



COLLÈGE
AURORA
COLLEGE

Residence Handbook 2026-2027



Contents

| | |
|--|-----------|
| Welcome | 1 |
| Community Standards | 2 |
| Welcoming Guests to Your Home in Residence | 2 |
| Let's Keep it Peaceful! | 3 |
| Keep it Clean! | 3 |
| Pets in Residence | 4 |
| Smoking & Vaping – Keeping Our Community Healthy | 4 |
| Alcohol & Cannabis – Supporting a Safe Living Environment | 4 |
| Illegal Drugs – Prioritizing Your Safety and Well-Being | 5 |
| Creating a Safe and Respectful Community – No Weapons Policy | 6 |
| Earning Money While Living in Residence | 6 |
| Living Together, Safely and Respectfully | 7 |
| A Quick Note About Expectations | 7 |
| What Happens If There's a Conduct Concern in Residence? | 8 |
| Small Issues? Let's Talk It Out | 8 |
| Ongoing or More Serious Concerns | 8 |
| Repeated or Serious Violations | 9 |
| What happens when you're evicted? | 9 |
| Emergencies or Serious Threats | 9 |
| You Have the Right to Appeal | 9 |
| When We Must Involve Others | 10 |
| Important Housing Processes | 10 |
| Checking into Student Housing | 10 |
| Thinking About Staying in Residence? | 11 |
| Going Away for a While? Let Us Know! | 12 |
| Paying for Student Housing – What You Need to Know | 14 |
| Need Something Fixed? How to Submit a Maintenance Request | 16 |
| A Quick Heads-Up About Unit Entry | 16 |
| Routine Unit Checks: | 17 |
| After Any Entry: | 17 |
| Checking Out: | 17 |
| Contact Information | 19 |

Aurora Campus
Inuvik

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

Thebacha Campus
Fort Smith

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

Yellowknife North Slave Campus
Yellowknife

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Welcome

Welcome to Aurora College and—more importantly—to your new home away from home. We are so excited to be part of your journey as you kick off this amazing chapter of your life.

Living in residence isn't just about having a place to sleep. It's about building a community where you feel safe, supported, and inspired daily. Our top priority is ensuring a secure and welcoming environment where you can thrive academically, socially, and personally.

Here's what you can count on from us:

- **Safety First:** We have security, trained staff, and clear policies to protect you and your space.
- **Support Always:** Whether you're feeling homesick, need help with a roommate or neighbour situation, or want someone to talk to—we're here for you.
- **Community Connections:** Although we each have our own space, we're still part of a vibrant and supportive community. Living here means you're surrounded by neighbours who understand what it is like to pursue education as an adult, and we're here to support one another.

We offer opportunities to connect in ways that respect your independence and schedule, such as:

- Workshops and wellness events focused on topics that matter to you—like stress management, career development, or healthy living.
- Quiet common areas where you can read, study, or enjoy a peaceful moment with others nearby.

Whether you're looking to make new friends, find study partners, or enjoy a sense of belonging, there's a place for you here. Being part of our community means more than just sharing a space. It means being connected, supported and seen. We understand that it can be lonely relocating to a new community, so if you ever feel homesick or lonely, please don't hesitate to reach out. We're here to help you find those connections, whether it's through events, support services, or just a friendly conversation.

Looking forward to a terrific year!

~Aurora College Residence Staff~

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Community Standards

To help everyone enjoy a safe, respectful, and comfortable living environment, we've put together a list of community standards that apply to all residences.

These guidelines are here to support your success and well-being—and to make sure we're all on the same page. Some residences may have a few extra rules specific to their building, and those will be shared with you when you sign your student housing agreement and posted in common areas for easy reference.

If you have questions or need clarification, your Residence Manager is always happy to help!



And just so you're in the loop: if any rules or standards are updated, you'll receive a notice at least one week in advance via your @myauroracollege.ca email.

Thanks for being a thoughtful and engaged community member—we're so glad you're here!

Welcoming Guests to Your Home in Residence

We know how special it can be to have friends or family visit—it's a great way to stay connected and ease some of the homesickness that can come with being away from home. We want you to enjoy those visits while also ensuring everyone in our community stays comfortable.

