



MOVE-IN MEMO 2024

UPPER RESIDENCES

Student Housing and Hospitality Services would like to extend a warm welcome to all residence students! This memo will help you plan your move and provide important information about your building.

GETTING READY FOR MOVE-IN

RESERVE YOUR MOVE-IN DAY

[Book a date & time now](#) for move-in as of August 15, 2024. Due to limited availability you may find it helpful to bring your own moving trolley.

WHAT TO PACK:

[View this list](#) to see which items we suggest you pack. Keep in mind that many items can be purchased here in Montreal upon arrival. Appliances such as microwaves, hot plates, toasters, electric oven, rice cooker, coffee maker are not permitted in residence rooms.

MCGILL ID CARD- Submit your photo by July 31

Your student ID card gives you access to essential services on campus and in residences.

1. [Submit your photo](#) before **July 31** to Service Point for approval.
2. Once your photo is approved, you will receive a confirmation email. **Please DO NOT make an appointment with Service Point.**
3. Instead, pick up your ID card from Student Housing and Dining Service Centre at 3465 Durocher from 9h-16h, when you move in.

CONTACT INFO

FRONT DESK

514-398-6367 | Hours: Monday -Friday 8h00 - 16h00

The Front Desk is available to assist you with any questions you may have. In addition, they offer many services including lockouts (fee of \$25) or key replacement.

PORTERS

porter.residences@mcgill.ca

Gardner & Molson: Andree Potvin 514-653-6893
Douglas & McConnell: Jim Collins 514-653-6895

Porters rotate in the halls are available to assist you and act as a liaison with the various departments of SHHS.

ACCOMMODATIONS SUPERVISOR

Elaine Talbot: 438-820-1683 | elaine.talbot@mcgill.ca

STUDENT HOUSING AND DINING SERVICE CENTRE:

514-398-6368 | housing.residences@mcgill.ca
Hours: 9h00- 16h00

3465 Durocher, Montréal, QC H2X 2C6

For questions regarding residence admissions, hall and room changes, meal plans and off-campus housing.

FOLLOW US ON INSTAGRAM:

 [/mcgillresidences](https://www.instagram.com/mcgillresidences)

 [/mcgillfood](https://www.instagram.com/mcgillfood)

SAFETY & SECURITY

IN CASE OF EMERGENCY

If a student or community member is in immediate danger:

- **CALL 911** (Montreal emergency services) for an emergency requiring ambulance, fire or police.
- Then, **CALL MCGILL SECURITY SERVICES AT 514-398-3000** who will coordinate with emergency responders.

FOR RESIDENCE RELATED MATTERS:

Room lockouts (fee of \$25), noise complaints or emergency maintenance issues such as water leaks, power outage and strange odours, etc

CALL SHHS PROTECTION SERVICES TEAM AT 514-398-7772

ROOM INFORMATION

CLEANING YOUR ROOM

Cleaning inside your leased space is your responsibility. Areas you should clean weekly are:

- Vacuum carpeted areas, brooming and mopping of tiled floors.
- Dusting of furniture.
- Remove garbage, recycling and compost into the appropriate bins located in the building, as needed.

The housekeeping staff will clean shared kitchens, common rooms, bathrooms and laundry facilities on a daily basis. Surfaces must be free of clutter and personal belongings so the staff may clean them properly.

DECORATING

Only non-marking adhesives are permitted for securing decorations. **Pushpins, hooks, nails, duct tape, double sided tape, are not permitted.**

FRIDGE

Each room is equipped with a small fridge. Ensure that it is in proper working condition, as you will be held responsible for any damage to the unit during your stay. **For those with a small freezer, it is important to defrost the freezer occasionally to maintain it in proper running order.**

GRAFFITI

Any graffiti appearing on your room door is your responsibility. You will be given a notice and deadline to remove it. If it is not removed by that date, we will clean and paint the door/frame and you will be charged. No further notice will be issued.

