



MOVE-IN MEMO 2024

ROYAL VICTORIA COLLEGE

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, 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:

514-398-6378 | frontdeskrcv.residences@mcgill.ca

Hours: 8h00 - 23h45

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.

ACCOMMODATIONS SUPERVISOR:

Paulo Norte

514 398-6380 | paulo.norte@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. Make sure it is working correctly, 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, the heat will be turned on building wide. It usually takes a few days to heat up completely. Many radiators are equipped with their own heating gauge. If you find your room too cold or too hot during the winter, simply adjust the gauge but **keep it at a minimum of 5**. If the problem persists, please see the front desk. In order to maximize the heat in your room, please make sure that nothing is blocking the radiator.

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 (billed per hour) <i>Examples: garbage removal, cleaning walls and carpet.</i>	\$50.00
Picture / Mirror / Wall Art / Clock	\$100.00 - \$150.00
Removal of graffiti	\$50.00 - \$100.00
Drapes / Curtains	\$100.00 - \$500.00
Smoke detector	\$250.00
Desanitization due to smoking	\$250.00 (divided equally among roommates)
Fridge replacement	\$250.00
Desk	\$500.00

ROOM KEYS

Your doors lock from the inside. (Be advised that rooms in the West Wing can be modified to lock automatically).

If you lock yourself out of your room:

- You may go to the front desk to request a spare key for a "lock-out" fee of \$25. Should you fail to pay this fee, your key will not be issued to you again.
- The spare key must be returned immediately after you retrieve the keys to your room.
- Failure to return your spare key after a warning has been issued will result in a lock change.

IMPORTANT: If keys are lost or misplaced your lock will have to be changed, which can cost anywhere between \$100 - \$350.

WINDOWS

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

- The housekeeping staff are responsible for cleaning the washrooms. If you have any concerns, or complaints about the cleanliness of the washrooms, please contact the front desk.
- To help keep the washrooms clean, recycle properly and use the large garbage cans at the back stairwells for your room garbage.
- Dishes should be washed in the kitchenettes only AND NOT the washroom sinks, since food can block the drains.
- **Do not leave your personal belongings, dishes, etc. in the washrooms or showers.** Items found by housekeeping staff will be disposed of weekly.

BUILDING SECURITY

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

Tower- 6th & 11th Floors

The common areas are fully furnished for your use and comfort. Please respect your fellow residents by leaving the common room furniture where it belongs. A fee may apply if furniture or other objects are repeatedly found in the hallway.

RVC has a piano room, a pool table and an aerobics room for your use.

- Keys and equipment can be signed out at the front desk in exchange for your McGill ID. You are responsible for the condition of the equipment when you sign it out. These are off limits during quiet hours.

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 inside your room.** The pipes/sprinklers in the corridors must not be used as a clothesline.

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.

GARBAGE

- Empty your room garbage into the large bins at the back stairwells. Empty your room garbage bin on a daily basis to avoid odour or pest issues in your room.

RECYCLING

There are six recycling stations in the building:

- Tower 1st, 5th 10th (first floor recycling station is under the stairs near the front desk).
- West wing : West 2nd, 3rd, 4th laundry rooms.
- We encourage everyone to recycle properly. Do not throw garbage (such as pizza boxes) or liquid in the recycling bins! It is essential that you rinse out all containers, cans, etc. 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 on the floors, so please be considerate towards your fellow students.

- Keep the area clean after each use.
- All toasters and kettles must be used only in the kitchenettes.
- We request that all dishes and leftover food be removed after each use.
- It is unacceptable for dishes to be left in common areas. Any dishes/ items left behind will be disposed of by the cleaning staff, weekly.

LAUNDRY ROOM

Laundry facilities are located :

Tower 12, 8, 4, 2 & West 4, 3, 2, B

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- Please do not overstuff the machines as this will cause the machines to fail and require repair.
- **Important: Do not put laundry pods in the dispenser drawer meant for liquid detergent; this can damage the machine.** Please read the laundry instructions carefully.
- Leave the washer lid/front-load door open after use to help the drum dry quickly.
- Clean the dryer lint screen before and after each use.

QUIET ROOM

You can find a quiet room in the Tower on the 6th floor, use this space as a place of reflection, meditation, and calmness.

BUILDING INFORMATION

MAIL & PACKAGES

- All mail and packages are delivered to the front desk. Simply check the package list and show your student ID to the front desk to claim your correspondence.
- 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.

Your postal address while living in residence is:

YOUR NAME & ROOM NUMBER
Royal Victoria College
3425 University St.
Montreal, QC H3A 2A8 Canada

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 the front desk or SHHS Protection Service: 514-398-7772.**

TRADES & HOUSEKEEPING STAFF

MEAL PLAN & ONECARD

MANDATORY MEAL PLAN

You are assigned a [Mandatory All You Care to Eat Meal Plan](#) that can be used at the 4 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.

The Housekeeping staff work diligently to ensure spaces are cleaned and sanitized to the highest possible standard including frequent sanitation of high traffic areas.

- Housekeeping services are provided seven days a week for common areas.
- Full-time Trades staff are on duty Monday through Friday. You can identify them in navy blue uniforms, with a name patch and McGill ID card.
- Report major carpet spills/stains to the Front Desk immediately so they may dispatch Housekeeping to assist you. Addressing these issues promptly is crucial, as damages or replacements will be at your expense.

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 a sports equipment storage room on the 9th floor of the Tower for large items that is needed regularly. A key to the equipment storage room can be obtained for a \$15 deposit. See the front desk for more information.

ONECARD

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

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