



# MOVE-IN MEMO 2025

## UNIVERSITY 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 residence.

## GETTING READY FOR MOVE-IN

### RESERVE YOUR MOVE-IN DAY AND TIME

Move-in weekend is August 23-24, [book a time now](#).

Early move-in is available on August 21 and 22 **only if you are unable to move in on the weekend**. A nightly fee of \$50 applies.

### 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, 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.

## BUILDING AND ROOM INFO

### UNIVERSITY HALL

[3473 RUE UNIVERSITY, MONTREAL, QC H3A 2A8](#)

**PICK UP YOUR KEYS AT THE FRONT DESK IN ROYAL VICTORIA COLLEGE [3425 UNIVERSITY ST. MONTREAL, QC H3A 2A8](#)** then proceed to your residence

**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.

### 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:

**Robert MacEachern | [robert.macheachern@mcgill.ca](mailto:robert.macheachern@mcgill.ca)**

### 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.

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

They manage 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.**

## 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.

## 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 [maintenance repair 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 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

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/missing furniture, room decor or safety equipment	per unit replacement price
Carpet damage/replacement	\$2,000.00
Damaged floor	\$100.00 - \$300.00
Fridge replacement	\$325.00 to \$700.00
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 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. When the front desk is closed, call SHHS Protection Services at 514-398-7772 for assistance. If a staff member escorts you to your door to unlock it for you the cost is **\$40**.

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.

# BUILDING INFORMATION

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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.

## 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 or call Protection Services at 514-398-7772 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 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 access in the event of an 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 entrance.

- 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 entrance. The Front Desk cannot accept food deliveries of any kind on your behalf.

## GARBAGE, RECYCLING AND COMPOST

### GARBAGE

- Empty your room garbage bin daily 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.

## 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.

## 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.

**We recommend you address your packages to RVC front desk with your room number -**

Your full name  
Royal Victoria College  
3425 Rue University  
Room #  
Montreal, QC  
H3A 2A8

Once a package is received, the front desk will notify you via email to come and collect it at your earliest convenience.

## QUIET ROOM

You can find a quiet room in the 1st floor, use this space as a place of reflection, meditation, and calmness.

## 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 when the desk is closed.**

## VANDALISM

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

# MEAL PLAN & ONECARD FLEX

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## MANDATORY MEAL PLAN

If you live in University hall, 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 23, 2025.

## ONECARD FLEX

All students 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 23, 2025.
- The oneCard Flex account **expires at the end of the academic year in April 2026**.
- **Unused funds are non refundable and non transferable.**

