

HARVARD
CAMPUS SERVICES



HARVARD UNIVERSITY HOUSING

Residence Hall Policies and Procedures
for
Cronkhite Graduate Center

(Including Rules and Regulations for Harvard University Housing)

2020 – 2021 Contract Term

www.huhousing.harvard.edu

If you have questions about...

**These policies
and procedures:**

Contact:

Harvard University Housing (HUH)
Leasing Department
1350 Massachusetts Avenue – Room 827
Cambridge, MA 02138-3846
617-495-1459
leasing@harvard.edu

The mandatory meal plan (calendar/dietary concerns):

Joe Iovino, FMP
Unit Manager - Cafe
Cronkhite Graduate Center
617-495-8687
joseph_iovino@harvard.edu

**Obtaining a parking permit or canceling
or extending your current parking
agreement:**

Harvard University Parking Services
Campus Service Center
1350 Massachusetts Avenue – Room 807
Cambridge, MA 02138-3846
617-496-7827
parking@harvard.edu
http://www.transportation.harvard.edu

Note: Parking is not, nor has ever been, included in the housing payment at Harvard University Housing complexes.

Housing and meal plan charges on your student account:

Harvard University Housing
Accounts Receivable Office
617-495-1612
CS_AR@harvard.edu

Building maintenance:

Property Management Office
8 Mount Auburn Street – Lower Level
Cambridge, MA 02138
617-495-1252
huh_cronkhite@harvard.edu

The Graduate Commons Program (GCP)

graduatecommons@harvard.edu
http://www.huhousing.harvard.edu/residents/graduate-commons-program

Additional information about Cronkhite Graduate Center facilities and living in Cronkhite is available at <http://huhousing.harvard.edu/residents/cronkhite-center-welcome-information>.

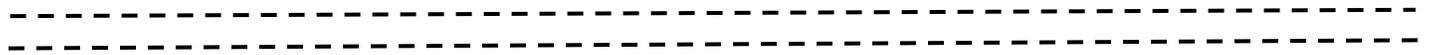
Individuals who need to request accessible housing accommodations related to a disability or serious ongoing medical condition should contact the HUH disability housing coordinator at leasing@harvard.edu for preliminary information. HUH works closely with University Disability Services and the Harvard graduate school local disability coordinators to explore effective housing accommodations and alternative housing solutions whenever possible.

These policies and procedures and rules and regulations are subject to change.

Welcome to Harvard University Housing! This handbook will answer most commonly asked questions about policies and procedures and sets forth the rules and regulations for all residents living in Cronkhite Graduate Center Harvard University Housing (HUH). *Please read this booklet carefully. Abiding by the provisions of your housing contract and this handbook is a requirement for continuation of residency.* If you have additional questions, we encourage you to contact us (refer to page 2, above). Please note that exceptions to these policies are granted only on the basis of approved requests for disability-related accommodations)

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POLICIES AND PROCEDURES

HOUSING CONTRACT DOCUMENTS

Your housing contract is a legally binding document between you (the resident/licensee) and the Owner (President and Fellows of Harvard College by its Agent Harvard University Housing) which gives you a license to use and occupy a Cronkhite Graduate Center unit in exchange for a housing payment.

After you select a Cronkhite Graduate Center unit, a Leasing Coordinator will review your selection. Upon approval, an email typically will be sent to you within two business days directing you to login to the housing portal to electronically sign your contract documents.

Once generated, you may not alter the contract. This includes writing in any additional names. (Cronkhite units are single occupancy only.)

Read your housing contract carefully before signing it. Your electronic signature on the contract (or the signature of the person you have designated on a notarized Power of Attorney) commits you to the following:

- Abiding by all the provisions and agreements in the contract and any riders.
- Abiding by all the Cronkhite Graduate Center Resident Policies and Procedures.
- Making housing payments on time each month during the term of the contract whether you occupy the unit or not.

