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Welcome to Harvard University Housing

Welcome to Soldiers Field Park / One Western Ave

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).

Please familiarize yourself with the information in the resident area of our web site. This is where you will go to enter work requests and find detailed information about your building, your rent account, and other useful links. To gain access to this area, click “Resident Login” on the home page. Note that your Username is the email address you used to register for Harvard University Housing, unless you have updated it in your profile.

Email is our primary method of communicating with residents; therefore, it is very important that we have current contact information for you. We also need the name of someone to contact in the event of an emergency. Please go to www.huhousing.harvard.edu and click “Resident Login” to enter a current email address and emergency contact information.

In addition, please register with the University’s Emergency Notification System at messageme.harvard.edu.

You can also contact us with questions about your apartment or the property as a whole. We look forward to getting to know you.

Sincerely,

The Soldiers Field Park / One Western Avenue Property Management Team

IMPORTANT: Please note that Harvard affiliates living in One Western Avenue must have their Harvard ID cards activated by our office. New Harvard affiliates must return the temporary swipe card issued by our office before we can activate newly issued Harvard ID cards.
Welcome to Harvard University Housing

Maintenance and Emergency Repair Requests

We encourage you to promptly report all maintenance problems you may be experiencing.

**Regular Maintenance Requests:** Please call the office at 617-495-2154 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 (and your roommates, if applicable) will receive email confirmation when the work request has been generated. The submitter of the request will be able to view additional information online by following the login instructions above.

**Emergency Repairs:** Please call the office at 617-495-2154. If the office is closed, you will be instructed 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. Please do not send an email regarding an emergency request as email is not monitored outside of regular business hours.

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**HU Housing Contact Information**

| Property Management Office | Two Soldiers Field Park, ground floor |
| Office Hours                | 8:00 AM—5:00 PM, Monday—Friday, except University holidays |
| Phone                       | 617-495-2154 |
| Email                       | huh_sfp-owa@harvard.edu |
| Area Manager                | Dan Blair |
| Property Manager            | Brendan Mansfield |
| Staff Assistant             | Deborah Caputo |
| HUH Leasing                 | 617-495-1459 or leasing@harvard.edu |
| Rent payment questions      | 617-495-1612 or huhousing_ar@harvard.edu |
| (HUH Accounts Receivable)   |  |
| HUH Sustainability Program  | greenhousing@harvard.edu or green.harvard.edu/huhousing |
Welcome to Harvard University Housing

Lockouts

Please remember to lock your door and take your keys with you when you leave your apartment.

Lockouts during regular office hours: If you are locked out of your apartment during office hours, please call or come to the Property Management Office. A member of the office staff will let you back into your apartment at no charge, provided you can show proof of residency.

Lockouts after office hours: Call our emergency request number: 617-495-2154. You will hear a message asking you to press “0” if you need emergency assistance. Explain that you are locked out of your apartment and provide your telephone number, building, and apartment number. An arrangement will be made for you to meet our on-call personnel.

Fee for after-hours lockout calls: There is a $50.00 charge for after-hours lockout calls, payable by check (or via your student bill, if applicable). You must authorize this charge by signing a Lockout Call form when you meet with our staff (this form must be signed before management will let you into your apartment). A valid ID is required and you must be named on the lease or on an approved Harvard University Housing (HUH) Authorized Occupant Form to gain access to the apartment or to purchase additional keys and swipe cards (if applicable).

Additional or replacement keys and swipe cards: These may be purchased during office hours only. Payment must be made by credit card. Please see “Housing Policies and Procedures for Harvard University Housing Tenants” for details regarding restrictions and fees for additional or replacement keys and swipe cards.

NOTE: One business day is required to make new keys.

Telephones, Television, and Internet Access

Telephones

Any contract made for phone service (landline or cellular) is between the resident and their service provider, not HUH.

Cell phone service: Cell (mobile) phone service cannot be guaranteed in any apartment.