To help keep things running smoothly, here are a few things to keep in mind when hosting guests:

- **Guest Limits & Stays:** To respect everyone's space and ensure a peaceful environment, there are limits on how many guests you can have and how long they can stay. These guidelines help us maintain a supportive space for all students.
- **You're the Host:** You're responsible for your guests while they're here, so please make sure they know and follow our residence rules. It's all about being a good neighbour!
- **Stick Together:** Guests should stay with you during their visit. They shouldn't be wandering the building or using common areas on their own.

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

- **Overnight Guests:** Planning to have someone stay the night? That is no problem. Just make sure to register them with the Student Housing Officer or Manager before 4 PM. If they arrive on the weekend, please register them by 4 PM on Friday.
- **Late Arrivals:** For everyone's safety, unregistered guests aren't allowed in the residence after 11 PM.
- **Dorm residences** (Thebacha Campus Breynat Hall and Aurora Campus Single Residence) do not permit overnight guests.

Let's Keep it Peaceful!

We all enjoy different things—music, movies, conversations—but one thing we all value is a quiet, comfortable place to call home.

To help everyone feel at ease, we ask that all residents be mindful of their noise levels, especially during quiet hours between 11 pm and 7 am. If sound from your unit can be clearly heard in someone else's space and it's disrupting their ability to relax, study, or sleep, it's probably a good time to turn it down a notch.

Our goal is to make sure everyone can enjoy their space peacefully. So while having fun is encouraged, keeping things respectful and quiet is a shared priority.

Keep it Clean!

Living in a shared community is a unique and rewarding experience. It's more than just having a place to stay—it's about creating a space where everyone feels respected, comfortable, and at home.

Each of us plays a part in shaping that experience. That's why we ask everyone to be mindful of a few simple but important responsibilities:

- Keep kitchens and common areas tidy – A clean space is a welcoming space! Please wash up after yourself and leave shared areas ready for the next person.
- Take out your garbage regularly – Let's keep our community fresh and hygienic by disposing of trash promptly and properly.
- No eating in recreation areas – To maintain cleanliness and respect shared spaces, please enjoy meals in your assigned kitchen or apartment.



**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Pets in Residence

We know how comforting and joyful pets can be—they're family! Many of us love animals and understand how much they can help with stress and homesickness. That's why this policy isn't about saying "no" to pets—it's about saying "yes" to a safe, healthy, and inclusive living environment for everyone.

Because our residences are shared spaces with a wide range of needs, including allergies, phobias, and health concerns, Aurora College has a no-pet policy in place. This helps ensure all students enjoy a clean, safe, and comfortable home.



Smoking & Vaping – Keeping Our Community Healthy

Your health and safety matter to us. To help maintain clean air and reduce fire risks, smoking and vaping are only allowed in designated outdoor areas on campus. For everyone's comfort and safety, smoking is not permitted inside student housing, on porches, balconies or within 2 meters of windows.

This includes all forms of smoking—cigarettes, cannabis, e-cigarettes, and vaporizers. Let's keep our shared spaces safe and breathable for everyone.

Alcohol & Cannabis – Supporting a Safe Living Environment

To ensure a safe and supportive environment for all residents, alcohol, recreational cannabis, and similar substances are not permitted anywhere on student housing property. This includes alcohol substitutes and solvents.

If someone appears significantly intoxicated, they will be asked to leave common areas to help maintain a safe and respectful space for others.

Any alcohol or recreational cannabis found on the property will be removed in accordance with our safety policies.

We're here to support your well-being—if you ever need help or someone to talk to, your Residence Officer or Student Services team is always available.

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Illegal Drugs – Prioritizing Your Safety and Well-Being

Substance misuse is a serious issue affecting many of our communities. As such, we're committed to creating a safe, respectful, and supportive living environment for all students.

Illegal drugs are not permitted in student housing or anywhere on college property. These substances are not only illegal, but they are often contaminated with dangerous additives that can cause severe, even life-threatening, reactions. They are harmful not only to you but also to your neighbours. People under the influence of drugs often display unpredictable and dangerous behaviours. They frequently invite visitors who contribute to an unsafe environment for everyone in college housing.

