

This is the final email update before you pick up your keys. The previous emails have provided information detailing upcoming deadlines, information to help you plan your move and what to expect in January. If you did not receive these emails, they can be found on our website under [Move-In Information](#).

Please be reminded the University and the Community Housing office are closed from 4:00 pm December 21, 2018 until 9:00 am January 2, 2019.

Key Pick up in January 2019

- Keys are available for pickup **between 3:00 pm and 4:00 pm on January 2nd** at the [Community Housing office](#) located at 169 University Ave.
- All the key sets for the unit will be issued to the first tenant who arrives. Only one tenant from the unit is required to be present.
- Photo ID will be required to receive the keys.
- Only one laundry card will be issued with the keys. Additional cards can be issued up to the number of tenants listed on the lease.

Arriving after 4:00 pm on January 2nd

- Between 4:00 pm and 5:00 pm - **key pickup will not be available**
- Keys will be available from [Victoria Hall Residence](#) front desk, 75 Bader Lane
- All the key sets for the unit will be issued to the first tenant who arrives at Victoria Hall. Only one tenant from the unit is required to be present.
- Photo ID will be required to receive the keys.

If you will be picking up your keys later than the start date of your lease, please advise the Community Housing office by email your expected arrival.

Please note, out of courtesy for your neighbours, we ask that you be as quiet as possible when moving in, and that no furniture, large items, etc. be moved between 9 pm and 9 am.

[Directions to An Clachan](#) and a [layout of the complex](#)

Rent Payment

- [Rent](#) is due the **1st day of every month**
- Rent must be paid in one payment per unit
- If you would like to split the payments, it must be done by Pre-Authorized Debit

Maintenance/Repairs/Unit Preparation

- Every effort is made to provide a clean unit for your move-in. However, occasionally there may be a problem. If you have concerns regarding the cleanliness of the apartment upon your arrival, contact our office by [email](#) or phone 613-533-2501.
- Requests for Maintenance or Repairs in the unit should be made using the [Online Maintenance Request](#) form. Make sure you note any deficiencies in the unit on your Unit Condition Report and return this form to the Community Housing office within 7 days of receiving the keys to the unit.

Resources on Queen's Campus

- [Queen's University International Centre](#) (QUIC) has a number of welcome and orientation events for International students and their families
- [Society of Graduate & Professional Students](#) (SGPS) provides support for Graduate students
- [Student Affairs](#) offers a variety of support services including health & wellness, safety, and funding

If you have any questions, please email our office at community.housing@queensu.ca or call 613-533-2501.

Have a safe and happy holiday season. We look forward to seeing you in January!