The email and contract will state the *specific* due date for you to sign all required signed documents and submit your initial prepayment. Typically, this must be completed within three business days if the contract starts in the future. However, if the room is available immediately when selected, the signatures and prepayment must be completed within 24 hours.

A *RIDER* is an addition to the contract indicating a specific condition of that contract that varies from the printed terms of the contract document. For example, some contracts may end at a date other than June 30, or a construction project may be taking place during the contract term.

HOUSING PAYMENTS

Initial Housing Payment

- The first or initial housing payment due must be prepaid by credit card or wire transfer and submitted with your housing contract by the specified due date. If your housing contract begins before the 15th of the month, the amount is prorated for that month. If it begins on or after the 15th, the amount due includes the prorated first month and the entire next month as well.
- To ensure proper credit to your account, be sure to reference your full name as it appears on your contract and your Cronkhite Graduate Center unit address in your payment.
- After the initial housing payment, subsequent housing payments are due on or before the first day of each calendar month.
- Refer to page 1 of your Cronkhite Graduate Center Housing Contract and to payment instructions included with your contract (or to <http://huhousing.harvard.edu/apply/application-process/payment-info>) for additional information and instructions.

Note: Any fees that may be incurred by utilizing bank/wire transfers or due to differences in currency exchange rates may be deducted from your total payment. If not accounted for in advance, this could result in a shortage in your rent payment, incurring an arrearage.

Subsequent Housing Payments

- **Monthly housing contract and related charges or full-time registered graduate students are payable in advance on or before the first day of each and every calendar month and on the due dates stated on you're my.harvard account, according to the policies established by University Student Financial Services (the University's student billing system).**
- If you are an incoming student or your student account is inactive, you must be prepared to pay your housing contract and related charges by credit card, check, money order, or wire transfer directly to Harvard University Housing until your HUID number and **my.harvard** account are activated. Billing statements are not mailed. Follow the payment instructions included with your lease/contract or available at <http://huhousing.harvard.edu/apply/application-process/payment-info>. HUH is not responsible for any wire payment or credit card fees or differences in currency exchange rates you may incur.
- When your **my.harvard** student account is active, typically you will receive a "here is your bill" email notification. Your account can be found at <https://my.harvard.edu/>. Thereafter, HUH will transfer rent/housing contract charges and related charges to your account monthly. This is the same account to which tuition, health fees, etc. are charged. Once you see rent/housing charges on your **my.harvard** account, you then should pay your rent there. Additional information about student billing and accepted forms of payment is available on the University Student Financial Services website: <https://sfs.harvard.edu/>.
- After your final or graduation bill is generated or if your status as an actively registered student changes, payment of housing contract and related charges again must be made directly to Harvard University Housing.
- Please note that the HUH ledger you see when you log in to your HUH Resident Portal at www.huhousing.harvard.edu is a backup ledger to what is sent to **my.harvard**. Please monitor your **my.harvard** account carefully to ensure your rent is not in arrears.
- If you have questions about your housing contract or related charges, please email or call HUH Accounts Receivable at CS_AR@harvard.edu or 617-495-1612.

Late Housing Payments

- If you are in default after the first day of any month, and you fail to make acceptable payment arrangements to bring your account current, HUH reserves the right to charge you a last month's rent and a security deposit.
- If you fall two weeks behind in your housing payments, you may receive a late payment notice.
- Failure to respond to a late payment notice may result in termination of contract proceedings.
- Failure to pay the charges on the student account or any monies due and owing Harvard University by the scheduled due date, and failure to make acceptable payment arrangements to bring your student account current, also may result in Harvard University placing a financial hold on your account, preventing you from registering from future classes, renewing your housing contract, requesting transcripts, or receiving your diploma.
- Harvard University may refer the delinquent account (which may include charges under your housing contract as well as any other delinquent charges) to a collection agency and you may be responsible for paying the collection agency fee, which may be based on a percentage, at a maximum of 40 percent of the delinquent account amount, together with all costs and expenses, including reasonable attorney's fees, necessary for the collection of your delinquent account.
- Your delinquent account also may be reported to one or more of the national credit bureaus following termination of the contract or the end of the contract period.
- HUH reserves the right to refuse to extend the contract of any resident with a history of late payments or other defaults under her/his contract.

