# Table of Contents

Welcome ................................................................. 3

HU Housing Contact Information ........................................ 4

Resident Advisors ........................................................... 4

Maintenance and Emergency Repair Requests ...................... 5

Lockouts ........................................................................ 5

Room Access ................................................................... 5

House Loan Program ....................................................... 6

Mail ................................................................................ 6

Internet Access ............................................................... 7

Philo TV ......................................................................... 7

Smoking .......................................................................... 7

Graduate Commons Program .............................................. 8

Sustainability .................................................................. 8

Single Stream Recycling and Trash Disposal ......................... 9

Dining ........................................................................... 10

Kitchens .......................................................................... 12

Laundry Facilities ............................................................ 12

Basement Lounge ............................................................ 13

Reading Room .................................................................. 13

Exercise Room .................................................................. 13
Alcohol and Drug Policy ................................................................. 14
Community Standards ................................................................. 14
Pets .................................................................................................. 16
Heating ........................................................................................... 16
Air Conditioning ............................................................................... 16
Smoke Detectors ............................................................................. 16
Vending Machine ............................................................................. 17
Parking, Shuttles, and Sustainable Transportation ...................... 17
Bicycle Storage ............................................................................. 18
Personal Property Insurance .......................................................... 18
Bed Bug Alert ................................................................................... 18
Useful Numbers and Links .............................................................. Inside back cover
Welcome to the Cronkhite Graduate Center (Cronkhite)

Dear Resident:

Welcome to your new home! We hope you will enjoy your stay with us. This book, along with the information on our web site, www.huhousing.harvard.edu, will help orient you to life in Harvard University Housing (HUH). Here are a few other important things for you to know:

• Visit the Cronkhite Facebook page and the “Other Housing and Resources” section of www.huhousing.harvard.edu for great information about living in the Cambridge/Boston area.

• Please visit www.huhousing.harvard.edu and click “Resident Login” to enter work requests, find detailed information about your building, and other useful links regarding life in Harvard University Housing. NOTE: Your Username is the email address you used to register for Harvard University Housing, unless you have updated it in your profile.

• It is very important that we have current contact information for you, as well as the name of someone to contact in the event of an emergency. Please go to www.huhousing.harvard.edu and Login to update your email address, if needed, and to enter emergency contact information.

Please contact us if you have any questions. We look forward to getting to know you.

Sincerely,

The Cronkhite Graduate Center Property Management Team

IMPORTANT: Please note that residents must have their Harvard ID cards activated by our office. New Harvard students must return the temporary swipe card issued by our office before we can activate newly issued Harvard ID cards.
**Welcome to Harvard University Housing**

---

**HU Housing Contact Information**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Management Office</td>
<td>Room 100</td>
</tr>
<tr>
<td>Office Hours</td>
<td>8:00 AM—5:00 PM, Monday—Friday, except University holidays.</td>
</tr>
<tr>
<td>Office Phone</td>
<td>617-495-1252</td>
</tr>
<tr>
<td>Office Email</td>
<td><a href="mailto:huh_cronkhite@harvard.edu">huh_cronkhite@harvard.edu</a></td>
</tr>
<tr>
<td>Property Manager</td>
<td>Maura Petty</td>
</tr>
<tr>
<td>Property Operations Assistant</td>
<td>Harvey Garcia</td>
</tr>
<tr>
<td>Graduate Commons Program</td>
<td><a href="mailto:graduatecommons@harvard.edu">graduatecommons@harvard.edu</a> or graduatecommons.huhousing.harvard.edu</td>
</tr>
<tr>
<td>HUH Sustainability Program</td>
<td><a href="mailto:greenhousing@harvard.edu">greenhousing@harvard.edu</a> or green.harvard.edu/huhousing</td>
</tr>
<tr>
<td>HUH Leasing</td>
<td>617-495-1459 or <a href="mailto:leasing@harvard.edu">leasing@harvard.edu</a></td>
</tr>
<tr>
<td>Cronkhite Dining Services Manager</td>
<td>617-495-8687</td>
</tr>
<tr>
<td>Resident Advisor (RA) cell phone</td>
<td>617-312-7112</td>
</tr>
<tr>
<td></td>
<td>This phone is only monitored outside of regular office hours.</td>
</tr>
<tr>
<td>Room payment questions</td>
<td>617-495-1612 or <a href="mailto:huhousing_ar@harvard.edu">huhousing_ar@harvard.edu</a></td>
</tr>
<tr>
<td>(Harvard University Housing Accounts Receivable)</td>
<td></td>
</tr>
</tbody>
</table>

