

# Carleton University Room Change Policy

Carleton University and the Department of Housing and Residence Life Services endeavors to create a safe and diverse environment for students that is conducive to both living and learning. We also understand that some interpersonal conflict is inevitable considering that the majority of our students live in a shared accommodation for the first time in their lives. We work to create an environment where it is acceptable to disagree, as this is where deep learning may take place. Bearing that in mind, we recognize that some situations cannot be reconciled even after all parties involved have given their best efforts.

*As a student in Residence, when considering a Room Change, I am expected to...*

- Speak with my current roommate in an attempt to resolve issues through listening, understanding, and compromise;
- Meet with my Residence Fellow in an attempt to mediate issues between my roommate and myself;
- Meet with my Residence Manager in an attempt to establish a plan to resolve roommate issues;
- Make efforts to reach a compromise in order to foster a healthy roommate relationship;
- Cooperate with my Residence Fellow/ Residence Manager and roommate when working to reach a compromise;
- Understand that my request will be ranked by priority level;
- Understand that a Room Change is not guaranteed;
- Understand that a Residence Manager has the right to deny a Room Change;
- Understand that there is a Room Change freeze until September 30<sup>th</sup>, 2021 and during the exam period of both semesters; and
- Understand that this process may take up to two weeks in order to explore all reasonable alternatives to a Room Change.

*If you are interested a Room Change, the following procedure must take place before a request is granted:*

1. When a student is interested in a Room Change, they are required to connect with their Residence Fellow (RF) and discuss their concerns. The RF will provide support as well as multiple perspectives to help generate some solutions to the issues.
2. The student coming forward with their concerns should make attempts to connect with the other parties involved. The students may request a mediation facilitated by RF in order to provide some structure.
3. If the concerns are not resolved, the RF will forward the information Residence Manager. The RM will connect with all parties at this stage and all options will be explored in order to resolve the issue, including a mediation. If this process is still unsuccessful, the RM will deem the situation low, medium, or high priority (see below). The Manager, Accommodations Services or a designate will then continue the process while aware of the situation's priority level.
4. The student looking for a change will be provided a new room and be informed of the next steps to take.

*The decision to which the situation is ranked is at the discretion of Housing and Residence Life Services Staff Members, including but not limited to Residence Fellows and Residence Managers. The Room Change Priority Ranking guide follows:*

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**Low Priority:** These are the living conditions that may not be ideal, but that can be dealt with through conversation and compromise.

- Differences in personality
  - Differences in friends
  - Wishing to switch Residence Buildings
  - Wishing for a different room style (single, double, suite, pod)
  - Etc...
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**Medium Priority:** These are any behaviours that occur through normal interactions. While there is still room for compromise or mediation, a Room Change is viable.

- Sleeping habits
  - Cleaning habits
  - Noise levels
  - Etc...
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**High Priority:** These are the living conditions that generally need to be addressed by Residence Managers swiftly in order to ensure our students' safety and wellbeing. This includes but is not limited to any actions that are not in alignment with the Rights and Responsibilities of students in Residence.

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- Severe allergies or other serious health concerns
- Physical safety
- Inclusion
- Etc...

*By signing below, I am attesting to my involvement in this Room Change Process and that I have carried out the process and responsibilities expected of me in my position. After having tried my best to intervene and address each student's concerns, I believe a Room Change would best serve the students involved and the greater Residence community.*

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**Student Name:**

**CUID:**

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**Residence Fellow's Signature:**

**Date:**

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**Residence Manager's Signature:**

**Date**

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