Return of the Initial Housing Payment

The contract is a binding legal document. If you are unable to fulfill your obligations, notify the HUH Leasing Office immediately at 617-495-1459 or leasing@harvard.edu. For example, if you decide you are not coming to Harvard and will not need your unit, **you must contact HUH to file a vacate notice, in addition to notifying your school.** (This notice must be submitted even if you never picked up your keys or moved into your unit.) Your initial housing prepayment will be returned in full only if another Harvard affiliate signs a contract for your unit before the date your contract was scheduled to start. If this occurs after your contract start date but during the initial housing prepayment time period, you will receive a prorated refund. If this does not occur during this period, you will forfeit your entire initial housing prepayment and you will be charged and held responsible for housing and meal plan payments and must meet all housing contract obligations until the date another affiliate's new housing contract for your unit commences or the expiration date of your contract, whichever date is earlier.

MANDATORY MEAL PLAN

- All residents living at the Cronkhite Center are **required** to participate in Cronkhite’s dining plan (ten meals per week during the academic term; five dinners per week during the summer term). In return for the meal plan payment, residents are eligible to receive the specified number of meals per week, served Monday through Friday, except during University holidays, winter and spring breaks, and the January Term, as listed in the *Dining Services calendar* (or visit <http://dining.harvard.edu/campus-dining/cafes/locations/cronkhite>).
- The meal plan board charge will be transferred to Resident’s student account separately by Harvard University Dining Services. The total annual cost of the meal plan is applied and must be paid at the start of each term, typically in early June, early August, and in early January.
- The meal plan charge is due and payable so long as you are obligated to pay the room license fee to occupy your assigned quarters. If you sign a room contract during the year (after the June 1 start date, your meal plan board charge will be prorated, based on the start and end dates of your contract).
- The 2020-2021 meal plan contract term begins on March 1, 2020 and ends on June 30, 2021. Refunds are not available for meals that go unused, and meals may not be carried over week-to-week.
- The meal plan payment amount stated on your contract is applicable throughout the contract term. Thereafter, if you request a new contract for the same unit for the next contract year, the meal plan payment amount may be changed on an annual basis, effective March 1. Your new meal plan payment amount is provided when Contract Termination Notice/Request for New Contract notices are sent to you in the spring of each year.
- The dining room offers a variety of meal options, including 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 to accommodate their dietary needs. Participation in the meal plan will not be waived.
- Additional details about the meal plan and dining at Cronkhite are provided at <http://www.huhousing.harvard.edu/residents/cronkhite-center/cronkhite-center-dining-room-kitchens-food-literacy> and on the Harvard Dining Services website at <http://dining.harvard.edu/campus-dining/cafes/locations/cronkhite>.

HOUSING PAYMENT RATE INCREASES

The monthly housing payment amount stated on your contract is applicable throughout the contract term. Thereafter, if you request a new contract for same unit for the next contract year, the housing payment amount may be changed on an annual basis, effective July 1. Your new housing payment amount is provided when Contract Termination Notice/Request for New Contract notices are sent to you in the spring of each year.