---

**Resident Advisors**

There are four Resident Advisors living at Cronkhite during the academic year. They are peer leaders whose roles and responsibilities include building community through Graduate Commons programming, acting as a resource for students’ questions, and maintaining a positive living and learning community. If you experience a building or student related issue outside of regular Property Management Office hours (8:00 AM—5:00 PM, Monday–Friday, except University holidays), please contact the on-duty RA by calling 617-312-7112.
Welcome to Harvard University Housing

**Maintenance and Emergency Repair Requests**

Please report maintenance issues as soon as they occur, whether in your room or a common space.

**Regular Maintenance Requests:** Please call the office at 617-495-1252 during regular office hours or submit your request online by clicking “Resident Login” at www.huhousing.harvard.edu and then clicking “Work Order” in the left-hand menu bar. **NOTE:** Requests and emails submitted outside regular office hours will be reviewed the next business day. You will receive email confirmation when the work request has been generated and will be able to view additional information on line by following the login instructions above.

**Daytime Emergency Repairs:** Please visit the Property Management Office or call 617-495-1252 to report the problem.

**After Hours Emergency Repairs:** Call the on-duty Resident Advisor at 617-312-7112. If you are unable to get in touch with the RA on duty, you should call the Property Management Office at 617-495-1252. You will get a message to press “0”, which will connect you to the Operations Center. An operator will take your information and then page on-call personnel to assist you.

**Lockouts**

Please remember to take your key and swipe card with you when you leave your room.

**Lockouts during regular office hours:** If you are locked out of your room during office hours, please call or come to the Property Management Office. A member of the office staff will let you back into your room, provided you can show proof of residency.

**Lockouts after office hours:** Call the on-duty Resident Advisor at 617-312-7112. If the Resident Advisor is not available, call the office at 617-495-1252. You will get a message to press “0”, which will connect you to the Operations Center. Explain that you are locked out of your room and provide your telephone number, building, and room number. An arrangement will be made for you to meet our on-call personnel.

**Replacement keys and swipe cards:** These may be purchased for $5.00 each during office hours only. **NOTE:** One business day is required to make new keys.

**Room Access**

**NOTE:** Any time a member of the staff enters your room they will lock it upon leaving, so please be sure to take your key with you when you are not in your room.
**Work requests**
By signing your housing contract, you grant permission for a member of the HU Housing staff to enter your room should a request for work be submitted.

**Inspections**
Room inspections will be done prior to move-in, during your residency, and again after move-out. Advance notice will be provided to residents when inspections of occupied rooms are scheduled. Any damage found to the room will result in a charge to your student bill.

**Emergencies**
The Cronkhite housing staff also reserves the right to enter any room when there is sufficient reason to believe either a resident’s or the community’s health or safety may be at risk or if there is a maintenance emergency.

*Staff will leave a notice of entry when someone has entered your room.*

**House Loan Program**
- The Property Management Office keeps a variety of items, such as vacuum cleaners and air mattresses, to be shared by residents on an as needed basis.
- A carpet sweeper, mop, broom, and dustpan are located on each floor.
- An iron and ironing board are located in the laundry room for use in that room.
- Please contact the Property Management Office for details on how to check out shared items.

**NOTE:** We can’t guarantee the availability of all items at all times. Please help by returning shared items as soon as you are done using them.

**Mail**
Mail should be addressed to you as follows:

Your name  
84 Brattle Street  
Room XXX  
Cambridge, MA 02138

Your mail will be sorted by Harvard University Mail Services and put into the lobby mailboxes. Mailboxes are assigned by your room number and are opened with the key given to you during check-in.
Mail will be delivered Monday—Friday; Saturday mail is added to the Monday mail delivery. Packages will be left in the package room, which is located by the mailbox area. This locked room can be accessed by your Harvard ID.

PLEASE NOTE: Harvard University Housing will not sign for packages.

**Summer Mail Forwarding:**

In order to have your first class mail (bills and personal letters) forwarded to you, you must complete a Harvard University Mail Services (HUMS) Forwarding Form, rather than the US Postal Service Form. You can access the HUMS form at [http://www.hums.harvard.edu/mail-delivery/student-mail-forwarding](http://www.hums.harvard.edu/mail-delivery/student-mail-forwarding).

