



**Policy Title:** Room Entry Policy

**Date Established:** Historical Policy

**Office with Administrative Responsibility:** Housing and Residence Life

**Functionality Area:** Facilities

**Approver:** Director, Housing & Residence Life

**Revision Date(s):**

- December 2025

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**Purpose:**

This policy outlines the steps that are followed for entry into an occupied room/suite in Residence.

**Scope of Policy:**

This policy pertains to all students living in residence

**Definitions:**

1. "Assigned room" is the bedroom for which a student is assigned
2. "Shared space within a unit" refers to the living space within a contained unit or set of units that is shared by multiple residents. This could be a bathroom and/or kitchenette space.
3. "University employees" refers to any person employed by the University of Windsor and in reference to this policy most often refers to Housing & Residence Life staff, including both professional and student staff and facilities/maintenance staff.

**Policy Statement:**

As directed by the Housing & Residence Life department, University employees may enter a residents assigned room or shared space within a unit upon such notice as is reasonable in the circumstances without the Resident being present, under the following conditions: to inspect, repair or service the premises; to provide health and safety checks, to conduct fire inspection tests; where there is reasonable cause to believe that an emergency situation has arisen and access is required; when a Resident vacates the room for break period; to conduct room checks and semester end wrap up duties; to turn off radios, TV's and alarm clocks etc. left at disruptive volumes when the Resident is not home; and/or when there is reasonable cause to believe that University regulations and/or the law is being violated.

As further clarification, maintenance requests submitted via the StarRez portal are not scheduled with the resident and no additional notice is provided. **Although this room entry is covered under this policy**

**the resident also acknowledges this policy and the room entry when submitting the maintenance request form.**

In most circumstances, upon arrival to a resident's assigned room or shared space within a unit the university employee is to carry out the room entry procedure as follows:

1. Knock loudly three times before entry, announcing themselves with each knock.
2. After third knock, announce they are opening door to enter if the student has not answered the door with one of the knocks
3. Where possible, prop door open.

The room entry procedure may not be followed if there is a suspected serious emergency which requires a more immediate entry and during end of semester room inspections where a resident has not requested to extend their stay past the contract date.

**Roles and Responsibilities:**

1. Residents are responsible for:
  - a. Answering the door, if they are able to, to make their presence known to university employee
2. Facilities Coordinator (FC)/Facilities Manager is responsible for:
  - a. Coordinating room entry with maintenance staff and contractors, as needed
3. Residence Life Coordinators (RLC)/Residence Life Team Lead is responsible for:
  - a. Training student staff on room entry procedures and advising on appropriate entry into rooms
4. University Employees are responsible for:
  - a. Ensuring room entry procedures are followed as appropriate

**Review by:** Annually in July.



**Policy Title:** Procedures for Implementing Policy on Room/Suite Entry

**Date Established:** Historical Procedure

**Office with Administrative Responsibility:** Housing and Residence Life

**Functionality Area:** Facilities

**Approver:** Director, Housing & Residence Life

**Revision Date(s):**

- December 2025

**Scope:**

These procedures apply to the implementation of the Policy on Room Entry.

**Procedure:**

1. Facilities Manager will ensure all Housing and Residence Life staff and other university employees are aware and training on the policy and the room entry procedure as outlined above
2. Residence Life staff will ensure all student staff are aware and training on the policy and the room entry procedures
3. Residents are informed of the policy via the Residence and Meal Plan agreement and agree to room entrance when completing a maintenance request