Move-In MEMO 2021
La Citadelle

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

CONTACT INFO

**Front Desk:**
The Front Desk is available 24 hours a day to assist you with any questions you may have. In addition, they offer many services including lockout, key replacement and maintenance work orders.
514-398-8650 | frontdeskla.residences@mcgill.ca

**Accommodations Supervisor**
Tanya Vecchiarino
For persisting problems regarding the building:
514-398-2330 | tanya.vecchiarino@mcgill.ca

**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

**McGill Security**
514-398-3000

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

**August 21-22 and August 28-29**
9:00am - 4:30pm
BOOK AN APPOINTMENT AT
ROYAL VICTORIA COLLEGE RESIDENCE
3425 University Street

OR

**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.
- For our regular hours of service once classes start please visit our website.
STUDENTS WHO RESERVED A QUARANTINE ROOM AT NEW RESIDENCE HALL (NRH)

Students 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 thrash: 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 - 29, 2021: 7am to 10pm, by appointment only.

- **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 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 front desk will issue you color-coded passes valid only for the day of arrival. 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 Information

Room Condition Reports (RCR)

You will receive a Room Condition Report to be completed and returned to the front desk within 72 hours of your arrival.

- 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 repairs are needed, please indicate this on the RCR and place a work order with the Front Desk.
- Students in double rooms will complete one report signed by both roommates.
- In the event that you switch rooms in the building or move to a different building, an inspection of your room will be done with you and your roommate at the time of your move.

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

<table>
<thead>
<tr>
<th>Extra cleaning of room (billed per hour)</th>
<th>$50.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picture / Mirror / Wall Art / Clock</td>
<td>$100.00 - $150.00</td>
</tr>
<tr>
<td>Removal of graffiti</td>
<td>$50.00 - $100.00</td>
</tr>
<tr>
<td>Drapes / Curtains</td>
<td>$100.00 - $500.00</td>
</tr>
<tr>
<td>Smoke detector</td>
<td>$250.00</td>
</tr>
<tr>
<td>Desanitization due to smoking</td>
<td>$250.00 (divided equally among roommates)</td>
</tr>
<tr>
<td>Fridge replacement</td>
<td>$250.00</td>
</tr>
<tr>
<td>TV</td>
<td>$750.00</td>
</tr>
<tr>
<td>Desk</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

Room Inspection

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 that the living conditions in your room are not acceptable we will provide you with a warning and provide a time frame to address these 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.

You will be advised one week before each inspection. Large, extra pieces of furniture should not be brought into your room, as they pose a potential fire hazard. Please check with the residence beforehand to obtain approval.

Room Key Cards

- Upon arrival, each student will be given a room key card.
- If you lose or demagnetize your card before August 28 you may come to the Front Desk and get a replacement at no charge.
- As of August 28, should you lose or damage your card, there will be a cost of $10 for a replacement. The cards are issued by the Front Desk and accepted methods of payment are interac, credit card (VISA, Amex, and MasterCard) or Student Account.

If you lock yourself out of your room: Come to the Front Desk for a $5 one-shot lock out card, again payable by interac or credit.

Room Inventory

Your room inventory at Carrefour Sherbrooke should include the following items. If you are missing something, or have more than the inventory, please let us know on the RCR so they can be replaced or removed:

<table>
<thead>
<tr>
<th>Single Rooms ending in 05, 08, &amp; 09</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Queen size bed</td>
</tr>
<tr>
<td>1 Queen size boxspring</td>
</tr>
<tr>
<td>1 Queen size bed frame</td>
</tr>
<tr>
<td>1 Headboard wall unit</td>
</tr>
<tr>
<td>1 Television</td>
</tr>
<tr>
<td>1 Desk</td>
</tr>
<tr>
<td>File cabinet, under desk</td>
</tr>
<tr>
<td>1 Desk chair</td>
</tr>
<tr>
<td>1 Dresser/fridge unit</td>
</tr>
<tr>
<td>2 Headboard unit lamps</td>
</tr>
<tr>
<td>2 Bedside end tables</td>
</tr>
<tr>
<td>1 Fridge</td>
</tr>
<tr>
<td>1 Recycling bin</td>
</tr>
<tr>
<td>1 Garbage bin</td>
</tr>
<tr>
<td>1 Bathroom garbage bin</td>
</tr>
<tr>
<td>1 Artwork</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Double Rooms (rooms ending in 02, 03, 04, 06, 07)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Double size beds</td>
</tr>
<tr>
<td>2 Double size boxspring</td>
</tr>
<tr>
<td>2 Double size bed frames</td>
</tr>
<tr>
<td>1 Headboard wall unit</td>
</tr>
<tr>
<td>1 Television</td>
</tr>
<tr>
<td>2 Desks</td>
</tr>
<tr>
<td>File cabinets, under desks</td>
</tr>
<tr>
<td>2 Desk chairs</td>
</tr>
<tr>
<td>1x 2 Dresser/fridge units</td>
</tr>
<tr>
<td>3 Headboard unit lamps</td>
</tr>
<tr>
<td>3 Bedside end tables</td>
</tr>
<tr>
<td>1 Fridge</td>
</tr>
<tr>
<td>1 Recycling bin</td>
</tr>
<tr>
<td>1 Garbage bin</td>
</tr>
<tr>
<td>1 Bathroom garbage bin</td>
</tr>
<tr>
<td>1 Artwork</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Double Double Rooms (rooms ending in 01)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Double size boxspring</td>
</tr>
<tr>
<td>2 Double size bed frames</td>
</tr>
<tr>
<td>1 Headboard wall unit</td>
</tr>
<tr>
<td>2 Televisions</td>
</tr>
<tr>
<td>2 Desks</td>
</tr>
<tr>
<td>File cabinets, under desks</td>
</tr>
<tr>
<td>2 Desk chairs</td>
</tr>
<tr>
<td>2 Dresser/fridge units</td>
</tr>
<tr>
<td>4 Headboard unit lamps</td>
</tr>
<tr>
<td>4 Bedside end tables</td>
</tr>
<tr>
<td>2 Fridges</td>
</tr>
<tr>
<td>1 Recycling bin</td>
</tr>
<tr>
<td>1 Garbage bin</td>
</tr>
<tr>
<td>1 Bathroom garbage bin</td>
</tr>
<tr>
<td>1 Table with 4 chairs</td>
</tr>
<tr>
<td>1 Artwork</td>
</tr>
</tbody>
</table>
**Fridge**

Each room has been equipped with a mini fridge. Upon arrival, please ensure your fridge is in proper working condition as you will be held responsible for any damages to the unit sustained during your stay.

Regular defrosting of the freezer can ensure that your fridge works its best!

**AC/Heating Units**

Please advise the Front Desk if you have any problems with the AC/heating unit 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.

Remember to always close your windows during cold weather if you are leaving for an extended period of time.

**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.

**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 sanitation products, 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.

**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 cleaning or painting the door/frame and you will be charged. No further notice will be issued.

**Building Security**

Security staff provide on-site presence at night, patrolling all areas of the building, inside and out, as well as administering the sign-in process.

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.**

**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.**

**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](http://www.mcgill.ca/students/housing/current-residents/maintenance-repair-requests)

- Going to the front desk and reporting the issue.

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.

**Garbage and Recycling**

- In your rooms you will find a black garbage bin and blue recycling bin. These bins are the property of the residence and must remain in the rooms at the end of the year.

- On every floor near the service elevator there is a garbage room with garbage & recycling containers. Please use them for indicated materials only.

- Please empty your room garbage into the larger garbage bins on the floor on a regular basis to avoid odour or pest issues in your room.
**BUILDING INFORMATION**

### Laundry Room
Laundry facilities are located on the 2nd floor.
- You will need your oneCard (your student ID card) in order 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 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.

### Mail & Packages
The front desk will receive and hold all mail and packages until you come to pick them up.

Your postal address while living in residence is:

YOUR NAME & ROOM NUMBER
Residence La Citadelle
410 Sherbrooke Street west
Montreal, Quebec H3A 1B3
Canada
- If the name and room number are not clearly indicated on the item it may be returned to sender.
- Any packages coming in with duty fees will also come with a notice for payment. Please talk to the front desk if you need to make arrangements for payment.
- Screens at the front desk will display which rooms have received mail or deliveries. Please check it daily.

### Kitchen
The communal kitchen is located on the 26th floor and is for everyone’s use, so please be considerate.
- Keep the area clean after each use.
- Remove your Tupperware, dishes and leftover food from the area after each use.
- Do not leave food or dirty dishes in the cupboards in order to avoid pest problems.
- All electrical appliances (i.e. toasters, blenders, etc.) must be used in the kitchenette areas only.
- Recycle any cans or bottles.
- The kitchen is closed daily from 2pm-3pm for cleaning by our housekeeping staff.

### 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.

### 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 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.
- If, at any time, you have a major spill on your carpet that will cause a stain or other similar incidences, contact the Front Desk as soon as you can. They will dispatch Housekeeping directly to assist you. Do not wait until the end of the academic year to address this because if the carpet or furnishings are found in need of replacing, it will be at the student’s expense. (Please refer to the RCR section of this memo or the actual RCR for a list of typical charges).

### Common Rooms
Common rooms are located on the 1st, 2nd, and 26th floor.
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.