We also recommend that you directly notify friends, banks, credit card companies, law firms, and other important persons or businesses, of your change in address to prevent interruptions or delays in receiving mail.

**Internet Access**

The Cronkhite Center is supported by the FAS wireless network. Once you have your Harvard ID, you will be able to register your computer. If you run into difficulties, you can call the Helpdesk at 617-496-2001. Helpdesk hours of operation are Monday—Friday, 8:00 AM to 5:30 PM, excluding University holidays. The Helpdesk may also be reached via email sent to uis_helpdesk@harvard.edu.

**Philo TV**

Philo offers Cronkhite residents an unmatched variety of broadcast and cable TV programming, combined with the convenience and immediacy of online streaming. Simply go to [http://harvard.philo.com](http://harvard.philo.com) from your computer to start watching or to DVR your favorite programs. Stay tuned for mobile device access. **NOTE:** Philo will only work when you are on the Harvard network.

**Smoking**

Cronkhite is entirely nonsmoking. Smoking is NOT allowed in resident rooms, common areas, the courtyard, hallways, stairways, elevators, laundry rooms, kitchens, and bathrooms. It is also not allowed near building entrances and exits or anywhere within 25 feet of the building.
The Graduate Commons Program (GCP)

Cronkhite residents are encouraged to participate in the intellectual, cultural, and social events offered through the Graduate Commons Program (GCP). This unique interdisciplinary program provides a “home away from home” by creating opportunities for participants to have fun, collaborate across disciplines, and—through the Meet the Scholar program—have unparalleled access to Harvard faculty in a small group setting.

The academic aspect of the program is guided by our Faculty Directors, who also share in the social and cultural event planning done by our full-time professional staff and Resident Advisors. Graduate Commons events take place in the Cronkhite Center lounge areas. These spaces will be open for small gatherings (up to 12 people) by the community on a first-come, first-served basis when a GCP event is not scheduled.

Feel free to share your programming ideas with the staff throughout the year by emailing graduatecommons@harvard.edu or visiting during our posted office hours.

Learn more about Graduate Commons

- Follow us on TWITTER (@gradcommons) to keep up to date with the latest news and event schedule. All residents are added to our weekly listserv using the latest email address given to HU Housing.
- Visit our web site at graduatecommons.huhousing.harvard.edu.
- Send an email to graduatecommons@harvard.edu if you have questions or to let us know of an email address change.

Please be aware that residents are subject not only to all rules and regulations of the Graduate Commons Program, but also to the standards of conduct of their graduate or professional Schools. The Graduate Commons Program works with the Schools to promote student well-being.

Sustainability

Sustainability is at the forefront of everything we do, from how we operate and maintain our properties to the experience we seek to provide our residents. While living in Harvard University Housing, you will discover our commitment to sustainability comes in a variety of forms: energy and water saving measures, on-site renewable energy projects, organic landscaping, extensive recycling services, bicycle storage, low-VOC cleaning, and specialized events and activities throughout the year.
Join Harvard University Housing and your neighbors in the sustainability effort:

- Turn off your lights, computers, electronics, and small appliances when not in use and before leaving your room.
- Unplug chargers and utilize power strips to prevent electricity from being unnecessarily drawn from the outlet.
- Minimize extra waste by replacing your disposable coffee mugs, water bottles, and shopping bags with reusable ones.
- Recycle all of your paper, cardboard, and glass/metal/plastic containers. Recycling is easier than ever; collect all of the materials together and regularly dispose of them in your building’s recycling area.
- Be water smart; when it comes to dishwashing and laundry, run only full loads.
- Become a Sustainability Community Leader and take advantage of a unique opportunity to build a strong culture of sustainability where you live, work, and study.

To find out more about sustainability at Harvard University Housing and ways you can participate, please visit www.green.harvard.edu/huhousing or email greenhousing@harvard.edu.

**Single Stream Recycling and Trash Disposal**

In accordance with city municipal code, HUH is required to separate recyclable materials from trash. Eighty percent of what you throw out can be recycled, and our comprehensive Single Stream Recycling Program means you can collect all recyclable materials (paper, flattened cardboard, clean containers of aluminum, steel, plastics #1-7, and glass) together in your recycling bag. Please use a separate bin to collect household trash (food waste, Styrofoam, used tissues, etc.).