We want you to know:

- If you're struggling with substance use, you are not alone. Please reach out to your Residence Staff or a Student Life and Wellness Coordinator. We're here to listen without judgment and connect you with confidential, community-based support services.
- If you suspect an overdose, act immediately. Your safety comes first.
 - If you live in one of our dorms, you will find Narcan kits in common kitchens. If you live in Northern United Place, Narcan kits can be found in the security office. For all other areas, you can get a Narcan kit by calling the Residence Staff
 - Residence staff are trained in first aid and can provide emergency care while we wait for emergency services.
 - If you call 911, please also notify Residence Staff so we can help emergency responders access your unit quickly.
- You will not get in trouble for seeking help, even if you or someone else is under the influence. **Your life and safety are what matter most.**

That said, the possession or use of illegal drugs remains a criminal offence and is strictly prohibited on campus. Anyone found in possession of drugs will be reported to the RCMP in accordance with college policy.



**Aurora Campus
Inuvik**
(867) 777-7886
Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**
(867) 872-0135
Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**
(867) 444-9159
Email: ResidenceYK@auroracollege.ca

Creating a Safe and Respectful Community – No Weapons Policy

Your safety—and everyone in our residence community—is incredibly important to us. To help ensure that everyone feels secure and supported, we do not allow any weapons or items that could be used to threaten, intimidate, or harm others on college property.

This includes, but isn't limited to:

- Firearms (like handguns or rifles)
- BB guns or airsoft guns
- Martial arts weapons
- Replica or imitation weapons
- Any other prohibited items as defined by the Criminal Code of Canada

Even if something seems like a collectible or is meant for display, it's not allowed in residence if it could be mistaken for a weapon or used to cause harm.

Earning Money While Living in Residence

Being a student can be expensive, and finding ways to earn a little extra income is important. While we encourage students to explore part-time work and other opportunities, we also want to make sure that everyone in residence can enjoy a peaceful and comfortable living environment.

Because student housing is significantly subsidized to support your academic success, running a business from your unit (whether by you, a dependent, or a guest) is not allowed. Business operations can lead to increased traffic, noise, and disruptions that affect your neighbours' ability to relax, study, and feel at home.

Student Services is a great place to start if you're looking for ways to earn income or need financial support. They can connect you with on-campus job opportunities, bursaries, and other resources to help you succeed.



**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Living Together, Safely and Respectfully

As a member of our residence community, you play a vital role in creating a safe, welcoming, and respectful environment for everyone. We all share the responsibility of caring for one another and our shared spaces.

That means:

- Acts of aggression, threats, violence, harassment, or bullying have no place here. Everyone deserves to feel safe and respected in their home.
- Respecting safety features is essential. Do not tamper with smoke alarms or fire extinguishers, leave doors propped open, or keep windows open during freezing temperatures. These actions can put you and your neighbours at risk.
- Report maintenance issues promptly. This includes if you notice significant drafts coming from neighbours' rooms, or any signs of leaks. We want to address issues promptly before they become a serious issue.



By living in a residence, you're choosing to be part of a community that values respect, accountability, and safety. Let's work together to make this a place where everyone can thrive.

If you ever feel unsafe or see something concerning, don't hesitate to contact Residence Staff. We're here to support you.

A Quick Note About Expectations

While we've outlined the key rules and guidelines in this handbook, it's important to remember that no list can cover every possible situation. At the heart of everything is this: we expect everyone to contribute to a safe, respectful, and peaceful living environment.

Any behaviour, whether listed here or not, that disrupts the quiet enjoyment of residence life, threatens the safety of others, or puts the facility at risk may lead to follow-up from Residence Staff and possible disciplinary action.

Remember that your choices help shape the community we all enjoy. If you're unsure about something, just ask. We are here to help!

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

What Happens If There's a Conduct Concern in Residence?

Living in student housing means being part of a shared community, which comes with its own set of rights and responsibilities. Everyone deserves to feel safe, respected, and comfortable in their home. If something happens that affects that environment, we'll work with you to address it in a fair and supportive way.

Here's how we handle conduct issues:

Small Issues? Let's Talk It Out.

If something minor comes up—like a noise complaint or a reminder about guests—your Residence Staff will usually talk to you directly. Most of the time, a quick conversation is all that's needed, and no further action is taken.

Ongoing or More Serious Concerns

If the issue is more serious or the same problem keeps happening after reminders, it will be reported to the Residence Manager. They'll look into what happened (including listening to you and the witnesses' explanation) and share the findings with the Campus Director, who will decide what steps to take.

You'll get a written explanation of the decision.

If a rule is broken, you'll receive a formal written warning, and a copy will go on your student file.