ELIGIBILITY AND GUESTS

- Only full-time, registered, tuition-paying, Harvard University graduate degree candidates (excluding Harvard University Extension School students) are eligible to sign a housing contract and occupy a Cronkhite Graduate Center unit. If the occupant ceases to be a full-time affiliate as described herein, Harvard may terminate the contract.
- No other persons including a resident’s spouse/domestic partner and/or family members (i.e., children, siblings, or parents) are allowed to reside in Cronkhite Graduate Center.
- Residents may have occasional guests for temporary visits of no more than three days/nights over a seven-day period per individual guest, not per room. To clarify, a guest will not be permitted to stay in a room for up to three days/nights and then move to another room or rooms to extend their stay during any seven-day period.
 - Guests may not stay overnight or for any period of time in Cronkhite unless the resident/licensee will be present.
 - 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, key fobs or swipe cards to guests, so the resident host will be responsible for letting their guest in and out of the residence hall and their room. Your HUID is not transferable.
- Please be sure to read the new University Policy regarding the safety and protection of minors on campus at <http://youthprotection.harvard.edu/policy>, to which all community members are subject.

KEYS, KEY FOBS, AND SWIPE ACCESS CARDS

- HUH will issue one key set/key fob/swipe access card per resident. Additional keys/swipe access cards may not be purchased.
- Please be aware that the key fobs are programmed to expire at the end of your current contract period. If you receive approval to extend your contract for another year or to vacate on a date after June 30, you may need to bring your key fob to your property management office for reprogramming prior to that date, or you may not be able to access your building. Failure to do so may incur a lockout fee. Your property management office will provide updated information.

- If you have lost your keys/key fob/swipe access card, refer to **Lost Keys, Key Fobs, Swipe Access Cards, and Replacements** on page 18 for important information regarding replacement and fees.

Note: Swipe access cards and University-issued ID cards for building access are not transferable. Residents are responsible for the card and for the consequences of its misuse. Lost or stolen keys/key fobs/swipe access cards and/or lost HUID (if used to swipe for building access) must be reported to your property management office. Refer to page 18, **Lost Keys, Key Fobs, Swipe Access Cards and Replacements** for important information regarding replacement and fees. Also, be sure to report a lost HUID to the Campus Service Center I.D. Office (617-496-7827, id_services@harvard.edu). Visit <http://www.campuservicecenter.harvard.edu/services/id-cards> for information. A fee may be charged.

ROOMMATES

Roommates may not be added to single occupancy room contracts at Cronkhite.

SUBLETTING

Safety and security are responsibilities shared by all residents. Those who live in the building have the right to assume that other occupants are affiliates or guests known to members of our community as specifically authorized in your housing contract. Use by anyone else, including any subresident not approved by the HUH Leasing Office, is a violation of HUH policies and is grounds for contract termination and will be communicated to the Dean of Students of the resident's School. As such, all residents must adhere to all HUH subletting policies.

To list your unit, you **MUST** obtain and use the HUH Cronkhite Sublet Kit available at <http://huhousing.harvard.edu/residents/important-information-residents/subletting-your-apartment-or-room>. Read through the Sublet Kit carefully. The Cronkhite Sublet Kit

- Contains all the policies regarding subletting.
- Provides information on city ordinance restrictions pertaining to short-term sublets.
- Provides instructions on how to advertise your Cronkhite unit to the Harvard community on the only HUH-approved listing website (Off Campus Partners)
- Provides information on how and when your subtenant will be able to receive building/apartment access (keys, swipe, and fobs).
- Provides the required Sublet Application form you must submit for approval.

If you have questions that are not answered in the kit, or if you are not sure about who is eligible to sublet your apartment, be sure to contact the **HUH Leasing Office**.

Important notes:

- 1) Only a Harvard graduate or undergraduate student aged 21 years or older at the commencement of the sublet period is eligible to sublet your unit. *Contact the **HUH Leasing Office** if you are not sure about who is eligible to sublet your apartment.*
- 2) You cannot end your housing contract on a sublet. Sublets are not allowed if you elect to vacate on any date during your contract term, including the expiration date specified in your current contract, or the expiration date of your short-term contract extension. For example, during the Termination/Extension period, if you elect to terminate your contract and you are not extending your contract for the next academic year, you cannot sublet, even if you will be away from your unit temporarily and will return before your elected vacate date. However, if you are transferring to another HUH apartment, you do have the option to sublet your new/transfer apartment prior to their moving into it.
- 3) Residents holding an HUH housing contract are not permitted to sublet another HUH apartment/unit during their contract term.
- 4) Sublet periods may not overlap; you cannot sublet more than one HUH unit at the same time.
- 5) Only an HUH resident (holder of a valid HUH housing contract) may sublet a unit. Their approved subresidents are not permitted to sublet the unit to another subresident.
- 6) Sublet periods ordinarily are restricted to the winter recess (late December—late January) and the summer recess, as defined by the University Academic Calendar, and subresidents are required to be active Harvard affiliates during the sublet period. You may have a total of three successive subresidents during each of these two time periods.
- 7) At times other than summer and winter recesses noted above you may sublet your unit only if you are leaving for academic reasons and will return to finish your housing contract term. For example, if you plan to go abroad for study or research and then come back to finish your program at Harvard. This option requires a letter of confirmation from your school.
- 8) The **minimum** stay required for each subtenant is two weeks. Lesser lengths of time will not be approved.
- 9) Residents are responsible for showing their unit to prospective subresidents. HUH will not issue viewing passes for this purpose.

- 10) Residents may advertise their sublet listing only on the HUH-approved Off Campus Partners sublet listing site at <https://www.harvardhousingoffcampus.com/>. Advertising on any other online listing platform or social media group, such as, but not limited to Airbnb, Sublet.com, Roamer, Facebook, Twitter, etc., is not permitted under any circumstances.
Receipt of compensation for occupancy of your unit, transient subletting including “lending” your unit during graduation or over term breaks, and all similar arrangements allowing use of your unit via non-approved short-term rental website listings is specifically prohibited.
- 11) Be sure to allow sufficient time for processing of your sublet application to avoid your subtenant arriving before access to your apartment can be issued.
- 12) Any subresident not approved by the Harvard Housing Office will be deemed an unauthorized occupant. HUH reserves the right to deny an unauthorized occupant access to your unit in the event of a lockout and to deny requests for maintenance.
- 13) If it is determined that you have allowed the use of your unit for any unauthorized purpose, HUH reserves the right to change the unit locks and charge the resident a \$200 lock/core replacement fee or a \$100 key fob replacement fee, as applicable to your property.
- 14) The Property Management Office will provide keys, key fobs, and swipe access cards (as applicable to the property) to all HUH-approved subresidents. Any fobs or temporary swipe card issued will expire at the end of the sublet period. The first temporary card is issued free of charge.
- 15) All issued keys/fobs/swipe cards should be returned to the Property Management Office at the end of the sublet period.
- 16) If lost or not returned by five days after the sublet expiration, you (the primary resident/licensee) will be charged a lost/unreturned fee of \$25.00 per key/key fob/swipe access card
16. HUH does not inspect or clean your unit after your subresident has vacated.
17. Non-compliance with these and additional policies listed in the Sublet Kit constitutes a contract violation and is cause for termination of your contract.

TRANSFERRING TO ANOTHER HARVARD UNIVERSITY HOUSING UNIT

If you are considering a transfer to another HUH unit, you must contact Leasing to discuss your specific situation and avoid misinterpretation of restrictions. This is particularly important if you wish to transfer and are planning to sublet your unit. The Leasing Office will direct you regarding next steps. When updates to the transfer process become available, they also will be posted on www.huhousing.harvard.edu.

