



MOVE-IN MEMO 2026

LA CITADELLE

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. 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. **PLEASE NOTE THERE IS NO EXTRA STORAGE SPACE BEYOND WHAT IS AVAILABLE IN YOUR ROOM.**

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

MCGILL ID CARD- Submit your photo by July 26, 2026

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, your ID card will be available at **the front desk** when you move in. If you did not submit your photo, go to SHHS Service Center at 3465 Durocher from 9h-16h, when you move in.

CONTACT INFO

LA CITADELLE
410 SHERBROOKE ST W,
MONTREAL, QC H3A 1B3

FRONT DESK:

514-398-8650 | frontdesk.lc.residences@mcgill.ca

Hours: 7h00 - 23h00

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

ACCOMMODATIONS SUPERVISOR:

Paulo Norte
514 398-6380 | paulo.norte@mcgill.ca

STUDENT HOUSING AND DINING SERVICE CENTRE:

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

Hours: Monday-Friday 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

AC/HEATING UNITS

Thermostats should be set to a comfortable room temperature of 70° F or 21° C. Please fill out a [Work Order request](#) if you have any problems with the AC/heating unit in your room. 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.

BATHROOMS

- Bathrooms are part of your leased space, cleaning them regularly is your responsibility.
- Each room has a toilet brush and caddy, we recommend that you purchase a plunger.
- To avoid clogs, please only flush 1- or 2-ply toilet paper. Paper towels, facial tissues, feminine hygiene products, wipes, and other items are not to be flushed.

To support you, our housekeeping team will carry out a deep cleaning twice a year. You will receive one-week advance notice. These cleanings do not replace your responsibility for regular upkeep.

CLEANING YOUR ROOM

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

- Thorough cleaning of bathroom surfaces (sink, toilet, shower).
- Vacuum carpeted areas, broom and mop hard floors.
- Dusting of furniture.
- Removal of garbage, recycling and compost into the appropriate bins located in the building.

Shared kitchens, common rooms and laundry facilities have housekeeping staff who clean these areas regularly. 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. Make sure it is working correctly, 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.

PEST CONTROL

If you suspect the invasion of any critter including bed bugs, please fill out a [Work Order request](#) immediately. If it is an emergency please report it to the front desk as soon as possible.

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 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 CARDS

- Upon arrival, each student will be given a room key card.
- If you lock yourself out, you may go to the front desk to obtain a one-time key card for **\$25**. If a staff member escorts you to your door to unlock it for you the cost is **\$40**.
- The cards are issued by the Front Desk and are charged on your Student Account.

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.

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 call McGill Security at 514-398-3000 as soon as possible.**

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.

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.

DELIVERIES (FOOD, GROCERY)

To ensure your ongoing safety and security, people 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 to meet them in the lobby. The front desk cannot accept food deliveries of any kind on your behalf.

GARBAGE, RECYCLING AND COMPOST

IN YOUR ROOM

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

IN THE BUILDING

Garbage, recycling and compost rooms are located at the end of the hallway on every floor.

RECYCLING

- Rinse out all containers, cans, etc. before placing them in the bin and collapse all boxes.

COMPOST

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

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 food storage containers, 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.

- The fridge and freezer are cleaned once a month, please remove any items you do not want thrown out. Any questionable or spoiled items will be thrown out immediately. All food must be stored properly in containers or wrapped.

The kitchen is closed daily from 2pm-3pm for cleaning by our housekeeping staff.

LAUNDRY ROOM

Laundry facilities are **located on the 2nd floor.**

- **The use of washers and dryers in the residence buildings are available 24/7 at no additional charge.**
- **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.
- Do not overstuff the machines.
- 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 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.

QUIET ROOM

You can find a quiet room located in room 203, use this space as a place of reflection, meditation, and calmness.

WORK ORDERS

- Report maintenance and housekeeping issues in your room or building by filling out the [Work Order request](#) on the oneCard portal.
- 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 McGill Security after hours: 514-398-3000.**

BUILDING INFORMATION

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 for the **common areas of the residence** seven days a week. You can identify them in navy blue uniforms, with a PEACE/McGill inform.
- 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.
- Report major carpet spills/stains to the Front Desk immediately so they may dispatch Housekeeping to assist you. Addressing these issues promptly is crucial, as damages or replacements will be at your expense.

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 4 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 **mandatory** [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.**