Landlines: Telephones must be connected to existing outlets and residents are responsible for paying installation charges and monthly fees.
Welcome to Harvard University Housing

Landline service providers:
Verizon: 800-837-4966 or www.verizon.com
Comcast: 617-279-6214 or www.comcast.com

Cable Television, Satellite Dishes, and Antennas
For service, contact the Comcast representative at 617-279-6214, or visit www.comcast.com. Tenants must be present to let technicians into the apartment; please note that weekend installation is not available. Place your order as soon as possible for the best scheduling options. Tenants are responsible for paying installation charges and monthly fees. Satellite television dishes, aerials, or antennas may not be installed without prior written consent from HUH. If permitted, installation and removal must meet all requirements outlined on the required Satellite Dish and Antenna Lease Addendum. Installation may not be possible in many apartments. Please contact the Property Management Office for further information.

Apartment Internet Access
Internet access in your apartment is available through Harvard University's Residential Data Network (RESnet). Note that this is not a wireless service; an Ethernet cable is required for access. Please see the section below, which explains how to register devices with RESnet.

Registering devices with RESnet: In order to access the Harvard Core Network, all devices (desktops, laptops, VoIP phones, game consoles, etc.) plugged into a network data jack at any University RESnet location must be registered. A data jack is typically located in each bedroom; in studios it is located in the main living area.

The following information explains the registration process. If you are in a location with access to free wireless (see below), you can download step-by-step instructions at https://registration.noc.harvard.edu/docs/RESNET+Network+Registration+Guide.pdf.

The RESnet network registration system requires a PIN and a Harvard ID, Person of Interest (POI) XID, or Managed XID to register. If you do not have an ID, a grace period of one week can be granted to allow time to acquire the proper credentials from the administrator of your school, department or group. If you have an ID but have not yet created a PIN, or need to reset your PIN, please visit the appropriate link below:

www.pin.harvard.edu (HUID or POI ID)
https://xid.harvard.edu/xid-apps (Managed XID)

The web-based registration process must be performed on each device that is directly connected to the Residential Network. If you have a router, you need only register
one system to enable access for all systems “behind” that device. Please keep in
mind that you will be the point-of-contact and bear responsibility for all wired and
wireless devices “behind” your router. You are encouraged to secure and maintain
any wireless service provided by your router.

After connecting your device (desktop, laptop, etc.) to the data jack or your router,
live web browser and follow the on-screen instructions.

If you have questions or experience difficulties using the service, please contact the
Harvard University IT help desk at 617-495-7777 or ithelp@harvard.edu. View their
hours at huit.harvard.edu/hours.

Common Area Internet Access

Complimentary wireless Internet access is provided at the following locations:

Soldiers Field Park: In the common room, the first-floor laundry rooms, the seventh
and ninth floor high-rise study rooms, and exterior high-rise patios.

One Western Avenue: In the common room, the first-floor laundry rooms, the outdoor
common space, and in the study rooms on the first through eighth floors.

When prompted for an access code, please enter “veritas”. For technical assistance,
call Viocen at 888-534-7677.

Mail

The Property Management Office does not accept or store packages for residents at
any time. If you are shipping items to your HUH apartment, you should either arrange
for your packages to arrive after you move in, make arrangements for packages to be
held by the post office or shipping company, or make arrangements with a friend or
neighbor to receive and hold your packages.

NOTE: Harvard Business School students should check with their school regarding
package acceptance services offered by HBS.

Please be sure to recycle all of your mail and packaging waste. Additionally, we
recommend visiting www.dmchoice.org to reduce the amount of unwanted mail
sent to your new address.

Soldiers Field Park Mailboxes

If you live in Entry 1, 2, or 6 your mailbox is located across from your ground-floor
laundry room. Mailboxes for other entries are located in each ground-level vestibule.
All mailboxes are numbered by apartment. You are issued a mailbox key when you
pick up your apartment keys.
Welcome to Harvard University Housing

One Western Avenue Mailboxes
The mailboxes for each apartment are located in the North Court lobby on the ground level. They are numbered by apartment, and you are issued a mailbox key when you pick up your apartment keys.