Please note that being added to another affiliate’s existing lease does not qualify as a transfer. To be eligible to transfer within Harvard University Housing, the following requirements apply:

- You must meet all Harvard University Housing eligibility requirements.
- Your current housing and meal payments must be up-to-date.
- You must not be in violation of any terms of your housing contract.
- Your contract must have been in effect for at least three months.
- After the spring contract termination/extension period has started (typically early March), you must request extension of your current contract to be eligible to transfer to another HUH unit/apartment.
- If you select an apartment/unit, you must pay the new market rent /housing rate for the transfer apartment/unit, effective on the lease/housing contract commencement date.
- Contact the Leasing Office at www.leasing@harvard.edu immediately to complete a Residence Hall Contract Termination / New Contract Change Request form so you are not held responsible for two units. You must submit a \$300 transfer fee with your form, payable to HUH by check, money order, or credit card (accepted **in person only** at the Harvard Campus Service Center).
- Your obligation to pay for your current unit will end on your vacate date. (See Note 3 below for important policy conditions.)
- Damage beyond normal wear and use to your current unit and/or not removing your personal property from your unit may incur additional charges. Please note that personal property may NOT be left for an incoming resident.
- There must be no more than a one-month gap between the date you are vacating your current unit and the date the lease/housing contract starts for the transfer apartment/unit. Also see Note 2, below. If bedbug activity in or adjacent to your unit occurs, you may not transfer to another HUH unit until the bedbug activity has been resolved. Refer to pages 15-16 for more information about bed bugs.

Notes:

- 1) If you are submitting a transfer application for the spring Self Service rental period, you must request extension of your current housing contract to be eligible to transfer to another HUH apartment/unit. Otherwise, you might find yourself with no place to live if your current contract expires before you sign a lease/housing contract for another unit/apartment.

- 2) If you have no intention of remaining in your current unit for the next year and/or you do not need Harvard University Housing during the summer, but you do want to rent a new HUH apartment/unit, you may want to terminate your current contract. In this circumstance, you should submit a new application at www.huhousing.harvard.edu, but you should **not** list your HUID. Instead click the Letter of Admission/Appointment box and upload proof of your affiliation and note your current HUH address. If you your HUID that is linked to your current tenant record, the online system will reject your application. The processor will input your Harvard University ID number.
- 3) Apartment/unit availability is not guaranteed.
- 4) In the circumstance where two (or more) current residents living in *separate* Harvard University Housing apartments/units wish to become roommates and transfer together into *one* new apartment, the following will apply:
 - Obligation to pay rent/housing payments will be ended *on the primary applicant's current apartment/unit only* as of the vacate date. The primary applicant is the person who will submit the transfer application for the roommate group. Roommates should decide in advance who is to be the primary applicant.
 - Obligation to pay rent/housing payments will **not** be ended on the secondary applicant's/roommate's current apartment(s)/unit(s) on the vacate date(s). Obligation to pay rent/housing payments will continue until the date the apartment/unit is selected for occupancy by another affiliate or until the expiration date specified in your current lease/housing contract, whichever date is earlier.

SPRING TERMINATION/NEW CONTRACT REQUEST FORMS

Unless otherwise stated on your housing contract or Termination/New Contract rider, Cronkhite Graduate Center contracts expire on June 30 each year. This expiration date will be printed on your contract. Therefore, your housing contract grants you a license to occupy your unit only through June 30 of your contract term. You will be required to vacate your unit no later than midnight of that date unless you request either 1) a vacate date between July 1 and July 31 or 2) you request to enter into a new contract for your current unit for the next academic year.

In March, HUH sends all residents a Termination/Extension email notification. You are required complete and submit this form even if you intend to vacate your unit on the expiration date specified in your current contract or you are graduating. On the form, you are asked to specify either of the following:

- Your termination/vacate date on or prior to your contract expiration date or on a date between July 1 and July 31, if you do not wish to remain in your current unit for another contract term.
- Your request to sign a new contract and remain in your current unit for another contract term through June 30 of the following year.
- If you are vacating, you are expected to move out by your selected termination/vacate date, even if your unit is not selected by another housing applicant. Failure to move out by your selected vacate date may result in contract termination proceedings and additional charges.

Also refer to page 13, *MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARDS*.

You are not responsible for paying for the painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. Please note that personal property may NOT be left for an incoming resident.