**Aurora Campus
Inuvik**
(867) 777-7886
Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**
(867) 872-0135
Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**
(867) 444-9159
Email: ResidenceYK@auroracollege.ca

Repeated or Serious Violations

If problems continue or the situation is serious, the Campus Director may recommend to the Vice-President, Student Affairs that you be evicted from residence.

If that happens, you'll receive a written notice and have five business days to move out.

A copy of the eviction notice will be added to your student file.

What happens when you're evicted?

- When evicted, you are usually given up to 5 business days to vacate your unit.
- You are not eligible for a rent refund for the month you were evicted.
- All damages or cleaning costs to your unit will be charged to your account upon checkout.
- You are not eligible to reapply for student housing at any college campus for one year. A copy of your eviction notice will remain on file and may be considered for future housing assignments for up to 5 years.



Important: Being evicted from your residence does not affect your ability to continue your studies or attend class.

Emergencies or Serious Threats

If someone's safety is at risk (whether it's you, another resident, or the building itself), the college may recommend eviction immediately, even if there haven't been previous warnings.

You Have the Right to Appeal

You can appeal an eviction decision if you believe the process wasn't followed correctly. Appeal packages are available from the Admissions Office.

Financial eviction (or non-payment of tuition/rent) is not appealable.

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Generally, you will be permitted to stay in residence for your appeal. However, suppose a student is evicted due to a serious, repeated or ongoing threat to others or the facility. In that case, they may be required to vacate their unit while the appeal process is underway.

When We Must Involve Others

- If there's a concern about a child or minor's safety, we must notify Social Services.
- If there's suspected illegal or criminal activity, we will contact the RCMP.
- If there is an immediate threat to your or others' safety, we will contact the appropriate emergency response service.

We're here to support you and help you succeed, not just in your studies but also in your living experience. If you have questions or concerns, please get in touch with your Residence Staff. We are always happy to help.

Important Housing Processes

Checking into Student Housing

We're excited to welcome you to campus and help you settle into your new home! To make your check-in smooth and stress-free, here's what you need to do before and when you arrive:

Before You Arrive

- **Schedule Your Arrival:** Let us know what day and time you plan to arrive so we can be ready to greet you! You'll be able to choose a time that works best for you.
 - **Important to Know:** We will try to contact you to schedule a check-in date/time. Your unit may be reassigned within five business days of your scheduled check-in if you fail to show up. Just keep us informed of your travel plans and any delays to avoid having your unit reassigned.



**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

- **Have Your First Month's Rent Ready:** Your first month's rent must be paid before you arrive. You can pay through Self-Service, online banking, or the Admissions Office.

When You Arrive

- **Pick Up Your Keys:** You can pick up your keys between 8:30 am and 5:00 pm, Monday-Friday. If you are arriving outside of these hours, please call your Residence Officer to arrange for a key pickup. Different facilities have different pickup arrangements. However, we will not approve any key pickup after 8:00 pm, as nighttime move-ins cause significant disruptions for your neighbours.
- **Complete Your Unit Check:** Once you're settled in, take a few minutes to complete your unit condition checklist. This helps us make sure everything is in great shape. Please submit it within 3 days of moving in.



Need Help?

If you have any questions or need support during your move-in, don't hesitate to contact your Residence Staff. We are here to help you feel right at home from day one.

Thinking About Staying in Residence?

Moving to campus is a big step; it takes time, energy, and money. That's why we want to make sure you feel supported while you're here. Student housing is meant to help you focus on your studies while you're attending your program, and we're here to help you make the most of it.

Here are a few things to keep in mind if you're planning to stay in residence:

- Student housing is tied to your program. If you switch programs, you must reapply as a new applicant.
- You must be a full-time student in an approved program to stay in residence. That means at least 60% of your course load should count toward your program, and at least 40% should be with in-person courses or practicums.

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

- Stay on top of your rent and tuition. We want you to stay, but falling behind on payments can affect your eligibility to remain in housing.
- Your housing agreement is for the school year. You'll need to move out within one week of your final class unless you've been approved to stay longer. If you're coming back in the fall, you'll get priority, but let us know by March 31 so we can plan for you!

Need to stay longer?

- We get it—moving is a hassle, especially if you've got a summer job lined up or kids in school. You can apply to extend your stay, but space is limited, and we often have other things happening over the summer, like programs, maintenance, and training. If you'd like to stay past your agreement, apply at least 30 days before your move-out date, and we'll do our best to accommodate you. Just know that extra charges may apply.



