



MOVE-IN MEMO 2024

SOLIN HALL - EXCHANGE STUDENTS

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.

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.

MCGILL ID CARD- Submit your photo by July 26, 2024

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

1. [Submit your photo](#) before **July 26** 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:

514-398-5131 | Monday-Friday 9h00 - 17h00

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.

SENIOR ADMINISTRATIVE COORDINATOR: HOWARD ZINMAN:

514-398-5131 | howard.zinman@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](#)

 [/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

SAVER MEAL PLAN

You are assigned a mandatory [Saver Meal Plan](#) of \$1800 that can be used at the All You Care to Eat residence dining halls and over 15 on-campus dining locations.

- It is a **declining balance account** directly linked to your McGill ID card.
- There is nothing for you to do, it is **automatically activated** on August 17.
- **The Saver Meal Plan expires at the end of the fall semester so make sure to use your food dollars before that date as any unused balance is non-refundable.**

ROOM INFORMATION

BATHROOMS

As bathrooms are inside your leased space, cleaning them is your responsibility. Make it a habit to clean regularly! We will be providing each room with a toilet brush and caddy. We also recommend that you purchase a plunger.

The toilets are only equipped to handle 1 or 2-ply toilet paper – please don't put any paper towels, facial tissue, feminine hygiene products, or anything else in your toilet as it will get clogged.

CLEANING YOUR ROOM/APARTMENT

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

- Bathroom surfaces: sink, toilet, shower.
- Kitchen: sink, fridge, stove, counters.
- Regular vacuuming of 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.

DECORATING

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

GRAFFITI

Any graffiti 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

When the cold weather begins, turn on the heat, please notify the office if you have any problems with the radiator in your room.

- Always close both window panes during cold weather if you are leaving for an extended period of time, otherwise your apartment could sustain water damage from a burst pipe. Any damages caused by leaving your windows open will result in extra fees.
- The thermostat should remain between 15-20 degrees Celsius if you are away during the holidays.

PEST CONTROL

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: Bathroom cleaning, 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 /Stove replacement	\$600.00
TV	\$750.00
Desk	\$500.00

ROOM KEY

For your security, we use the Medico key system. **If keys are lost or misplaced your lock will have to be changed. Fees depend on the type of apartment you have:**

- Three-bedroom: \$250 - three apartment keys (one for each resident), one bedroom key, and one mailbox key.
- Two-bedroom: \$200 - two apartment keys (one for each resident), one bedroom key, and one mailbox key.
- One bedroom: \$150 - one apartment key (one for the resident), one bedroom key, and one mailbox key.
- Studio apartment: \$100 - one apartment key (one for the resident) and one mailbox key.

If you lock yourself out of your room, please come to the front desk during operating hours. A lockout fee of \$25 may apply.

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

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

- There is a **common room in the basement** where you can find a television, a piano, and games equipment. **Study rooms are located on each floor** of the building outside the main elevator.
- 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.

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.** For your own safety, keep the hallways inside of your apartment clean and free of anything that may hinder you from evacuating the building safely.

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.**
- The Front Desk cannot accept food deliveries of any kind on your behalf.

GARBAGE, RECYCLING & COMPOST

Your apartment has a garbage, recycling and compost 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

- Garbage chutes are located on every floor. All garbage must be put into closed garbage bags.
- Students living in the Annex are to put all garbage in the blue bins located in front of the driveway.
- Do not throw glass in the chutes.

RECYCLING

- Recycling bins are in the basement, by the garage area. Please try not to accumulate too much recycling in your apartment by emptying your apartment bin regularly.

COMPOST

- Bring your organic waste to the compost bin in the parking area.
- To manage odours and pest be sure to keep the lid on your countertop bin tightly closed and the latch snap shut.

LAUNDRY ROOM

They are located on the following floors in the **Main building: 1, 2, 3, 4, and in the Annex Basement**

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- Clothes left in the laundry room will be removed by the staff.
- **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.
- Do not overstuff the machines.

MAIL & PACKAGES

Mail is delivered by Canada Post directly into your mailboxes. If the **name and room number** are not clearly indicated on the item, it will be returned to sender.

- Out of courtesy, we will sign for Canada Post packages and store them in the office for you. You will be tagged on the Solin Hall Facebook group to notify you of the delivery, no other notice will be given. Packages that are not picked up within a considerable amount of time will be returned to the sender.
- If your packages are sent to you via courier service, pick-up depends on the company's policy. If we cannot sign for it, the company will likely leave a note and it will be your responsibility to pursue the shipment thereafter.

Your postal address if you live in the Main building:

Your name , Room #
3510 Lionel Groulx,
Apt # (Add your room number)
Montreal, Quebec H4C 1M7

Your postal address if you live in the Annex building:

Your name, Room #
3585 Delisle
Apt # (Add your room number)
Montreal, Quebec H4C 1N1

QUIET ROOM

You can find a quiet room on 5th floor, use this space 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 filling out the form 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

- 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 five days a week.
- 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.