Sustainable Community Program
Our mission is to educate and empower residents on the importance of a sustainable lifestyle. We believe Harvard University Housing offers the ideal environment to develop positive habits that will last a lifetime. The program provides residents with educational resources, leadership training through the Sustainable Community Leaders Program, and inspiration through events, hands-on activities, and customized programming.

Add Us to Your Home Screen!
1. Pull up green.harvard.edu/huhousing in your web browser,
2. Create a Home Screen Bookmark by selecting “Add to Home Screen”.
3. Now you have a clickable icon for easy access to sustainable living help, anytime, anywhere.

Become a Leader in Your Community!
Our Leaders take a hands-on, creative approach toward engaging and educating Harvard’s residential community on conservation methods and personal environmental responsibility. These dedicated change agents are not only influencing their neighbors today, they are shaping the habits and attitudes of tomorrow’s leaders.

Learn more at green.harvard.edu/huhousing

Sustainability
Harvard is committed to reducing its environmental impact as well as creating a sustainable and resilient community. In 2008 the University set a goal to reduce greenhouse gas emissions by 30%. In 2015 the Harvard Sustainability Plan was launched, providing a five-year road map for an overall more sustainable campus. Harvard University Housing and its residential community play a critical role in these University-wide efforts. As we continue to make improvements and enhancements to our properties in an effort to reduce our impact, we hope you will join us by living a sustainable lifestyle while calling Harvard home.
Welcome to Harvard University Housing

Sustainable Living Checklist

Save Energy

• Use LED bulbs in your desk, table, and floor lamps.
• Use power strips as “central turn off” points at your desk and entertainment areas.
• Turn off electronics and unplug devices when not in use and during vacation.
• Enable power management settings on your computer.
• Keep your air vents clear of furniture for improved heating circulation.
• Wash clothing in cold water; it uses 1/10th of the energy of washing in hot water.

Reduce Waste

• Recycle! With single stream recycling everything goes in one bin. Mix clean containers, flattened cardboard, and paper together.
• Reuse! Donate and swap unwanted office supplies, clothes, and other items.
• Reduce disposables by using a reusable water bottle, tote, or coffee mug.
• Bring batteries, cell phones, chargers, and CFLs to your Property Management Office for recycling.

Conserve Water

• Reduce shower time. Every five minutes in the shower uses eight gallons of water.
• Run only full loads of laundry and dishes.

Embrace Health and Well-being

• Go car-free! Bike, walk, or opt for public transit.
• Eat less meat and check out the HSPH Healthy Eating Plate. The Harvard Farmers’ Markets, in Allston and Cambridge, run June—October.
• Use safer green cleaning supplies in your home.

Get Involved

• Apply to be a Leader with the HUH Sustainable Community Leader Program.
• Visit the Harvard Center for the Environment (HUCE) for lectures and other programs on energy and the environment.
• Get funding for your creative ideas with a Student Sustainability Grant.
LEED Certification

One Western Avenue has been awarded a LEED Silver Certification. LEED, which stands for Leadership in Energy and Environmental Design, is a program run by the U.S. Green Building Council. LEED promotes a whole-building approach to sustainability by recognizing performance in five key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality. We encourage you to join us in our commitment to reduce waste, recycle, and conserve energy and water. To learn more about LEED, visit www.usgbc.org/.

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.).

- Regularly empty both recycling and trash to minimize odors; the location of trash and recycling areas is shown below.
- Please do not leave recycling, boxes, or trash in any 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.

Recycling areas:

For Small Recyclables

Please use the recycling setup in your trash room for your everyday recycling. To help maintain a clean and effective system, please:

- **Remove all food residue and liquids** (to avoid odor issues) as well as **Styrofoam and plastic wrappings/liners** (not recyclable) from all containers and boxes.
- **Flatten** items the best you can to maximize space.
• Empty your recycling loose or in a paper bag. Do not use plastic bags to dispose of your recycling – they are not recyclable and contaminate the recycling.