HEATING UNITS

When the cold weather begins and the heat is turned on, please notify your Porter if there are problems with the radiator in your room. Before concluding that your unit is in need of repair, make sure it is free of any obstructions that may affect the distribution of air.

- **Do not place your bed against the radiator.**
- Always close your windows during cold weather if you are leaving for an extended period of time. Any damages caused by leaving your windows open will result in extra fees.

PEST CONTROL

If you suspect the invasion of any critter, including bed bugs, please report it to the front desk immediately. This is **VERY important** as to avoid contamination. A protocol is in place to avoid the spread of the bugs.

- **Used furniture is not permitted to be brought into residences.** Although seemingly in good condition, it may be infested.
- Store food properly and keep any dishes or cups in your room clean.

ROOM INSPECTION

Upon moving in, report maintenance issues with a [maintenance repair request](#). For housekeeping, please report those to the front desk.

Room inspections will take place during the academic year to assess the health and safety conditions of your room and belongings. Info will be posted about the dates and times a week in advance of each inspection. Failing an inspection can result in fines when professional cleaning is warranted.

- Unacceptable conditions will be addressed with a warning and a deadline. If not resolved, we will correct the issues at your cost.
- Your room should be tidy and free of clutter and trash.
- Large, extra pieces of furniture should not be brought into your room, as they pose a potential fire hazard. They will be removed upon sight and a fee will be charged.

Examples of possible charges at the end of the year for damaged or missing items

Extra cleaning of room <i>Examples: Vacuuming, dusting, cleaning and defrosting fridge. Bathroom cleaning, removing garbage, washing walls and carpet.</i>	\$30.00 to \$100.00 (Depending on severity)
Dirty fridge (interior or exterior)	\$25.00
Not defrosted fridge	\$50.00
Damaged/missing fridge	\$275.00
Graffiti on room walls	\$30.00 per wall to clean, \$60.00 per wall to paint
Graffiti or damage on room door	\$30.00 to clean, \$60.00 to paint
Missing or broken light fixtures	\$50.00 per fixture
Missing or broken mirror	\$30.00
Missing or damaged fire exit sign	\$50.00 (on back of door)
Missing or damaged drapes	\$100.00 - \$300.00
Missing or damaged furniture	\$50.00 - \$700.00 (depending on item)
Broken (tampered) smoke detector	\$100.00
Missing or broken desk chair	\$125.00
Damaged floor	\$100.00 - \$300.00
Damaged window / screens and parts	\$300.00 - \$600.00
Missing or damaged single mattress	\$175.00

ROOM KEY

If you have temporarily misplaced your key and require a staff member to unlock it for you there is \$25 service fee

If your keys are lost and your lock will have to be changed, it can cost anywhere between \$100 - \$350.

WINDOWS

For security purposes, the windows in **Gardner, Molson and McConnell**, only open 8 inches wide. Tampering with the windows and/or its components like the screens, operating and locking mechanism, screws, etc, will result in damage fees.

Always keep your windows closed during the cold winter months to prevent any chance of pipes bursting. Any damage caused by leaving your windows open will result in extra fees.

BUILDING INFORMATION

BATHROOMS

- Personal items may not be left in the shower or washroom areas.
- Items found by the cleaning staff will be removed.
- Keep in mind that many washrooms are co-ed. Please, knock before entering, and respect the privacy of others.

If you have any concerns regarding the cleanliness of the washrooms at BMH, please do not hesitate to contact the housekeeping department at 514-398-6367.

BUILDING SECURITY

Security staff provide on-site presence at night.

If you see people in the building who do not belong there, notice anything out of the ordinary or see any vandalism, **please report it to a staff member as soon as possible.**

COMMON ROOMS

The common areas are fully furnished for your use and comfort. Please respect your fellow students by leaving the common room furniture where it belongs. Fees will apply for any furniture that needs to be moved.

