CONTACT INFO

**Front Desk:**
Regular Hours: Monday to Friday, 9 am to 4:30 pm (closed weekends and Holidays)
September 6: Closed
514-398-6367

**Accommodations Supervisor**
Elaine Trottier
514-398-6075 | elaine.talbot@mcgill.ca

**McGill Security**
514-398-3000

**Porters:**
The Porters in each hall are your first line of contact; they are available to assist you and act as a liaison with the various departments of SHHS such as housekeeping and trades.

<table>
<thead>
<tr>
<th>HALL</th>
<th>PORTER</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gardner</td>
<td>Joan</td>
<td>514-398-6373</td>
</tr>
<tr>
<td>Molson</td>
<td>Andrée</td>
<td>514-398-6369</td>
</tr>
<tr>
<td>McConnell</td>
<td>Michael</td>
<td>514-398-6371</td>
</tr>
<tr>
<td>Douglas</td>
<td>Jim</td>
<td>514-398-6375</td>
</tr>
</tbody>
</table>

**Student Housing and Dining Service Centre**
University Hall Residence - 3473 University Street
For questions regarding residence admissions, hall and room changes, meal plans and off-campus housing.
514-398-6368 | housing.residences@mcgill.ca

BOOK AN APPOINTMENT TO GET YOUR MCGILL STUDENT ID

One of the first things you should do when you move in is to get your student ID card. Your student ID card gives you access to your residence building, mandatory meal plan and other essential services on campus like the library and more.

**As of August 15**

BOOK AN APPOINTMENT AT SERVICE POINT
3415 McTavish Street

OR

**August 21-22 and August 28-29:**
9:00am – 4:30pm

BOOK AN APPOINTMENT AT ROYAL VICTORIA COLLEGE RESIDENCE
3425 University Street

FOOD SERVICES

- The Mandatory Meal plan is activated once you get your ID card as of August 20th.
- The residential dining halls and Starbucks at Carrefour Sherbrooke residence will be open during the move-in period as of August 20th. (Douglas Hall dining hall is closed for the academic year.)
- For our regular hours of service once classes start please visit our website.
STUDENTS WHO RESERVED A QUARANTINE ROOM AT NEW RESIDENCE HALL (NRH)

You must arrive between August 1 to 6, 2021 to quarantine at NRH.

You must comply with the following quarantine rules:

**Stay in your room**
- You must self-isolate **alone** in your room. No family member/friends are allowed to self-isolate with you and no visitors are allowed.
- You are required to stay in your room for the 11* days (*if the 3 initial dates were done at a government appointed hotel, or 14 days for the full quarantine period).
- You can leave your room in the event of an emergency or for medical reasons. You **must** wear a mask while transiting through the building.
- Rooms are equipped with linen and towels for your use during the quarantine time only.
- Garbage bags are provided: please use them to dispose of your trash: tie them and leave them outside your door for pick-up.
- No housekeeping services will be provided during your stay.
- You must keep your room clean. A bottle of cleaning/disinfectant solution has been placed in your room, along with paper towels or rags for your usage only.
- Cooking is not permitted in the rooms.

**Food & Groceries**
- Groceries can be ordered online at metro.ca or provigo.ca
- You can also order directly from a restaurant or Uber Eats etc.

**Access to other areas of the building**
- No access to the laundry facility or other common rooms.

**Deliveries**
- Possibility to arrange to have emergency medicine / package delivery through the front desk.
- Whenever possible, deliveries will be brought to your room door by one of our staff members who will knock on your door and move away.

> After your quarantine has ended, you will be able to move into your assigned residence.
> Contact the NRH front desk directly to make arrangements: 514-398-3471 | frontdesknrh.residences@mcgill.ca
> You do not need to book a move-in time.

**MOVE-IN PROCESS**
(Not applicable to students who quarantined at NRH)

- The move-in period is August 20 - 22: 8am - 7pm & August 23-29: 9am - 3pm, by appointment only. You will need to present yourself at the Bishop Mountain Hall main office before proceeding to your assigned building.

