CONTACT INFO

**Front Desk:**
The front desk is open 24 hours a day, 7 days a week, with the following exceptions when the desk is closed: Mon - Fri from 23:45 - 00:00 The Front Desk can assist you with any questions you may have and offer many services including lockout, key replacement and maintenance work orders.
514-398-3471 | frontdesknrh.residences@mcgill.ca

**Accommodations Supervisor**
**Brian De Sousa**
For persisting problems regarding the building:
514 398-6380 | brian.desousa@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

**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.
- 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.

**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 Condition Reports (RCR)

You will receive a Room Condition Report to be completed and returned to the front desk within 72 hours after checking in.

- There is a list of damage/replacement costs on the report.
- 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.**

- At the end of the year, your room will be given a final assessment and if necessary, a bill for missing and/or damaged items will be issued from the office of RVC.
- If there are repairs that need to be carried out in the room, you must report to the front desk.

| Examples of possible charges at the end of the year for damaged or missing items |
|---------------------------------|----------------------|
| Extra cleaning of room (billed per hour) *Examples: Bathroom cleaning, garbage removal, cleaning walls and carpet.* | $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 |
| TV | $750.00 |
| Desk | $500.00 |

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.

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 rid it of debris.

Vacuums are not available from the front desk. It is recommended that you purchase one for your personal use.

Fridge

Each room has been equipped with a mini fridge, compliments of McGill Residences. 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!

Room Key Cards

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 $5. 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:** The cost of a lock change ($150) is the residents’ responsibility and must be paid immediately.

Heating Units

When the cold weather begins, the heating 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, 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.

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**Furniture**

Room furnishings are to remain in your room. If furniture is found in the hallway, it will be removed and the responsible party will pay a fee for its removal. If extra frames, mattresses or furniture are found in other rooms, they will also be removed upon sight and a fee will be charged.

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**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.

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**BUILDING INFORMATION**

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**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.

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**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.

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**Laundry Room**

Laundry facilities are located on

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

- **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 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.

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**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.

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**Common Rooms**

6th & 11th Floors - Tower

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. The keys for the rooms and equipment can be signed out at the front desk in exchange for your McGill ID. Please be advised that you are responsible for the condition of the equipment when you sign it out. These are off limits during quiet hours.

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**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.
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

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.

Graffiti
Writing on the corridor walls, doors etc. is prohibited in residences. Students writing on the walls will be fined accordingly. Should the administration be unable to ascertain who is responsible for the damages, the entire floor will share the cost!

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
The blue recycling bin in your rooms are the property of Royal Victoria College and must remain in the rooms at the end of the year. If you are missing a bin, please let us know on your Room Inspection Report.
There are seven recycling stations in the building:
- Tower 1st, 5th 10th, and Basement (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!

Storage
Limited storage space is available during the academic year for students to store large objects, such as over-sized luggage. However, only objects to which students 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 room on the 9th floor of the Tower. A key to the equipment storage room can be obtained for a $15 deposit. See the front desk for more information.