Termination/Extension Riders

- A Rider is an addition to the housing contract that indicates a specific condition that varies from the standard printed terms of the Cronkhite Graduate Center Housing Contract. Examples: Notice of a building or unit coming offline in the future, acknowledgement of renovations scheduled to take place during the current or new contract term, etc.
- By submitting a request for a new housing contract or a notice to vacate on a date between July 1 and 31, you agree to the terms indicated by the rider.

Graduating Students

- Your final or graduation charges, which are ordinarily generated in mid to late April, will automatically include your housing charges through the expiration date specified in your current contract.
- If you have requested a vacate date between July 1 and 31, the housing and meal plan charge for the additional days (at the new contract year rate) will also appear if we receive your request by the deadline listed in the online Termination/Extension Request Instructions.
- If you miss the deadline, you will be required to pay the additional housing charges directly to Harvard University Housing by check, money order, wire transfer, or credit card (accepted in person only at the Harvard Campus Service Center).

Please read the following sections for additional information.

Contract Extension (Request to Extend your Housing Contract for another Year)

If you wish to remain in your current unit for another year, you **MUST** submit a “Request for Extension” in March, once you receive your Termination/Extension email notification from HUH. Your request for a contract extension will then be reviewed in consideration of the following:

- You fulfill all Harvard University Housing eligibility requirements.
- Special conditions do not preclude extension of the contract.
- Your housing and meal payments and student account (if applicable) are up to date.
- You are not in violation of any terms of your contract and you abide by all HUH riders and policies.
- Your unit is in clean and healthful condition.

If HUH approves your request, your new contract will commence on July 1 and will terminate on the following June 30. New housing charges at the new academic year rate will be applied to your student account on or prior to June 30.

Note: HUH is under no legal obligation to approve your request for a new contract and reserves the right to refuse to extend the contract of any resident with a history of late payments, instances of insufficient funds, or other defaults under her/his housing contract (license).

Contract Termination (Unit Vacate Notice Submitted During the Annual Spring Termination/New Contract Request Period)

If you do **NOT** wish to remain in your unit for another year, you **MUST** submit a termination/vacate notice in March, once you receive your Termination /Extension email notification from HUH. This form is required, even if you intend to leave on the expiration date specified in your current contract or you are graduating.

- If you are graduating, your final or graduation charges, which are ordinarily generated in mid to late April, will automatically include your housing and meal plan charges through the expiration date specified in your current contract.
- You are expected to move out on your selected termination/vacate date and to return your complete set of keys, key fobs, and swipe access cards to the Property Management Office on that date. Failure to do so may result in contract termination proceedings and additional charges.
- Also refer to page 13, *MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARDS*.

Notes:

- 1) Unless otherwise stated on a housing contract or Termination/Extension Rider, most Harvard University Housing contracts typically expire on June 30. This expiration date will be printed on your contract or on your “Request for extension” approval form/email if you are a continuing resident with an extended contract.
- 2) If the expiration of your contract varies from our typical dates, you may receive your Termination/Extension form at a different time of year. Your leasing coordinator will provide you with full details.

Vacating your Unit Prior to your Current Contract Expiration Date (Early Surrender)

- Notice of at least 30 days prior to your requested vacate date is required.
- Enter the date you intend to vacate your unit and submit your form.
- HUH will schedule turnover maintenance of your unit for the purpose of re-marketing unless there is a University need. Scheduling is dependent upon unit turnover volume and staff and vendor availability and takes into account HUH’s normal business hours and the Harvard University Holiday Calendar (<http://hr.harvard.edu/holiday-calendar>). **You are responsible for the housing and meal plan payments during the painting and cleaning period.**

Note: You cannot access your unit during the painting and cleaning period, but you may continue to eat in the dining hall until the last day you have paid for the meal plan board (either the date your contract expires or midnight prior to the date another affiliate starts a contract for your unit, whichever date is earlier).

