



MOVE-IN MEMO 2026

UPPER RESIDENCES & DOUGLAS HALL

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 AND TIME

[Book a time now](#) for move-in as of August 20, 2026.

Please note that move-in times **will be limited on August 20** due to the Montreal Alouettes game at the stadium beside the residences.

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. Due to limited availability you may find it helpful to bring your own moving trolley. **PLEASE NOTE THERE IS NO EXTRA STORAGE SPACE BEYOND WHAT IS AVAILABLE IN YOUR ROOM.**

Appliances such as microwaves, hot plates, toasters, electric oven, rice cooker, coffee maker are not permitted in residence rooms.

MCGILL ID CARD- Submit your photo by July 26

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

PICK UP YOUR KEYS AT THE FRONT DESK IN BISHOP MOUNTAIN HALL (BMH) then proceed to your residence

3935 RUE UNIVERSITY, MONTREAL, QUEBEC H2W 1S8

BMH FRONT DESK

514-398-6367 | Hours: Monday -Friday 8h00 - 16h00

The Front Desk is available to assist you with any questions you may have.

PORTERS

Hours: Monday - Friday 9:00 - 16:30

porter.residences@mcgill.ca

Gardner & Molson: Scott Hurlbert 514-653-6893

Douglas & McConnell: Michael Weekes 514-653-6895

Porters rotate in their respective halls and are available to assist you and act as a liaison with the various departments of SHHS.

ACCOMMODATIONS SUPERVISOR

Elaine Talbot: 438-820-1683 | elaine.talbot@mcgill.ca

STUDENT HOUSING AND DINING SERVICE CENTRE:

514-398-6368 | [Customer Service Portal](#)

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](#)

 [/residencelifemcgill](#)

 [/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 WHEN THE FRONT DESK IS CLOSED:

CALL MCGILL SECURITY SERVICES TEAM AT 514-398-3000

They assist with room lockouts (fee of \$40), noise complaints or emergency maintenance issues such as water leaks, power outage and strange odours, etc.

ROOM INFORMATION

CLEANING YOUR ROOM

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

- Vacuum 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.

The housekeeping staff will clean shared kitchens, common rooms, bathrooms and laundry facilities on a daily basis. Surfaces must be free of clutter and personal belongings so the staff may clean them properly.

DECORATING

Only non-marking adhesives are permitted for securing decorations. **Pushpins, 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.**

GRAFFITI

Any graffiti appearing 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 UNITS

Please fill out a [Work Order request](#) if you have any problems with the heating unit in your room. 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.

PEST CONTROL

If you suspect the invasion of any critter including bed bugs, please fill out a [Work Order Request](#). If it is an emergency please report it to the front desk or porter as soon as possible. This is **VERY important** 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 urgent maintenance or housekeeping issues with a [Work Order request](#).

Room inspections will take place during the academic year to assess the health and safety conditions of your room and belongings. Inspection dates and times will be sent a week in advance by email. 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)	\$50.00/hr
Broken/missing bedframe/mattress/box spring	\$250.00 - \$600.00
Painting of wall/room/door	Starting at \$75.00
Removal of graffiti on door	Starting at \$100.00
Broken and missing furniture and room decor	per unit replacement price
Carpet damage/replacement	\$2,000.00
Damaged floor	\$100.00 - \$300.00
Fridge replacement	\$325.00
Fridge cleaning/defrosting	\$50.00 to \$125.00
Sanitation due to smoking	\$350.00 (divided equally among room-mates)
Window and screen damage	Starting at \$150.00

ROOM KEY

If you have temporarily misplaced your key and require a staff member to unlock your door, there is \$40 service fee. You may ask your porter or call McGill Security after hours at 514-398-3000.

If your keys are lost and your lock/cylinder has to be changed, it can cost anywhere between \$100 - \$350.

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.

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

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 Front Desk at 514-398-6367 or Supervisor, Elaine Talbot elaine.talbot@mcgill.ca

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 call McGill Security at 514-398-3000 as soon as possible.](#)**

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.

CORRIDORS AND STAIRWELLS

The City of Montreal Fire Prevention department requires that corridors be **free of clutter** at all times for safety reasons. **In winter, please keep all boots on hallway shelves situated on every floor of McConnell, Molson and Gardner Halls, and common rooms at Douglas Hall.**

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.

- Be sure to provide your phone number to the delivery person so they may contact you and meet you at the entrance doors.
- The Front Desk or Porter cannot accept food deliveries of any kind on your behalf.

GARBAGE, RECYCLING AND COMPOST

Your room has a black garbage bin and blue recycling 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

- Empty your room garbage bin daily to avoid odour or pest issues in your room.

RECYCLING

- Bring your recyclable material to the proper containers located in the basement or first floor of your building. Boxes must be collapsed before placing them in the bin.

COMPOST

- Wall mount compost bins are found in the kitchenette for you to directly dispose of your organic food waste.
- At Douglas Hall, wall mount compost bins are located in every common room & kitchen area.

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.

LAUNDRY ROOM

Laundry facilities are **located in the basement and the first floors of McConnell, Molson & Gardner halls.**

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- 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.
- Do not hang clothes from hallway pipes or sprinklers.

LETTER MAIL & PACKAGES

Your postal address while living in residence is:

Your Name, Room Number and Residence Abbreviation
3935 University Montreal, Quebec H3A 2B4

The Residence Abbreviations are:

Ga for Gardner Hall

Mo for Molson Hall

Mc for McConnell Hall

Do for Douglas Hall

LETTER MAIL

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

- If you will be receiving 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.

PACKAGES

Packages can only be retrieved from the Expedibox.

- You must opt in for this service on the [oneCard portal](#)
- Select the EXPEDIBOX OPT IN Panel and consent to the terms and conditions.
- See this [video](#) for information.

QUIET RESIDENCE

Douglas Hall is designated as a Quiet Residence. Students can expect a more tranquil environment and calmer surroundings conducive to studying.

BUILDING INFORMATION

QUIET ROOM

You can find quiet rooms in each residence. Use these spaces as a place of reflection, meditation, and calmness.

WORK ORDER

- Report maintenance and housekeeping issues in your room or building by filling out the [Work Order Request](#).
- If you require assistance please see the front desk.
- **In the event of a building maintenance emergency** such as a toilet flooding or broken windows, **please contact your porter/front desk or McGill Security after hours: 514-398-3000.**

MEAL PLAN & ONECARD FLEX

MANDATORY MEAL PLAN

You are assigned a [Mandatory All You Care to Eat Meal Plan](#) that can be used at the residence dining halls.

- It is **directly linked to your McGill ID card.**
- There is nothing for you to do, it is **automatically activated** on August 22, 2026.

ONECARD FLEX

In addition, you are assigned a [oneCard Flex](#) account that can be used at the 15 on-campus dining locations, the McGill Campus Store, and several other services.

- It is **directly linked to your McGill ID card.**
- There is nothing for you to do, it is **automatically activated** on August 22, 2026.
- The oneCard Flex account **expires at the end of the academic year in April 2027.**
- **Unused funds are non refundable and non transferable.**