- Trash and recycling bins are located on each floor.
- Regularly empty both recycling and trash to minimize odors.
- Cardboard boxes should be flattened and left in a recycling area.
- Please do not leave recycling, boxes, or trash in the kitchens, bathrooms, study room, basement lounge or any other common area, on the sidewalk, or next to bins. If a bin is full, we ask that you find another recycling/trash area to use (if available) and that you notify the Property Management Office.

If you have questions regarding the type of materials that can be recycled, how to collect recycling, or where to dispose of it properly, please send an email to greenhousing@harvard.edu.
Dining

Meal Plan
A ten-meal-per-week meal plan is mandatory for Cronkhite residents. Breakfast, lunch, and dinner are served Monday through Friday. The Cronkhite Center Dining Room is closed on weekends, holidays, winter and spring breaks, and January term. Hours of operation are:
Breakfast: 7:30 AM—10:00 AM Lunch: 11:30 AM—2:15 PM Dinner: 5:00 PM—7:30 PM
In addition, shared kitchens are available for your use. Please see the following section for more information.

Meals to Go
Residents can arrange in advance to have a meal prepared for them if they are unable to visit the dining room during normal dining hours. Residents should arrange a pick-up time with the dining room staff. Please note that the following information is subject to change by the Dining Services Manager.

One-swipe options:
Two sandwiches, chips, one dessert, and one large drink, or
One hot entrée box, one salad, one dessert, and one large drink

Two-swipe option:
All you can eat plus a bagged lunch

Dietary Needs
The dining room offers daily vegetarian meals. Residents with specific food restrictions and/or food allergies should talk with the Dining Services Manager to arrange for the preparation of appropriate meals based on dietary needs.

Feedback on Food and Drinks
Comments/suggestions may be submitted to the dining staff in the drop box located in the dining room. The dining staff will read the comments every week and make appropriate adjustments whenever possible.

Guest Meals
Residents may swipe in a maximum of two guests per meal. You must accompany your guest(s) when swiping them in and you will be required to show your ID card.
**Using Extra Swipes in the Evening**

If a student has leftover swipes at the end of a day, they may take an additional meal to go. Please note that this extra meal cannot be taken prior to 7:15 PM in order to ensure portions remain available until 7:30 PM. Please see the Dining Services Manager to discuss the possibility of other arrangements.

**Meal Carryover**

Unused meals do not carry over to the following week. In other words, if a resident has three meals left over at the end of a week, those three meals do not roll over to the following week. Residents begin each week with ten meals regardless of how many meals they used the previous week.

**2014-15 Dining Hall Calendar**

- Aug. 25 (Mon.) Fall semester meal service begins at breakfast
- Sept. 1 (Mon.) Closed for Labor Day
- Oct. 13 (Mon.) Closed for Columbus Day
- Nov. 11 (Tues.) Closed for Veteran’s Day
- Nov. 27-28 (Thurs. and Fri.) Closed for Thanksgiving
- Dec. 18 (Thurs.) Fall semester meal service ends after dinner
- Dec. 19 – Jan. 19 Closed for Winter Break and January Term
- Jan. 20 (Tues.) Spring semester meal service begins at breakfast
- Feb. 16 (Mon.) Closed for President’s Day
- March 16–20 (Mon.-Fri.) Closed for Spring Break
- May 19 (Tues.) Spring semester meal service ends after dinner

NOTE: During weeks with one holiday you will have eight swipes instead of 10; during Thanksgiving week you will have six swipes.

Additional information, including weekly menus and nutritional values, can be found at [www.dining.harvard.edu/retail_dining/restaurants_cronkhite.html](http://www.dining.harvard.edu/retail_dining/restaurants_cronkhite.html).
**Kitchens**

There are two shared kitchens on each residential floor.

- Each is equipped with a refrigerator, dishwasher, toaster, wall oven, cook top, microwave, and filtered water.
- A K-cup machine is provided; residents must purchase their own K-cups.
- Kitchens are stocked with plates, glasses, mugs, cutlery, and cookware.
- HUH also provides paper towels, sponges, hand soap, dishwashing liquid, and dishwasher detergent.

Residents who bring their own appliances, such as coffee makers, hot pots, rice cookers, percolators, and crock pots must use them in the kitchen only – not in their bedroom.

**NOTE:** Residents are required to remain in the kitchen when using the stove, cook top, microwave, toaster, toaster oven, or any other appliance.

