Peterborough Utilities Services Inc.	P. O. Box 4125, Station Main 1867 Ashburnham Drive Peterborough, Ontario

K9J 6Z5
Tel.: 705-748-6900 (customer service)
Tel.: 705-748-9300 (general inquiries)
Tel.: 705-748-9301 (automated voice attendant)
Fax: 705-748-6761 (customer service)

Utilities Emergency Contact Numbers
Power outage - 705-748-9300
Water problem - 705-748-9300
Sewer problem - 705-745-1386

Utilities problems may initially not seem to be an emergency, but during winter a problem with heat or hydro might very well be. These contact numbers are staffed twenty-four hours a day.

Sir Sandford Fleming College
Sutherland Campus
599 Brealey Dr.
Peterborough, ON
K9J 7B1

Phone: 705-749-5530
Toll Free: 1-866-353-6464
Fax: 705-749-5507

College Departments and Important Contacts

Aboriginal Services:	705-749-5530 Ext. 1311
Admissions:	705-749-5511
Bookstore:	705-749-5539
Career & Employment Resources:	705-749-5548
Counselling Services:	705-749-5527
Disability Services:	705-749-5527
Financial Assistance:	705-749-5511
Health Services:	705-749-5557
Housing (Off-Campus):	705-749-5504
International Education Office:	705-749-5530 Ext. 1242
President's Office:	705-749-5558
Records:	705-749-5512
Student Administrative Council:	705-743-4460
Sutherland Residence Village:	705-749-5100

Community Contacts

Business

Chamber of Commerce: 705-748-9771

Health

Peterborough Regional Health Centre: 705-743-2121

Hotels

Best Western Otonabee Inn:	705-742-3454
Comfort Inn & Suites:	705-740-7000
Holiday Inn:	705-743-1144
Quality Inn:	705-748-6801

Police

Emergency:	911
Peterborough Police:	705-876-1122
OPP Peterborough County:	705-742-0401

Transportation

Peterborough Transit:	705-745-0525
Peterborough Go Bus Terminal	705-745-0525
Greyhound Bus Station	705-743-8045
Call - A - Cab	705-745-2424
Capital Taxi	705-742-4242



Important Contacts

EMERGENCY

EMS	911
Peterborough Police	705-876-1122
OPP Peterborough County	705-742-0401
Peterborough Fire Department	705-745-3281

HOSPITALS

Peterborough Regional Health Centre	705-743-2121
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COLLEGE

	705-749-5530
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RESIDENCE

Severn Court Student Rez	Phone: 705-740-0909
555 Wilfred Drive, Suite 110	Fax: 705-740-0944
Peterborough, ON	Email: severn@studentrez.com
K9K 1W1	Web: www.studentrez.com

