



HOUSING & CONFERENCE SERVICES

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Dear Residents,

We hope you are staying healthy and safe.

In alignment with the University's efforts to help prevent the spread of COVID-19 virus and for our students and staff safety, we will start offering our services mainly through phones and emails only as office doors will be closed. We will continue to support our residents as usual and our custodial and maintenance teams will be on-site responding to our residents' needs.

Starting Monday, March 23 until the University resumes regular services: Offices will be closed with no in-person operating hours. Even though the physical offices will be closed, Housing & Conference Services ability to respond to emails and phone calls will be maintained and operated as usual.

Moreover, the following modified processes will apply during business hours:

Monday-Friday from 8:30am-4:30pm

REPORTING LOST/BROKEN KEYS

To support our community we have introduced an [online reporting form for lost/broken keys](#). Residents are advised to complete the form at all times to receive a new key during normal business hours. During business hours staff will contact the Resident for how to collect their new key(s).

For urgent after-hours lockouts please continue to contact to Security or Residence Life for support.

Note: Completing the online form does not automatically disable your keycard.

MAINTENANCE REQUESTS

During normal business hours residents are advised to call the Housing & Conference Services Office for urgent maintenance requests (i.e. floods, overflowing toilets or leaks). All non-urgent in-room repairs have been suspended to limit in-person interactions and the possibility to spread the virus. However, all online [maintenance request forms](#) will continue to be processed and assessed according to their urgency. Urgent after-hours calls to Security or Residence Life will continue to be supported.

PACKAGES

Starting March 23rd, courier companies will be advised to contact residents directly to coordinate delivery. Residents are encouraged to contact delivery companies directly to make delivery arrangements. Canada Post packages will be shifted to a central on-campus Housing & Conference Services location. Staff will contact residents for any packages received by Housing & Conference Services to coordinate a pick-up date and time. Be advised that couriers and Canada Post may change services at any time, it is best to contact the delivery company to be notified of any changes.

ONLINE FORMS

Staff will continue to process online forms, continue to check the [Keele Undergraduate Residence Forms](#) website as we will add online services whenever possible.

Please note that due to the evolving situation, services may be altered at anytime.

Everyone's health and safety is paramount to us. We appreciate your understanding and cooperation during this time of transition. If you have questions or concerns, please do not hesitate to [contact us](#).

Thank you for your understanding and cooperation.

Sincerely,
Housing & Conference Services