



MOVE-IN MEMO 2024

SHARED HOUSES & APARTMENTS

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.

BUILDING AND ROOM INFO

PICK UP YOUR KEYS AT THE FRONT DESK IN ROYAL VICTORIA COLLEGE (3425 UNIVERSITY ST)

514-398-6378 | frontdeskrcvc.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.

HOUSING OFFICE ADMINISTRATORS

Residence Operations:

Varun Gupta | varun.gupta@mcgill.ca

Supervisor:

Paulo Norte | paulo.norte@mcgill.ca

Maintenance/Trades:

Lyne Charland | lyne.charland@mcgill.ca

QUIET RESIDENCES

506, 510, 522 des Pins & 3601 University are designated as Quiet Residences. Students can expect a more tranquil environment and calmer surroundings conducive to studying.

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

CALL SHHS PROTECTION SERVICES TEAM AT 514-398-7772

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

ROOM INFORMATION

DECORATING

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

HEATING UNITS

When the cold weather begins and the heat is turned on, please make sure it is free of any obstructions that may affect the distribution of air.

Remember to always close your windows during the 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

Dirty fridge (interior or exterior)	\$25.00
Un-defrosted fridge	\$25.00
Damaged/missing fridge	\$200.00 to \$700.00
Extra room cleaning	\$25.00 to \$100.00 (Depending on severity)
Graffiti on room walls	\$25.00 per wall to clean \$50.00 per wall to paint
Graffiti or damage on room door	\$25.00 to clean \$50.00 to paint
Missing or broken light fixtures	\$20.00 per fixture
Missing or broken mirror	\$20.00
Missing or damaged fire exit sign	\$50.00 (on back of door)
Missing or damaged drapes	\$100.00 to \$400.00
Missing or damaged furniture	\$50.00 to \$700.00 (depending on item)
Broken (tampered) smoke detector	\$250.00
Missing or broken desk chair	\$125.00
Damaged floor	\$100.00 to \$300.00
Damaged window	\$100.00 to \$400.00
Missing or damaged mattress	\$150.00

ROOM KEYS

Upon arrival, each student will be given a key. If you lock yourself out of your room, a spare key may be signed out from Royal Victoria College front desk for a \$25 one-shot lock out fee.

If your keys are lost, you will have to have your lock changed, which **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.

ONECARD

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

BUILDING INFORMATION

CLEANING

Housekeeping staff maintain the common spaces in the buildings. They are working diligently to ensure spaces are cleaned and sanitized to the highest possible standard including frequent sanitation of high traffic areas. **You are asked to keep these areas free of personal belongings, dirty dishes, shoes, etc.**

YOU are responsible for the cleanliness and care of your own room/apartment. (This includes your ceiling, front door, floor, furniture, walls and appliances.)

- Each building is equipped with mops, brooms and pails and some have central vacuums.

Buildings with shared kitchen, bathroom and laundry facilities:

- There is a weekly cleaning service for hallways, staircases, living rooms, TV rooms, bathrooms, shower rooms, laundry and kitchen areas.
- A cleaning schedule will be emailed (to come) as well as information regarding garbage pick-up days.
- **All personal items must be removed from these spaces in order to facilitate the cleaning process.**

Duties include:

1. Thorough cleaning of bathrooms and shower rooms.
2. Damp mopping on wood or tiled floors and vacuuming in carpeted areas.
3. Dusting of furniture, staircases, etc.
4. Thorough cleaning of laundry area.
5. Removal of regular garbage (must be properly bagged) and recycling (must be in appropriate recycle bins, not scattered on the floor)
6. Thorough cleaning of all kitchen areas (sink must be free of dishes).

Please remember that the weekly service does not replace your daily responsibilities to the cleanliness and well being of your residence building. Inspections will be done by the administration. Any additional cleaning needed will be charged to the house (divided evenly between everyone). You will be warned in advance (by email) if there are any issues that require your attention.

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 has been moved.
- No additional furniture is permitted to be stored in the building.
- It is your collective responsibility to keep the areas clean and free of any items obstructing exit accessibility in the event of emergency.

CORRIDORS AND STAIRWELLS

The City of Montreal Fire Prevention department requires that corridors be **free of clutter** at all times. **In winter, please keep all boots inside your room.**

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 you when they arrive and you can meet them in the lobby.

GARBAGE, RECYCLING AND COMPOST

GARBAGE

- Empty your room garbage bin on a daily basis to avoid odour or pest issues in your room. All garbage must be properly bagged and not overflowing.

RECYCLING

- Rinse containers, cans, etc. before placing them in the bin.

COMPOST

- Line the countertop bin with a compostable bag and fill it only with compostable material. Once full, tie it up and dispose of it in the larger brown compost bin located outside your building.
- Please do not place garbage or recycling in the compost bin and do not place your compost in a regular garbage bag.

LAUNDRY ROOM

- **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.
- **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.
- 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.

MAIL & PACKAGES

- Please do not discard mail received for a previous resident. Simply bar the address and write "MOVED" across the front of the envelope in large print and drop it in a mailbox.

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.**

VANDALISM

Writing on the corridor walls, doors etc. is prohibited in residences. Students writing on the walls will be fined accordingly.