



University
of Windsor

Policy Title: Failed Arrivals Policy

Date Established: Historical Policy

Office with Administrative Responsibility: Housing & Residence Life

Functional Area: Admissions

Approver: Director, Housing & Residence Life

***Revision Date(s):** October 2024

Purpose

This policy outlines what happens when a resident does not arrive and does not cancel their residence assignment.

Policy Statement

If the Resident does not move in and fails to either submit a late arrival request or cancel their confirmed residence Room prior to the scheduled move in date for the term for which they are assigned they will be considered a Failed Arrival, and the Resident will remain responsible for all Room fees.

Scope of Policy

This policy pertains to Residents who have been assigned a room to residence

Definitions

The definitions below are specific to the development and maintenance of this policy.

1. "Scheduled Move In Date" refers to the date each term that is scheduled for new residents to move in
2. "Late arrival request" refers to the form available on the residence portal for students to complete if they are arrival beyond the scheduled move in date

Roles and Responsibilities

1. The Admissions Secretary is responsible for:
 - a. Confirming arrival of all students through assignment software
 - b. Emailing failed arrival with 24-hour notice
 - c. Confirms charges on student accounts for all confirmed failed arrivals
2. The Residence Life Staff is responsible for:
 - a. Confirming occupancy/non-occupancy of rooms that appear to have a failed arrival in the assignment software

Review By

Review every June



University
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Title: Procedures for Implementing Failed Arrivals Policy

***Date Established:** October 2024

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

Functional Area: Admissions

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

***Revision Date(s):** October 2024

Scope

These procedures apply to the implementation of the Policy on Failed Arrivals

Procedure

1. After each scheduled move-in day the Admissions Secretary reviews the assignment system to determine which students have not applied for a late arrival and have not yet arrived.
2. The Admissions Secretary consults with the Residence Life staff to determine if the student showing as not arrived were not checked in properly but have moved in. For students who have arrived the Admission Secretary will adjust their status in our system.
3. If Residence Life confirms that the student has not arrived, the Admissions Secretary emails the student to give them 24 hours to respond with their intentions related to arriving and informs them that if Housing and Residence Life does not hear from them within those 24 hours their room has been forfeited and the charges will remain on their student account.
4. After 24 hours, if no response is received, the Admission Secretary emails the student to confirm the forfeiture of the room assignment and the charges for the semester.
5. The Admissions Secretary reassigns the room to the next person on the waiting list for that room.