Note: small cardboard boxes can be flattened and left next to the recycling bag.

For Oversized Recyclables
Please use the dedicated outdoor area for recycling large cardboard boxes and other oversized and heavy items such as laundry baskets and books. It is located next to the parking garage across from SFP Entry 2.

Recycling On the Go
To make it easy to recycle on the go, we have installed a number of Big Belly recyclers on the property. Please enjoy the convenience of these bins, but use your building’s main recycling setup to discard your household items.

Parking, Shuttles, and Sustainable Transportation

Parking
Harvard University Housing does not manage any parking facilities.

• Parking for residents is available, for a fee, through Harvard University Parking Services. For information, please go to www.parking.harvard.edu, call 617-496-7827, or visit the Campus Service Center. See www.campusservicecenter.harvard.edu for location and hours.

• Daily visitor parking is offered, on a space-available basis and for a fee, in the adjacent Harvard Business School parking lot.

• Short-term (four-hour) parking meters are located across from the entry to the Soldiers Field Parking Garage.

Shuttles
The Harvard Shuttle provides safe, convenient, and reliable transportation throughout the Cambridge and Allston campuses. Visit 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.

Sustainable Transportation
There are many options for going car-free while at Harvard:
Welcome to Harvard University Housing

- Visit 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. Hubway and Zipcar stations are located near several HUH properties.
- Additional information is available at www.cambridgema.gov/citysmart.

Laundry Facilities

Laundry rooms are accessible with your entry key.

**Soldiers Field Park** laundry rooms are located off the lobbies of Entries 1, 2, and 6, and across from apartment 7R.

**One Western Avenue** laundry rooms are located in the base of the Tower and in the Court section of the building, adjacent to the Common Room.

All laundry rooms are equipped with Mac-Gray’s Laundry View service, which allows you to check the real time availability of washers and dryers. You can access information for your property at [www.laundryview.com/soldiersfield](http://www.laundryview.com/soldiersfield) or [www.laundryview.com/westernave](http://www.laundryview.com/westernave). To reduce your laundry’s environmental impact, Mac-Gray recommends only washing full loads on the cold water cycle. See [www.cleanandgreenvision.com](http://www.cleanandgreenvision.com) for more sustainable laundry tips. Please be courteous and remove your laundry from machines promptly when washing or drying is complete. If you experience any problems with the machines, please contact Mac-Gray Laundry at [www.macgray.com](http://www.macgray.com) or call 800-622-4729. Each laundry machine is equipped with Crimson Cash ([cash.harvard.edu](http://cash.harvard.edu)) access.

Storage

There is no storage available at Soldiers Field Park or at One Western Avenue. Please search online for local storage companies.

Bicycle Storage

Bicycle storage rooms are available to residents of both Soldiers Field Park and One Western Avenue. They are located in Entries 1 and 6 of Soldiers Field Park and in the lower level of the Soldiers Field Park garage. Please stop by the Property Management Office during regular office hours to obtain a key for the storage rooms. HUH is not
liable for water or any other damage to or loss of property. 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. We require residents to register their bicycles with the Harvard University Police Department (www.hupd.harvard.edu).

**Disposals**

Apartments at both Soldiers Field Park and One Western Avenue are equipped with a garbage disposal. Disposals are activated either by inserting the disposal cover (kitchen sink stopper) in the position specified in the directions on the handle of the disposal cover or by flipping the nearby wall switch. Disposals are not designed to process large amounts of food and should not be used for fibrous foods (i.e., celery, carrots, potatoes, and other types of foods with peels).

**Smoking**

Soldiers Field Park and One Western Avenue are designated as smoke-free (no smoking permitted), as are all Harvard University Housing properties. In accordance with this policy, smoking is prohibited within the apartments, on apartment balconies/patios, near building entrances and exits, on all exterior premises, and in all common areas within these buildings (including, but not limited to, hallways, stairways, elevators, common rooms, studies, and laundry rooms).