**Kitchen etiquette:**

- The refrigerators are shared by many residents; please be sure to label your food to identify it as yours. Unlabeled food will be disposed of on a regular basis.
- Label all personal items left in the kitchen. Or, consider storing them in your room.
- Residents are expected to clean up after themselves each time they use the kitchen.
- Make sure the oven and all appliances are turned off when you leave the kitchen.
- Dispose of all trash and recycling items properly; bring them to the recycling/trash room on your floor if they don’t fit in the kitchen containers. Please do not pile items on top of the kitchen containers or on the floor.
- Do not use the kitchen trash/recycling containers for anything other than trash/recycling items generated in the kitchen. All other trash/recycling should be taken to the trash/recycling room on your floor.
- Only take or eat items that are yours.
- Be mindful of noise when congregating in the kitchen.

**Laundry Facilities**

The laundry room is located in the basement and is accessible via Stairwell #1 or Elevator#1. Washers and dryers are each $1.50 per use. The machines accept debit and
credit cards, as well as quarters. There is no change machine in the building, so please plan accordingly.

Please retrieve your laundry once a cycle has concluded so that other residents may use the machines. Clothing should never be left overnight in either the washers or the dryers. Unattended laundry left in the laundry room will be discarded. You can check the progress of your laundry by visiting www.laundryview.com/cronkhitegradcntr.

To reduce your laundry’s environmental impact, please wash full loads only and use the cold water cycle. See www.cleanandgreenvision.com for more sustainable laundry tips. Machines may not be able to accommodate certain items.

If you experience any problems with the machines, please contact Mac-Gray Laundry at www.macgray.com or call 1-800-622-4729.

NOTE: The laundry room contains high efficiency machines which use very little water. Please be sure that you use only laundry detergent marked as “HE”.

**Basement Lounge**

- The lounge is available for small gatherings (up to 12 people) on a first-come, first-serve basis for residents to use when a Graduate Commons event is not taking place.
- This is a shared space and no single person or group can have exclusive use of it.
- This room is designated for recreation. If you prefer a quite place to study, please use the reading room on the second floor.

**Reading Room**

- The second floor reading room is designated as a QUIET study room; please be mindful of those whose rooms are located nearby.
- Group work should be conducted in another location, such as the basement lounge.

**Exercise Room**

There is a small exercise room located in the basement, which can be accessed by using your Harvard ID once you sign a waiver. It is open from 6 AM to midnight.

Broken or non-functioning machines and/or equipment should be reported immediately to the Property Management Office.
**Alcohol and Drug Policy**

Possession, use, or distribution of certain nonprescription drugs, including marijuana, amphetamines, heroin, cocaine, and nonprescription synthetics; procurement or distribution of alcohol if one is under 21 years of age; and provision of alcohol to anyone under 21 years of age are violations of law and of Harvard policy.

The University cannot be considered a protector or sanctuary from existing laws of the city, state, or federal government. Students are encouraged to consider the risks that may come from ingesting illicit drugs or too much alcohol.

Treatment for alcohol or drug-related problems is available through the various Deans’ offices at Harvard, as well as the Harvard University Health Services (HUHS). Any member of the University may make use of HUHS on an emergency basis, day or night.

Alcohol is allowed at certain Graduate Commons events when approved and served using Harvard University bartenders.

**Community Standards**

**Bathrooms**

The Cronkhite Center has community bathrooms that may be shared by as many as 10-12 residents per wing. Appropriate clothing (e.g., bathrobes) must be worn in the hallways when a resident is coming from or going to the bathroom. Walking around in only a towel is inappropriate. Residents are advised to wear flip-flops while using the community showers.

There are handicap accessible unisex bathrooms, as well as bathroom facilities separated by gender. Please do not use bathrooms which are not designated for your sex.

Residents are expected to keep the bathrooms clean and free of personal belongings, including undergarments. Community bathrooms are cleaned regularly by the custodial staff. Contact the Property Management Office if the condition of a bathroom become such that it cannot wait for the next scheduled cleaning.

**Cleanliness**

Because this is a community environment, residents are required to keep their room and themselves clean and tidy. In addition, students are expected to clean up after themselves after using any common space or shared amenity. Not meeting these requirements represents a violation of your housing contract.
**Noise**

Please respect your fellow residents’ concerns regarding noise and keep all sound within reasonable limits. There should be no excessive noise at any time in Cronkhite. Residents having events or gatherings in individual rooms should keep noise levels down. Residents should also be mindful that hallways are not an ideal gathering space, particularly late at night and early in the morning. Conversations in kitchens and lounges should be kept at reasonable volumes since these spaces neighbor individual rooms.