> CLICK HERE TO BOOK A MOVE-IN DATE & TIME

- Please follow all instructions and safety protocols provided by our greeters when you arrive.

**Check-in:**
- Only the resident student will be given access to the front desk of Bishop Mountain Hall to check-in.
- The front desk will ensure that you’ve signed your lease and give your key.
- A maximum of 2 people may accompany you to move in. The accompanying persons and students must wear a mask during move-in and must sanitize their hands every time they enter the building and on each floor before entering the elevators.
Room Inspection
You will receive a Room Inspection Report. The report notifies us of any repairs to be completed in your room.

Complete and return this report to the Bishop Mountain Hall Front Desk no later than September 10, 2021.
- This form is to document the condition of your room and let us know of any pre-existing damage so that you’re not held financially accountable when your room is assessed by staff at the end of your lease.
- Failure to complete the report may result in damage charges regardless of your own responsibility.
- If there are repairs that need to be carried out in the room, you must notify your porter.

Academic Year Room Inspections
At various points throughout the academic year the accommodation staff will be entering your room to inspect the health and safety conditions of your room and belongings.
- Should we find the conditions unacceptable we will provide you with a warning and a deadline to address the concerns.
- Should you not respond to the warning within the time frame provided, we will move forward to address and alleviate the concerns at your cost.

Info will be posted about the dates and times a week in advance of each inspection. We ask that, at that time you tidy your room and dispose of debris.

Missing cleaning supplies? See your porter.

Room Key
For your security, we use the Assa Twin and/or the Medico key systems. These keys cannot be duplicated and are very expensive to replace. The cost for a lock change starts at $150.00. Please, take great care of your keys and report any stolen or misplaced key to the BMH office.

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.

Pest Control
If you suspect the invasion of any critter, please report it to the front desk immediately.
- Used furniture is not permitted to be brought into residences. Although seemingly in good condition, it may be infested.

If you suspect you have bed bugs, don’t hesitate and contact your floor fellow or our front desk staff. This is VERY important as to avoid contamination. A protocol is in place in order to avoid the spread of the bugs.

Decorating
Non-marking adhesives are recommended to avoid damage to walls and doors when putting up decorations. 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.

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.

Examples of Possible Charges at the End of the Year for Damaged or Missing Items:

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

**Repairs**

Report repairs in your room or common room by:
- Filling out the Maintenance Repair Request online webform: www.mcgill.ca/students/housing/current-residents/maintenance-repair-requests
- Going to the porter's desk and reporting the issue to a staff member.

In the event of a building maintenance emergency such as a toilet flooding or broken windows, students are urged to contact their porters during business hours or McGill Security: 514-398-3000.

Non urgent repairs should be reported in the morning so they can be done the same day.

**Laundry Room**

Laundry facilities are located in the basement.
- You will need your oneCard (your student ID card) to operate the laundry machines. Simply tap the card in front of the designated area and follow the instructions.
- 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.
- Avoid using hallway pipes a clothes line, they are in fact, part of a sprinkler system!

**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.

**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.

**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 6367.

**Mail & Packages**

All mail and packages are delivered to your individual mailbox. If a package doesn't fit in the mailbox, your room number will be listed on the white board next to the Porter’s office. Please check it daily.

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.

**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.

**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.
Recycling
We encourage you to recycle all recyclable material. The transportation of your recyclable material to the proper containers located in the basement or first floor of your building is your responsibility.

Storage
Limited storage space is available during the academic year for students to store large objects, such as oversized luggage. However, only objects which do not require regular access, should be put into storage.
If you need to store large items, such as sporting equipment, that you will be using regularly, there is a sports equipment storage for a $15.00 cash deposit. See the front desk for more information and how to obtain a key.

Graffiti
Any graffiti on your room door is your responsibility. You will be given a notice and deadline to clean it. If it is not removed by that date, we will proceed with either cleaning or painting the door/frame and you will be charged. No further notice will be issued.