

# STATEMENT OF SERVICE

## OUR MISSION

Provide comfortable, convenient accommodations for the university community and its partners at the best value, as well as a stimulating living environment conducive to success and engagement.

## OUR VISION

Contribute to Université Laval's long-term development by remaining a leader in student accommodations. To this end, the Residence Office seeks to:

- Pioneer new approaches to managing property and residence life
- Reinvent and develop a lively and stimulating residential environment with facilities and services that meet residents' needs
- Initiate, maintain, and develop collaborative initiatives with other Université Laval units and private partners
- Maintain the value of the assets it manages
- Develop a competent and multitalented team that reflects our diverse clientele and is committed to delivering results

## OUR VALUES

### The pursuit of excellence

The pursuit of excellence is a goal shared by the entire Residence Office team. Everyone on staff works hard to consistently uphold high standards and provide the best service and the best value for money while never losing sight of the norms, constraints, and criteria that foster a healthy work/life balance.

### Professionalism and equality

The Residence Office strives to deliver top-notch service with expertise and impartiality to each and every resident, bearing in mind the diversity of people, knowledge, and ways of thinking. The Office ensures management policies are implemented fairly.

### Sustainable development

Ever mindful of the future, the Residence Office is committed to ongoing development that meets today's needs without compromising the ability of upcoming generations to meet theirs. Development is based on a long-term vision of how and where students want to live and their quality of life.

### Engagement and solidarity

The Residence Office encourages all employees to engage actively, responsibly, and in solidarity with students and the community by contributing to campus life and the development of the University. We also champion these values among the on-campus student community.

### Respect for diversity and different cultures

All employees, partners, and residents are expected to ensure respect for diversity in all its forms, for the dignity of all members of the residential community, and for their relationships with others.












## OUR MANDATE

The Residence Office's mandate is to:

- Manage the Université Laval residences in accordance with the University's values
- Administer rental leases in accordance with industry standards and with the laws, policies, and regulations of the Province of Québec and Université Laval
- Optimize the use of facilities
- Maintain buildings, offices, and materials properly
- Maintain a good standard of living for residents and an inclusive, healthy, and safe living environment
- Provide peer-organized activities and support to help residents integrate into campus life and succeed academically
- Provide hotel-style accommodations to meet the needs of the institution and the general public

## OUR COMMITMENTS

**In an emergency**, contact Security and Prevention Services at extension 5555, or call 911.

SERVICES AVAILABLE	HOW SERVICES ARE DELIVERED	USUAL RESPONSE TIME <sup>1</sup>	AVAILABILITY
Requesting information			24/7: <a href="https://www.residences.ulaval.ca/en/">https://www.residences.ulaval.ca/en/</a>
	@	1 business day	<a href="mailto:sres@sres.ulaval.ca">sres@sres.ulaval.ca</a>
Making a reservation		0 to 5 minutes	Fall/winter: 418-656-2921 or 418-656-5632, Monday to Friday, 8:30 a.m. to 12 p.m. and 1 to 9 p.m.
Reporting a housing problem (non-emergency)			Summer: 418-656-5632, 24/7 418-656-2921, Monday to Friday, 8:30 a.m. to 12 p.m. and 1 to 4:30 p.m.
Requesting information or signing up for an activity		0 to 5 minutes	Residence Office – Pavillon Parent, Room 1604, Monday to Friday, 8:30 a.m. to 12 p.m. and 1 to 9 p.m. [+ summer hours]
		1 business day for email replies	
Reception desk		0 to 5 minutes	24/7 (0 to 15 minutes outside of business hours)
Requesting help from a residence advisor		0 to 15 minutes	24/7: Ext. 400077, option 3
Requesting repairs <sup>2</sup>	@	1 business day	<a href="mailto:reparation@sres.ulaval.ca">reparation@sres.ulaval.ca</a>
		0 to 5 minutes	Ext. 400077, option 2 Monday to Friday, 8:30 a.m. to 12 p.m. and 1 to 4:30 p.m.
		0 to 5 minutes	Monday to Friday, 8:30 a.m. to 12 p.m. and 1 to 9 p.m.
Paying your rent			Through your bank's website
			Postdated cheques
		0 to 5 minutes	Fall/winter: Monday to Friday, 9 a.m. to 12 p.m. and 1 to 9 p.m. Summer: 24/7

<sup>1</sup>Response times may be longer during busy periods, in which case we will notify you.

<sup>2</sup>Repair times depend on what needs to be done.

## YOUR RESPONSIBILITIES

We rely on you to provide accurate, up-to-date, and complete information so we can meet our commitments and provide excellent service. Please be respectful when communicating with Residence Office staff.

## PRIVACY PROTECTION

Employees pledge to protect personal information collected in the course of their duties and to provide services with discretion and confidentiality.

## FEEDBACK

We welcome your comments and suggestions. Contact us by phone (418-656-2921), mail, fax (418-656-2801), or email ([sres@sres.ulaval.ca](mailto:sres@sres.ulaval.ca)) or come see us in person.

## COMPLAINTS

To file a complaint, please contact us at [plainte@sres.ulaval.ca](mailto:plainte@sres.ulaval.ca). We will:

- Acknowledge receipt of your complaint within one business day
- Tell you who will be handling your complaint and give you their contact information
- Respond within ten business days