

HUMBER LAKESHORE RESIDENCE FAQ

WHEN AND WHERE IS THE RA FLOOR MEETING?

A welcome meeting will be conducted by your Resident Advisor on August 27th, 2023 at 7pm in the lounge on your floor.

WHAT IS THE MOVE-IN AND ORIENTATION GUEST POLICY?

From **8:00AM on August 27th, 2023 to 8:00AM on September 5th, 2023** (i.e. week before classes), no guests will be permitted, with the exception of friends and family members who may temporarily enter the Residence to help Residents with their move.

WHY IS THERE A GUEST POLICY?

The Guest Policy is in place for the safety of all residents so that everyone who is in the building has been registered through our software program. Residents can sign in one overnight guest and can sign in two guests during the day. Guests can stay a maximum of three nights in a row. Guests who are 17 or younger may sign in to visit residence but must leave before the overnight period begins at midnight.

IS THERE SECURITY AVAILABLE ON RESIDENCE?

Campus Security is available 24 hours a day and 7 days a week. Residence staff perform rounds of the building from 9pm-5am daily.

Public Safety: 416-675-8500

Emergency: 416-675-4000

ARE FRONT DESK SERVICES AVAILABLE DAILY?

Yes, Front Desk Services are available 24 hours, 7 days a week. You can call the front desk at

416-675-6622 x73001

Services available at Front Desk:

- Temporary keys if you have misplaced yours - charges may apply
- Information on services and activities
- Sign out keys for the community kitchen
- Access vacuums, free cleaning supplies, and lightbulbs
- Pick up mail and packages
- Access assistance in emergencies

HOW DO I LOG A WORK ORDER FOR REPAIRS AND MAINTENANCE?

All maintenance requests must be entered online at humber.starrezhousing.com/StarRezPortal or else repairs will not occur.

Log in with your Humber username and password. If you need any help entering work orders or logging in, just see one of our friendly staff members at the Front Desk.

WHEN IS THE SECOND PAYMENT DUE?

The second payment is due on **November 13, 2023**.

HOW DOES THE RESIDENCE CARD WORK?

Your residence card works as your key to your room and like a debit card for your meal plan. The value of your purchases is deducted from your Dining Plan account. To view your transactions, temporarily disable your meal plan if you've lost your card, or to add funds to your Dining Plan account, visit www.dineoncampus.ca/humber.

WHAT IS THE RESIDENCE “RES” CARD POLICY?

Your Res Card acts as form of student identification, your room access card and your dining plan card.

- The Res Card is used for security purposes. It must be presented to the Front Desk Attendant every time you enter the building.
- You must show your Res Card any time a Security officer, RA, or any other Humber employee asks.
- You must not alter the card or in any way use the card to give any misrepresentation.
- You are responsible for your Res Card. Under no circumstances should you lend or give your key card out to guests or other students. Anyone found to have done so faces possible disciplinary action.
- You must always tap you Res card to enter the interior doors. Between the hours of 8:00 pm and 7:00am you must swipe your res card for exterior main front doors.

WHERE CAN I USE MY CARD TO BUY FOOD?

All food service outlets on campus and all snack and beverage vending machines. Residence dining cards are not accepted at the bookstore.

WHAT DO I DO WHEN I AM LOCKED OUT OF MY ROOM?

You may obtain a temporary key card from the Front Desk.

WHAT DO I DO IF I LOSE MY RESIDENCE CARD?

Please speak with the Front Desk for a temporary key and to request a new residence card. Please take note there is a fee of \$25 to replace the first lost res card and a fee of \$50 to replace any following lost res cards.

ARE THERE STUDY ROOMS IN RESIDENCE?

Yes, there are study rooms available throughout residence, located at LR-244, LR-344, LR-444, and LR-544

WHAT IS THE BEST WAY FOR ME TO GET INVOLVED IN THE RESIDENCE COMMUNITY?

You can join the Humber Residence Council, Healthy Living committee, work at the front desk or attend the residence & food forum. Ask your RA for details.

HOW DO I KNOW IF I HAVE RECEIVED MAIL OR PACKAGES?

Mail is picked up and delivered to the Front Desk Monday through Friday in the afternoon. Outgoing mail with postage can be left at the Residence Front Desk. If you receive any mail or packages, you will be notified by email that there is mail waiting for you at the Front Desk. Once you have vacated your room, any mail sent to you will be returned to sender. The residence will not forward mail. It is advised that you use the Post Office change of address card to have your mail forwarded at the end of the term.

ARE THERE CLEANING SUPPLIES AVAILABLE IN RESIDENCE?

Yes, there are cleaning supplies. You may borrow the following items from front desk:

- Vacuum
- Garbage bags

HOW DOES THE INTERNET WORK IN THE ROOM?

To access the Internet you may connect to “Eduroam”. Please note you would need your Humber log in credentials.

An Ethernet port is also available at the bottom of your Wi-Fi access point for you to connect.

WHAT ARE THE HOURS OF THE BOOKSTORE?

The bookstore is open Monday-Friday, 8:30AM-3PM
Saturday & Sunday: CLOSED

WHO CAN I CONTACT ABOUT PARKING?

You can buy a short-term parking pass from the kiosk in the parking lot behind residence.

For annual/semester parking passes, you can visit humber.ca/parking

HOW WILL I RECEIVE RESIDENCE UPDATES?

Residence will contact your regularly with important information on things happening in and around Residence. This includes maintenance notices, security updates, important dates and upcoming events. The email address you provided on your MyHumber account is the address we will use to contact you unless you update it at the residence Front Desk

If you would like to contact the Residence office please use the following email address:

lakeresmail@residence.humber.ca

WHAT IS MY NEW ADDRESS?

Your new address is:

[Your Name] - Humber College Residence

3199 Lakeshore Blvd. West, [Room#]

Toronto, ON M8V 1K8

HOW DOES LAUNDRY WORK?

Laundry will be available around the clock at the residence free of charge. The laundry room is located on the 2nd floor beside the main elevators.

STUDENT RESIDENCE HANDBOOK