**Air Conditioning**

**Soldiers Field Park**

Window air conditioners may be operated from May 15 through October 31 only. The cooling elements of window air conditioners supplied by HUH are winterized by October 31 each year. Air conditioners are covered and cannot be used in the off-season.

**One Western Avenue**

The central air conditioning system ordinarily operates from May 15 through October 31 each year and is shut down in the off season. Please note that central air conditioning will not function when the outside temperature drops below 60°F.
NOTE: For best overall efficiency, turn A/C off before leaving your home. It takes a minimal amount of time for an apartment to cool down with the newer A/C systems available.

**Apartment Heat**

In compliance with Massachusetts regulations, heat is able to be provided 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 apartment 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 windows closed to avoid cold drafts.
- Make sure that furniture and other items are not blocking heat vents, radiators, registers, etc. Arrange large furniture against outside walls to provide insulation against infiltration of cold air, unless your heat source is located there.
- Wear layers of clothing, and leave small blankets on or near chairs or sofas so that you can add extra layers when you will be sitting for a long time.

NOTE: Where thermostats are accessible, do not set the temperature in your apartment below 60°F during the winter months for any period while absent from the premises. If heat is turned off or set too low, pipes may freeze, potentially causing damage to the heating system and in the apartment. Please contact the Property Management Office with any heat concerns.

NOTE: In One Western Avenue a single unit provides both heat and air conditioning. Heat is available from September 15–June 15 and A/C is available from May 15–October 31, depending on the outside air temperature. Please contact the Property Management Office if you have questions about the controls.

**Smoke Detectors**

The building is equipped with individual smoke detectors within each apartment as well as the hallway area fire-safety system. Apartment detectors will sound only in your apartment when activated. They will not silence until the source of the alarm is eliminated. If food is burned, open windows to ventilate your apartment. Do not open door to hallways to ventilate. Hallway detectors are linked throughout the building. The entire system will sound if one hallway detector is activated. If this occurs, the
building must be evacuated and the fire department called. The system will not be silenced until it is determined that the occupants are not in danger. Do not remove or disable detectors. Deliberate triggering of false fire alarms and tampering with apartment 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.

**Sprinklers**

All apartments in One Western Avenue and apartments in Entries 2–5 of Soldiers Field Park are equipped with sprinklers. The sprinkler head will be activated at temperatures of 165°F and above. They are very sensitive and can be activated if they are banged or pulled. Please do not hang anything from sprinklers or sprinkler pipes and refrain from stacking items close to them (a minimum of 18” of clearance underneath the sprinklers is required). Tenants are responsible for damages caused by activation due to improper use.

**Heat Sensors**

In Soldiers Field Park, heat sensors are located on apartment ceilings. The heat sensor automatically calls the fire department if there is a rapid rise in temperature. Do not touch this unit. Any movement of the heat sensor will also call the fire department.

**Vending Machines**

Soda and snack vending machines are available in the breezeway of Entry 2 at Soldiers Field Park and next to the Common Room in the Court section of One Western Avenue.

**Barbecues**

HUH prohibits the use of grills (charcoal, propane, liquefied petroleum gas, and electric), smokers, hibachis, chimineas, etc. at all HUH residential properties except single family homes with exclusive outside space.
**Common Room**

- Residents of One Western Avenue and Soldiers Field Park may reserve the Common Room in their property for private events. Please contact the Property Management Office to make a room reservation.

- A deposit of $150, in the form of a check or money order (cash will not be accepted), will be collected at the time of reservation and the renter will be required to sign a rental agreement.

- This deposit is returnable if the Common Room is left in clean condition, the keys are returned to the Property Management Office on the next business day, and all other obligations in the rental agreement are met. If not, the deposit will be forfeited. In addition, if the Common Room is not left in clean condition and actual cleaning expenses exceed $150 the renter will be charged the difference.

- Keys must be picked up during regular business hours, unless advance arrangements are made. Otherwise, the $50 lockout fee will be charged if the after-hours on-call staff is called to provide keys.

