



# MOVE-IN MEMO 2024

## EXCHANGE STUDENTS

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

[Book a date & time now](#) for move-in as of August 15, 2024. Due to limited availability you may find it helpful to bring your own moving trolley.

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

### MCGILL ID CARD- Submit your photo by July 31

Your student ID card gives you access to essential services on campus and in residences.

1. [Submit your photo](#) before **July 31** 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.

## BUILDING AND ROOM INFO

### PICK UP YOUR KEYS AT THE FRONT DESK IN ROYAL VICTORIA COLLEGE (3425 UNIVERSITY ST)

514-398-6378 | [frontdeskrcv.residences@mcgill.ca](mailto:frontdeskrcv.residences@mcgill.ca)  
Hours: 8h00 - 23h45

The Front Desk is available to assist you with any questions you may have. In addition, they offer many services including lockouts (fee of \$25) or key replacement.

### STUDENT HOUSING AND DINING SERVICE CENTRE

514-398-6368 | [housing.residences@mcgill.ca](mailto:housing.residences@mcgill.ca)  
Hours: 9h00- 16h00

3465 Durocher, Montréal, QC H2X 2C6

For questions regarding residence admissions, hall and room changes, meal plans and off-campus housing.

### HOUSING OFFICE ADMINISTRATORS

Residence Operations:

**Varun Gupta** | [varun.gupta@mcgill.ca](mailto:varun.gupta@mcgill.ca)

Supervisor:

**Paulo Norte** | [paulo.norte@mcgill.ca](mailto:paulo.norte@mcgill.ca)

Maintenance/Trades:

**Lyne Charland** | [lyne.charland@mcgill.ca](mailto:lyne.charland@mcgill.ca)

### FOLLOW US ON INSTAGRAM

 [/mcgillresidences](https://www.instagram.com/mcgillresidences)

 [/mcgillfood](https://www.instagram.com/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

**CALL SHHS PROTECTION SERVICES TEAM AT 514-398-7772**

They manage room lockouts (fee of \$25), noise complaints or emergency maintenance issues such as water leaks, power outage and strange odours, etc

# ROOM INFORMATION

## DECORATING

Only non-marking adhesives are permitted for securing decorations. **Pushpins, hooks, nails, duct tape, double sided tape, are not permitted.**

## HEATING UNITS

When the cold weather begins and the heat is turned on, please make sure it is free of any obstructions that may affect the distribution of air.

Remember to always close your windows during the 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 report it to the front desk immediately. This is **VERY important** as 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 maintenance issues with a [maintenance repair request](#). For housekeeping, please report those to the front desk.

Room inspections will take place during the academic year to assess the health and safety conditions of your room and belongings. Info will be posted about the dates and times a week in advance of each inspection. 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

Dirty fridge (interior or exterior)	\$25.00
Un-defrosted fridge	\$25.00
Damaged/missing fridge	\$200.00 to \$700.00
Extra room cleaning	\$25.00 to \$100.00 (Depending on severity)
Graffiti on room walls	\$25.00 per wall to clean   \$50.00 per wall to paint
Graffiti or damage on room door	\$25.00 to clean   \$50.00 to paint
Missing or broken light fixtures	\$20.00 per fixture
Missing or broken mirror	\$20.00
Missing or damaged fire exit sign	\$50.00 (on back of door)
Missing or damaged drapes	\$100.00 to \$400.00
Missing or damaged furniture	\$50.00 to \$700.00 (depending on item)
Broken (tampered) smoke detector	\$250.00
Missing or broken desk chair	\$125.00
Damaged floor	\$100.00 to \$300.00
Damaged window	\$100.00 to \$400.00
Missing or damaged mattress	\$150.00

## ROOM KEYS

Upon arrival, each student will be given a key. If you lock yourself out of your room, a spare key may be signed out from Royal Victoria College front desk for a \$25 one-shot lock out fee.

If your keys are lost, you will have to have your lock changed, which **which can cost anywhere between \$100 - \$350.**

## WINDOWS

**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.

# SAVER MEAL PLAN

You are assigned a mandatory [Saver Meal Plan](#) of \$1800 that can be used at the All You Care to Eat residence dining halls and over 15 on-campus dining locations.

- It is a **declining balance account** directly linked to your McGill ID card.
- There is nothing for you to do, it is **automatically activated** on August 17.
- **The Saver Meal Plan expires at the end of the fall semester so make sure to use your food dollars before that date as any unused balance is non-refundable.**

# BUILDING INFORMATION

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## CLEANING

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.

## 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 has been moved.
- No additional furniture is permitted to be stored in the building.
- It is your collective responsibility to keep the areas clean and free of any items obstructing exit accessibility in the event of emergency.

## CORRIDORS AND STAIRWELLS

The City of Montreal Fire Prevention department requires that corridors be **free of clutter** at all times. **In winter, please keep all boots inside your room.**

## 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.

## GARBAGE, RECYCLING AND COMPOST

### GARBAGE

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

### RECYCLING

- Rinse containers, cans, etc. before placing them in the bin.

### COMPOST

- Compost bins are found in the kitchenette for you to directly dispose of your organic food waste.

## LAUNDRY ROOM

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- 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.
- Leave the washer lid/front-load door open after use to help the drum dry quickly.
- Clean the dryer lint screen before and after each use.

## MAIL & PACKAGES

- Please do not discard mail received for a previous resident. Simply bar the address and write "MOVED" across the front of the envelope in large print and drop it in a mailbox.

## REPAIRS

- Fill out the [Maintenance Repair Request](#) to report repairs in your room or building.
- If you require assistance filling out the form please see the front desk. **In the event of a building maintenance emergency** such as a toilet flooding or broken windows, **please contact the front desk or SHHS Protection Service: 514-398-7772.**

## VANDALISM

Writing on the corridor walls, doors etc. is prohibited in residences. Students writing on the walls will be fined accordingly.