A few things that can affect your application to stay:

- Your current academic standing
- Your current outstanding balance
- Your prior conduct history in residence

We're here to support you and want you to succeed both in your studies and living situation. If you have questions or need help with your application, please reach out. We're happy to help!

Going Away for a While? Let Us Know!

We understand that life as a student can be busy, and unexpected issues sometimes arise. Whether you're heading home for the holidays, going on a practicum, or dealing with a family emergency, we want to support you while also keeping your space and our community safe and well-maintained.

Here's what you need to know if you'll be away from residence:

Short-Term Absences (Up to 30 Days)

If you will be away during the academic term (for example, reading week, field camp, or a family

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

emergency), you can leave your belongings in your unit for up to 30 days. Normal rent will still be charged. Just send a quick email to your Student Housing Officer before you leave with:

- Your departure date
- Your expected return date
- We'll check in on your unit while you're away to make sure everything's safe and in good condition (no leaks, open windows, or fire hazards).

Please note: For safety reasons, minor children (under the age of 18) must always have an adult supervising them and cannot be left unattended in your unit if you are away.

Away During the Winter

During the colder months, we want to make sure your residence unit stays safe and cozy. If you plan to be away from your unit for more than 24 hours between October 1 and March 31, please take a moment to let your Residence Manager know.

This helps us keep an eye on your unit and prevent any potential issues like freeze-ups or floods while you're away.

Practicum at Another Campus?

If your program includes a practicum at a different campus, you may be eligible to stay in rent-free dorm-style housing while continuing to pay rent at your home campus.

To make this happen:

- Apply for housing at the practicum campus as soon as you get your placement
- Let your home campus know your practicum dates



Summer Storage

Taking a break over the summer? You might be eligible for a summer storage agreement at a reduced rate. This lets you store your belongings in your unit while you're away.

To qualify:

- You must be continuing in your program
- All items must be packed and stored in one area (ask your Residence Officer where)
- You must return your keys

Please note: We may need to enter your unit for maintenance or emergencies; sometimes, your unit

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

may be reassigned. If that happens, we'll move your packed items to a secure location.

Apply at least 30 days before your lease ends, as availability is limited.

If You're Delayed Returning

If you're away for an approved absence and can't return on time, please get in touch with your Student Housing Officer as soon as possible—and no later than five business days after your expected return date. You'll need to:

- Request an extension, or
- Arrange to remove your belongings within 30 days
- If we don't hear from you within 30 days of your expected return, we'll send a reminder to your college email. If there's still no response, we may need to remove and dispose of your belongings, and any costs may be charged to you.

We're here to help you stay on track and feel supported—just keep us in the loop! If you have questions or need help planning your time away, your Residence Officer is always happy to chat.

Paying for Student Housing – What You Need to Know

Managing your finances as a student can be challenging. We want to make it as easy as possible for you to stay on top of your residence payments.

We don't send out monthly invoices, so it's up to you to keep track of your payments and make sure they're made on time. But don't worry—we've got a few easy ways for you to pay:

Option 1: Pay at the Admissions Office

Every campus has an Admissions Office where you can pay in person during regular business hours (hours may vary, so check with your campus). You can pay using:

- Cash
- Cheque



**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

- Visa or Mastercard
- Debit card

Bonus: Payments made here show up on your account right away!

Option 2: Pay Through Self-Service

You can also pay online using a credit or debit card with a Visa or Mastercard logo.

Here's how:

- Log in to your Self-Service (<https://myac.auroracollege.nt.ca>) account.
- Click the "Finances" tab.
- Choose "Balance" from the menu.
- On the left side, find "Make a Payment" and enter your amount.
- Click "Make a Payment"—you'll be taken to a secure payment site.
- Follow the steps to complete your payment.

Once it's done, you'll be brought back to Self-Service, and your balance will update right away.

Option 3: Pay Through Online Banking

If you bank with CIBC, BMO, TD, National Bank, Scotiabank, or RBC, you can pay online just like you would a bill.

Here's how:

- Add Aurora College as a payee.
- Use your 9-digit Student ID as the account number (for example: 000012345)
- Enter the amount you want to pay.
- Keep the reference number you get after the payment, just in case we need to track it. Alternatively, you can also take a screenshot of the confirmation that payment went through.

If you want to give us more info about your payment, feel free to email us and include your reference number.

Heads-up: It can take 1–3 business days for online payments to appear on your account.

Need Help?

