

Email to Incoming Tenants

New Tenants to Community Housing – Useful Information for January Move-In

Emails sent previously provided information detailing upcoming deadlines and 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 let us know if you will be arriving later than January 2nd.

Paperwork

- A copy of the executed lease and Tenant Handbook will be provided at the time of key pickup. Store these in a safe place as these are your copies of the legal documents.
- A Unit Condition Report (UCR) will be provided when you pick up the keys. This is to be completed and returned within 7 days. This is your opportunity to note the condition of the unit at the time you move. When you move out, the condition will be compared to this paperwork to determine if there has been any damage.

Parking

- Parking permits for the An Clachan lots will be available in January. You will need to provide a vehicle registration in your own name or a parent with the same last name.
- Parking for John Orr Tower lots can be obtained through Queen's Parking Services

Maintenance/Repairs

- 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.

Cable/Internet

- Tenants are responsible for arranging the hook up of telephone, cable and internet.
- Community Housing staff will not provide access to the unit to the service technicians.
- Should the service technician require access to a communications closet, they are required to report to the Community Housing office during normal business hours to sign for a key and receive a contractor's badge.
- Satellite dishes are not permitted and will be considered damage if installed with all associated costs charged to the tenant(s).

Pets

- Pets are permitted in a Community Housing unit.
- Pets must be registered and have the required documentation for vaccinations, registrations etc.
- You can find the [Pet Documentation Form](#) on our website.

Weekly Communication

- Community Housing sends out an information email weekly during the school year to keep tenants up to date.
- Emails will be sent to a Queen's email account.
- Watch for your weekly email news to be informed of Community Housing news and projects.

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

We look forward to seeing you in January!