YORK
UNIVERSITÉ
UNIVERSITY

HOUSING & CONFERENCE SERVICES

4700 KEELE ST.
TORONTO ON
CANADA M3J 1P3
T 416 736 5152
UG: undergradres@yorku.ca
YA: apstatus@yorku.ca
studenthousing.info.yorku.ca

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 and for our students and staff safety, we will be offering our services by phone, email and with limited office appointments.

Starting Monday, September 14 until the University resumes regular services: Offices will be by appointment only. Housing & Conference Services ability to respond to emails and phone calls will be maintained and operated as usual, we encourage residents to take advantage of our virtual services whenever possible.

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

Monday-Friday from 8:30am-4:30pm (excluding statutory holidays)

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 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 limited 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 will continue to be supported.

GUESTS

For your safety and others, encourage everyone to avoid accommodating any guests/overnight guests at the moment.

LEASE TRANSFER

Leaseholders who wish to transfer their lease to qualified sharers in order to leave early will be accommodated. We urge residents taking over a lease to exercise due caution in allowing a new sharer in their unit most especially during this period.

ADDING A SHARER

Residents are strongly encouraged to exercise due caution in allowing a new sharer in their unit during this period.

ONLINE FORMS

Staff continue to process online forms, continue to check the York Apartment 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.

If you would like to book an office appointment you may do so online.

Thank you for your understanding and cooperation.

Sincerely,
Housing & Conference Services