



February 13, 2026

*Delivered via Email:* leadsteward\_reslife@cupe3906.org

Caleb Smolenaars  
Lead Steward  
CUPE Unit 4

**Re: Letter of Commitment – Residence Work Order Process**

Dear Caleb,

The Residence Life team understands and acknowledges the importance of privacy for Community Advisors and all members of the residence community. We appreciate CUPE raising this interest as it relates to maintenance and repair work orders and are committed to ongoing continuous improvement including in areas of notification and support regarding work that is requested, planned and being executed.

We will consult further with CUPE and members of the broader residence community before the end of April 2026 and will provide you with an update before the beginning of the Fall 2026 term.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Eley".

Chris Eley,  
Director (Acting)  
Housing & Conference Services