**Quiet Hours:**

Quiet hours are from 11:00 PM—9:00 AM every day. 24-hour quiet hours are in effect during reading and exam periods. If a resident is using a common room or lounge during quiet hours, noise should not be audible within any of the neighboring rooms or suites. During quiet hours, noise from a room should not be audible outside that room.

**Resolving Noise Complaints:**

If a resident is disturbed by noise produced by a neighbor, the resident should first communicate that concern directly to the neighbor, if they are comfortable doing so. It may be that the neighbor is unaware that the noise is as loud as it is or that it could be bothering other residents. If the problem persists after communicating with the neighbor, the resident should inform their Resident Advisor. If the residents feel that the Resident Advisor has not been able to solve the problem, the resident should contact the Property Management Office.

**Guests**

Residents may have occasional guests for temporary visits of up to three nights. Residents are responsible for the behavior of their guests at all times, and guests may not use common areas of Cronkhite Graduate Center when the resident host is not present. HUH does not provide keys to guests, so the resident host will be responsible for letting their guest in and out of the residence hall and their room. No guest may stay in Cronkhite for a period of time when the official resident will not be present. In other words, residents cannot turn their room over to others, and others cannot live in the room with the resident. Children under the age of 18 are not allowed to stay overnight in Cronkhite.

**Security**

We all have a part in keeping Cronkhite a safe and secure community. Residents can help by not propping doors open (particularly late at night) and by getting to know their neighbors. Many people will be coming in and out during moving periods, so take a moment to lock your door when you leave to bring in more of your personal belongings. Additionally, because other offices and the Cronkhite Dining Room are open to the public, it is extremely
important to be aware of your surroundings at all times. If you see something suspicious, please contact HUPD at 617-495-1212.

**Pets**

Pets are not allowed to visit or reside in the Cronkhite Graduate Center.

**Heating**

In compliance with Massachusetts regulations, heat is available from September 15 through June 15 each year, at a minimum temperature of 68°F between 7:00 AM and 11:00 PM and a minimum temperature of 64°F at all other hours.

To improve the thermal comfort level in your room in winter, please consider the following:

- Open curtains and shades to direct sunlight during the day, but close them when the sun has passed to retain the heat collected.
- Keep storm windows and inner windows closed to avoid cold drafts.
- Make sure that items are not blocking heat vents, radiators, registers, etc.
- Wear layers of clothing and keep small fleece blankets handy so you can keep warm when sitting for a long time.

Please contact the Property Management Office with any questions.

**Air Conditioning**

The basement lounge and first floor common spaces, including the dining room, are air conditioned. The second and third floors common space and residents’ rooms are not air conditioned. Air conditioners are not allowed in residents’ rooms.

**Smoke Detectors**

The building is equipped with individual smoke detectors in each room as well as a hallway area fire-safety system. Room detectors will sound only in your room when activated. They will not silence until the source of the alarm is eliminated.

If the hallway alarm sounds, please follow the evacuation plan found on the back of the door to your room.
Do not remove or disable detectors. Deliberate triggering of false fire alarms and tampering with room or building fire safety equipment are more than a nuisance; they are subject to criminal penalties under Massachusetts law.

All detectors and fire alarm systems are inspected, tested, and maintained annually. Testing can be loud and invasive. You will be notified in advance when possible. We make every effort to take academic activity into account when scheduling testing, but this may not always be possible. Please contact the Property Management Office for information.

**Vending Machine**

A snack machine, which accepts dollar bills and coins only, is located in the basement, next to the laundry room.

**Parking, Shuttles, and Sustainable Transportation**

Harvard University Housing does not manage any parking facilities. Parking is available, for a fee, through Harvard University Parking Services. For information, please go to [www.parking.harvard.edu](http://www.parking.harvard.edu); call 617-496-7827; or visit the Harvard Campus Service Center, Richard A. and Susan F. Smith Campus Center. See [www.campusservicecenter.harvard.edu](http://www.campusservicecenter.harvard.edu) for location and hours.

Daily visitor permits for on-campus parking areas, based on availability, must be obtained in advance through HU Parking Services (see above). University parking policies are strictly enforced. Any vehicle illegally parked will be towed at the owner’s expense.

