Move-In MEMO 2021
Solin Hall

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 Solin Hall administration is available to assist you and act as a liaison with the various departments of McGill University.
Opening hours: 9 am to 5 pm
514-398-5131 (voice mail service available)

**Senior Administrative Coordinator**
Howard Zinman
For persisting problems regarding the building:
514-398-5131 | howard.zinman@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 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:**
10:00am – 4:00pm

- BOOK AN APPOINTMENT AT
  ROYAL VICTORIA COLLEGE RESIDENCE
  3425 University Street

**FOOD SERVICES**

- 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 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 From August 20 - 22: 8am to 5pm & August 23- 29: 9am to 3pm by appointment only.

- 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 be receiving a Room Inspection Report to be **completed and returned to Solin Hall Office within 72 hours of your arrival.**

This form is to document the condition of your room and inform us 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. It also allows us the opportunity to remedy any concern you may have.

Failure to complete the report may result in damage charges regardless of your own responsibility.

- If urgent 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>Service Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra cleaning of room (billed per hour) <strong>Examples:</strong></td>
<td>$50.00</td>
</tr>
<tr>
<td>Bathroom cleaning, garbage removal, cleaning walls and</td>
<td></td>
</tr>
<tr>
<td>carpet.</td>
<td></td>
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<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.

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.

Room Key Cards
For your security, we use the Medico key system. 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 Solin Hall office.

If you lock yourself out of your room, please come to the front desk during operating hours. A lockout fee of $5 may apply.

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.

Remember to 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.
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.

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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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.

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.

Repairs
Report repairs in you rooms 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, broken windows or doors, students are urged to contact their front desks 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
They are located on the following floors in the Main building: 1, 2, 3, 4, and in the Annex 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.

- 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.
- 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.

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.

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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.

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.
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 packages sent via Canada Post and store them in the office for you. You will be tagged on the Solin Hall Facebook group to notify you that a package has arrived. You are responsible for picking up your packages at the office; the staff will not notify you otherwise of the arrival. 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 #
3585 Delisle
Apt # (Add your room number)
Montreal, Quebec H4C 1N1

Your postal address if you live in the Annex building:
Your name, Room #
3510 Lionel Groulx,
Apt # (Add your room number)
Montreal, Quebec H4C 1M7

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 five days a week by Roy.
- 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).

Garbage, Recycling & Compost
- Each apartment is provided with garbage, recycling and compost bins.
- 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 bins are in the basement, by the garage area. Please try not to accumulate too much recycling in your apartment.
- Bring your organic waste to the compost bin in the parking area.