CORRIDORS AND STAIRWELLS

The City of Montreal Fire Prevention department requires that corridors be **free of clutter** at all times for obvious safety reasons. **In winter, please keep all boots on hallway shelves situated on every floor of McConnell, Molson and Gardner Halls, and common room at Douglas Hall.**

DELIVERIES (FOOD, GROCERY)

To ensure your ongoing safety and security, persons making deliveries (pizza, Uber Eats, groceries, etc.) are not permitted to enter the building past the lobby.

- Be sure to provide your phone number to the delivery person so they may contact to meet them in the lobby.
- The Front Desk cannot accept food deliveries of any kind on your behalf.

GARBAGE, RECYCLING AND COMPOST

Your room has a black garbage bin and blue recycling bin. These bins are the property of the residence and must remain in the room at the end of the year.

- Please use the bins for indicated materials only.

RECYCLING

- Bring your recyclable material to the proper containers located in the basement or first floor of your building. Boxes must be collapsed before placing them in the bin.

COMPOST

- Compost bins are found in the kitchenette for you to directly dispose of your organic food waste.

KITCHENETTES

The kitchenettes are for everyone's use, so please be considerate towards your fellow students.

- All electrical appliances must be used in the kitchenette areas only.
- All dishes and leftover food need to be removed after each use.
- Any dishes/ items left behind will be disposed of by the cleaning staff.
- Avoid leaving food or dirty dishes in the cupboards in order to eliminate future problems with insects.

LAUNDRY ROOM

Laundry facilities are **located in the basement.**

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- Please do not overstuff the machines.
- **Do not put laundry pods in the dispenser drawer meant for liquid detergent; this can damage the machine.** Please read the laundry instructions carefully.
- Clothes left in the laundry room will be removed by the cleaning staff.
- Do not hang clothes from hallway pipes or sprinklers.

MAIL & PACKAGES

Mail is delivered to your individual mailbox.

Your postal address while living in residence is:

YOUR NAME & ROOM NUMBER and the following address
Gardner Hall, 3925 Rue University, Montreal, QC H3A 2B7
Douglas Hall, 3851 Rue University, Montreal, QC H3A 2B4
McConnell Hall, 3905 Rue University, Montreal, QC H3A 2B5
Molson Hall, 3915 Rue University, Montreal, Qc H3A 2B6

- If the **name and room number** are not clearly indicated on the item it may be returned to sender.
- If you will be receiving any mail under another name (i.e. - phone bill under a parent's name, or an alternately used first name, etc.) it is important to inform the front desk.

QUIET RESIDENCE

Douglas Hall is designated as a Quiet Residence. Students can expect a more tranquil environment and calmer surroundings conducive to studying.

QUIET ROOM

You can find a quiet rooms in Douglas Hall Room C-12-3 and in the room opposite the BMH front desk in the lobby. Use these spaces as a place of reflection, meditation, and calmness.

REPAIRS

- Fill out the [Maintenance Repair Request](#) to report repairs in your room or building.
- If you require assistance please see the front desk.
- **In the event of a building maintenance emergency** such as a toilet flooding or broken windows, **please contact your porter or SHHS Protection Services: 514-398-7772.**

BUILDING INFORMATION

STORAGE

Limited storage space is available during the academic year for students to store large objects, such as over-sized luggage. Only objects that you don't need regularly should be put into storage.

There is sports equipment storage for large items that are needed regularly. A \$20 cash deposit is required, please see the front desk for more information.

MEAL PLAN & ONECARD

MANDATORY MEAL PLAN

You are assigned a [Mandatory All You Care to Eat Meal Plan](#) that can be used at the residence dining halls.

- It is **directly linked to your McGill ID card**.
- There is nothing for you to do, it is **automatically activated** on August 17, 2024.

ONECARD

In addition, you are assigned a [oneCard](#) account that can be used at the 15 on-campus dining locations.

- It is **directly linked to your McGill ID card**.
- There is nothing for you to do, it is **automatically activated** on August 17, 2024.