**Pets**

At Soldiers Field Park, apartments in Entries 8—15 are designated as pet-friendly (where applicable, tenants have received required documents from the Leasing Office). For full details visit [www.huhousing.harvard.edu/apply/policies-and-procedures](http://www.huhousing.harvard.edu/apply/policies-and-procedures).

Pets are not allowed in any One Western Avenue apartments, with the exception of fish in a 50-gallon or smaller aquarium.

**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 by searching online for local insurance agents, National Student Services, Inc. (800-256-6774, [www.nssi.com](http://www.nssi.com)), or CSI Insurance Agency, Inc. (888-411-4911, [www.CollegeStudentInsurance.com](http://www.CollegeStudentInsurance.com)). Full-time Harvard employees may also be able to obtain discounted insurance through MetLife (to obtain a quote, call Marsh@WorkSolutions at 866-228-3516). 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 appropriate 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](http://www.health.harvard.edu/healthbeat/easing-bedbug-anxiety) will help affiliates 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 lease and the “Housing Policies and Procedures for Harvard University Housing Tenants” sent as part of the lease documents package.
This site is an approximate diagram. Not responsible for omissions or errors.

*http://www.uos.harvard.edu/transportation

- # Entry
- Stairway
- Elevator
- Study Room on floors 6, 7, 8
- Bicycle Storage outside and in Parking Garage basement
- Mail Room on floor 1
- Trash
- Recycling
- Laundry on floor 1
- Management Office in Soldiers Field Park Building 2

Legend

NORTH

One Western Avenue Floors 6-15

Harvard Housing

Soldiers Field Park Building 2

S.F.P. Entrance

O.W.A Entrance

Shared Parking Garage*

Common Room on 1st floor

5A

Harvard Square

One Western Ave, 6-15

Charles River

Soldiers Field Road

Harvard Business School

Memorial Dr

Soldiers Field Rd

Putnam Ave

Mt Auburn St

JFK St

Massachusetts Ave

Harvard St

One Western Ave. 6-15

LEGEND

*http://www.uos.harvard.edu/transportation

- # Entry
- Stairway
- Elevator
- Study Room on floors 6, 7, 8
- Bicycle Storage outside and in Parking Garage basement
- Mail Room on floor 1
- Trash
- Recycling
- Laundry on floor 1
- Management Office in Soldiers Field Park Building 2

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| Harvard University Police Department | 617-495-1212  
  [www.hupd.harvard.edu](http://www.hupd.harvard.edu) |
| Harvard University Health Services (HUHS) | 617-495-5711 (Information and after hours urgent care)  
  [www.huhs.harvard.edu](http://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) |
| HUH Disability Housing Coordinator | 617-496-9767  
  cori_boudreau@harvard.edu |
| Harvard University Title IX Coordinators |  
  [diversity.harvard.edu/title-ix-coordinators-school](http://diversity.harvard.edu/title-ix-coordinators-school) |
| Campus Service Center | 617-496-7827  
  [www.campusservicecenter.harvard.edu](http://www.campusservicecenter.harvard.edu) |
| Crimson Cash | 617-496-6600  
  [www.cash.harvard.edu](http://www.cash.harvard.edu) |
| Harvard University Dining Services |  
  [www.dining.harvard.edu](http://www.dining.harvard.edu) |
| CommuterChoice | 617-384-7433  
  [www.commuterchoice.harvard.edu](http://www.commuterchoice.harvard.edu) |
| Harvard University Parking Service | 617-496-7827  
  [www.parking.harvard.edu](http://www.parking.harvard.edu) |
| Harvard University Shuttle | 617-495-0400  
  [www.transportation.harvard.edu/shuttle-van-services](http://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](http://messageme.harvard.edu) |
| Harvard University International Office (HIO) | 617-495-2789  
  [www.hio.harvard.edu](http://www.hio.harvard.edu)  
  All international students should make an appointment with the HIO before registering for classes. |
| Harvard University Global Support Services | 617-495-1111  
  [www.globalsupport.harvard.edu](http://www.globalsupport.harvard.edu) |