Cambridge requires resident and visitor permits for on-street parking on most streets. For information, please call 617-349-4700 or visit [www.cambridgema.gov/traffic](http://www.cambridgema.gov/traffic).

**Shuttles**

The Harvard Shuttle provides safe, convenient, and reliable transportation throughout the Cambridge and Allston campuses. Visit [www.transportation.harvard.edu/shuttle-van-services](http://www.transportation.harvard.edu/shuttle-van-services) or call 617-495-0400 for details.

For information about Harvard Longwood Campus shuttles, please visit [www.masco.org](http://www.masco.org).

**Sustainable Transportation**

There are many options for going car-free while at Harvard:

- Visit [www.commuterchoice.harvard.edu](http://www.commuterchoice.harvard.edu) or call 617 384 RIDE (7433) to learn about public transportation options, discounted Zipcar car-share and Hubway bike-share annual memberships, and more.

- Additional information is available at [www.cambridgema.gov/citysmart](http://www.cambridgema.gov/citysmart).
Welcome to Harvard University Housing

Bicycle Storage

Some bicycle storage is available in the basement bike room. You may also use the exterior bike racks or store your bicycle in your room. If using the bike room, please access it via the staircase located below the main Brattle Street entrance to Cronkhite.

Bicycles must not be left in hallways or attached to stairwell railings, benches, entryways, or gates. Bicycles found in hallways or attached to the foregoing will be removed without notice at the owner’s expense. HUH is not liable for any damage to or loss of property. We require residents to register their bicycles with the Harvard University Police Department (http://www.hupd.harvard.edu/).

Personal Property Insurance

It is your responsibility to insure any personal property. HUH and Harvard University do not cover the cost of replacing residents’ personal items (clothing, computers, furniture, stereos, books, etc.) that may be damaged or lost due to theft, fire, water, or vandalism. Personal property insurance may be obtained through local insurance agents, National Student Services, Inc. (1-800-256-6774, www.nssi.com), or CSI Insurance Agency, Inc. (1-888-411-4911, www.CollegeStudentInsurance.com).

Students may first want to check if they are covered under their parents’ homeowners policy, if applicable. Also, residents who live here and own a home elsewhere may want to add personal property coverage to their home insurance policy for a small additional fee.

Bed Bug Alert

Bed bugs are found all over the world and are constantly being dispersed via used furniture, luggage, and bedding. During the last decade the number of bed bug infestations reported from the housing industry in Massachusetts has significantly increased. The challenge is to correctly identify this insect, prevent its spread, and eliminate it from housing units. The information available at www.health.harvard.edu/healthbeat/easing-bedbug-anxiety will help you recognize and prevent infestations of bed bugs at Harvard. If you have any questions or concerns, please contact the Property Management Office.

Residents are expected to comply with the terms of their contract and all applicable policies and procedures.
LEGEND
This site is an approximate diagram. Not responsible for omissions or errors.

- Elevator
- Stairs
- Trash
- Recycling
- Common Bathroom
- Common Kitchen
- Common Study Room

Second Floor
<table>
<thead>
<tr>
<th>Useful Numbers and Links</th>
<th>Phone/Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (Fire/Police)</td>
<td>911</td>
</tr>
</tbody>
</table>
| Harvard University Police Department | 617-495-1212  
www.hupd.harvard.edu | |
| University Health Services (HUHS) | 617-495-5711 (Information and after hours urgent care)  
www.huhs.harvard.edu | |
| Mental Health Services          | 617-495-2042 (After hours call 617-495-5711)                              |
| Office of Sexual Assault and Rape Prevention (OSAPR) | 617-495-9100 (24-hour information and support) |
| Crimson Cash                    | 617-496-6600  
www.cash.harvard.edu | |
| Harvard University Dining Services | www.dining.harvard.edu | |
| CommuterChoice                  | www.commuterchoice.harvard.edu                                           |
| Harvard University Shuttle      | 617-495-0400  
www.transportation.harvard.edu/shuttle-van-services | |
| Harvard University Emergency Notification System | All HU Housing residents are asked to register with the University’s Emergency Notification System  
messageme.harvard.edu | |
| Harvard University International Office (HIO) | 617-495-2789  
www.hio.harvard.edu  
All international students should make an appointment with the HIO before registering for classes. | |