We've got video tutorials to walk you through the payment process! Visit the Student Toolkit under our website's "Current Student" section.



**Aurora Campus
Inuvik**
(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**
(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**
(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Need Something Fixed? How to Submit a Maintenance Request.

If something in your unit isn't working quite right—whether it's a leaky tap, a flickering light, or anything else—please don't wait! Submitting a maintenance request promptly helps us keep your home safe, comfortable, and in great shape.

- **How to Submit a Request:**

- Aurora Campus:
 - Call: (867) 678-5240
 - Email: ResidenceIN@auroracollege.ca
- Thebacha Campus
 - Call:(867) 872-0135
 - Email: auroracollegentcamaintenance@auroracollege.freshdesk.com
- Yellowknife North Slave Campus:
 - Call: (867) 444-9159 (Business Hours)
 - Email: ResidenceYK@auroracollege.ca

- **What Happens Next:**

- Once you submit a request, our staff or the landlord will take a look as soon as possible. While we do our best to respond quickly, we don't always control the maintenance team's schedule.

- **Entry After a Maintenance Request:**

- Submitting a maintenance request is consent for staff or maintenance to enter your unit to address the issue. If you have a preferred time for the work to be done, let us know in your request! While we can't guarantee it, we'll do our best to coordinate with the maintenance team to respect your schedule.



A Quick Heads-Up About Unit Entry

We want to make sure you feel safe and informed while living in residence, so here's a quick note about when staff might need to enter your unit.

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

Staff may enter your unit without prior notice only under the following circumstances:

- There is reasonable suspicion of a rule violation in progress
- There is concern for your health or well-being, or that of a dependent
- There is a maintenance emergency, like a flood, fire, or open window in freezing weather

In all other situations, you'll receive at least 24 hours' notice before we enter your unit.

Routine Unit Checks:

You can also expect at least one unit check per term. These checks help us spot any maintenance or safety concerns early. Don't worry—we'll always give you a 24-hour notice before these happen.

After Any Entry:

If staff enter your unit, we'll always leave a note with the date, time, and reason for the visit.



Checking Out:

Before You Leave

- **Clean Your Unit Thoroughly:** We want to make sure the next student feels just as welcome as you did! Please take time to clean your space before you check out. Here's what needs to be done:
 - Remove all garbage and recycling
 - Wipe down counters, shelves, and surfaces
 - Wash walls if needed
 - Vacuum and clean carpets
 - Clean the bathroom (toilet, sink, tub/shower, mirror)
 - Clean the fridge, stove, and oven (inside and out)
- **Book Your Check-Out Walkthrough:** A check-out walkthrough with your Residence Officer is mandatory. You can schedule it:

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

- 1–2 days before you leave (especially helpful if you want time to fix anything), or
- On your move-out day, as long as it's during business hours
- If you're leaving on a weekend, be sure to book your walkthrough in advance!

On Your Move-Out Day

- Complete Your Walkthrough. Your Residence Officer will walk through your unit with you to check for cleanliness, damage, and anything that might need attention.
- Return Your Keys. All keys must be returned directly to your Residence Officer. Please don't leave them in your unit or with someone else.

A Few Final Reminders

- Check-outs must happen during business hours. If you're unsure of the schedule, ask!
- Charges may apply for:
 - Extra cleaning
 - Damage beyond normal wear and tear
 - Missing or lost keys

We're here to help you finish your time in residence on a high note. If you have any questions or need help with your check-out, just reach out—we're happy to support you!



Contact Information

- Aurora Campus:
 - Call: (867) 777-7886
 - Email: ResidenceIN@auroracollege.ca

**Aurora Campus
Inuvik**
(867) 777-7886
Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**
(867) 872-0135
Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**
(867) 444-9159
Email: ResidenceYK@auroracollege.ca

- Thebacha Campus
 - Call:(867) 872-0135
 - Email: ResidenceFS@auroracollege.ca
- Yellowknife North Slave Campus:
 - Call: (867) 444-9159
 - Email: ResidenceYK@auroracollege.ca

**Aurora Campus
Inuvik**

(867) 777-7886

Email: ResidenceIN@auroracollege.ca

**Thebacha Campus
Fort Smith**

(867) 872-0135

Email: ResidenceFS@auroracollege.ca

**Yellowknife North Slave Campus
Yellowknife**

(867) 444-9159

Email: ResidenceYK@auroracollege.ca