- Your unit will be made available for selection through our online leasing system Currently Available list. During the View and Select Window period (<http://huhousing.harvard.edu/apply/application-process/unit-selection-process>), Cronkwhite units are open to full-time Harvard GSAS, GSD, GSE, HDS, and HKS graduate degree candidates; after the View and Select Window period, they are open to full-time degree candidates at all Harvard graduate schools (except Harvard Extension School). Your unit’s listed availability/contract start date will be based on the date the unit would be ready for occupancy by a new resident after painting and cleaning is completed.
- You are not responsible for paying for painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. Please note that personal property may **NOT** be left for an incoming resident.
- Turnover painting/cleaning and the assignment of a Ready/Contract Start Date cannot take place as scheduled if you do not move out by the vacate date you submitted on your termination/vacate notice and may result in additional cost to you.
- **You are responsible for paying all housing and meal plan board payments and must meet all housing contract obligations until another affiliate’s contract for your unit commences, or until the expiration date specified in your**

current contract, whichever date is earlier. Selection of your unit prior to the expiration of your contract is not guaranteed.

- You are expected to move out by your selected vacate date, even if the unit has not been selected for occupancy by another affiliate.
- If your unit is selected prior to the expiration date of your contract, any applicable refunds of the housing and meal plan payments will be pro-rated.
- Failure to move out on time may result in contract termination proceedings and additional charges.

Vacating your Unit on your Current Housing Contract Expiration Date (Timely Surrender)

- If you do not wish to make any change and plan to vacate your Unit on *your current contract expiration date*, enter that date and submit your form.
- You are not responsible for paying for painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. Please note that personal property may NOT be left for an incoming resident.
- You are expected to move out by your selected termination/vacate date, even if your unit is not selected for occupancy by another affiliate.
- Failure to move out on time may result in contract termination proceedings and additional charges.

Vacating your Unit between July 1 and July 31 (After your Current Contract Expiration Date)

- The option to choose a vacate date after your current contract expiration date up to July 31 also is available unless your contract is designated as non-extendible.
- Your housing and meal payments and student account (if applicable) must be up-to-date.
- Payment for the additional days must be made in advance and ordinarily is nonrefundable (refer to ***Changes to your Contract Extension Request or Unit Vacate Notice***, below). Please note that housing and meal payment rates for the new contract year will be in effect.
- You are not responsible for paying for painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. Please note that personal property may NOT be left for an incoming resident.
- You are expected to move out by your selected termination/vacate date, even if the unit is not selected by another affiliate.
- Failure to move out by your selected termination/vacate date may result in contract termination proceedings and additional charges. Also refer to page 13, ***MOVING OUT AND DROPPING OFF YOUR KEYS. KEY FOB, AND SWIPE ACCESS CARDS.***

Changes to your New Housing Contract Request or Unit Vacate Notice

If you need to change the request for a new housing contractor termination/vacate notice you submitted during the Termination/Extension period, you must contact the Leasing Office immediately. This is particularly important if you plan to enter or already have entered into a sublet agreement for your unit and want to change your submitted contract extension election to either a termination/vacate request or a transfer to another HUH apartment or room.

- A minimum notice of 10 days prior to your originally requested termination/vacate date is required if you wish to change your termination/vacate date. Change requests made with less than 10 days' notice must also be approved by HUH Property Management.
- A change to a termination/vacate date may be permitted only if your unit has not been selected by a new housing applicant.
- If you originally selected the expiration date specified on your current contract or a date up to July 31 as your termination/vacate date *but then change to an earlier date*, you will be charged and held responsible for housing and meal plan payments and must meet all obligations as an HUH resident until the originally selected and approved termination/vacate date or the date your unit is selected by a new housing applicant, whichever date is earlier. Refer to pages 10-11, ***Vacating your Unit Prior to your Current Contract Expiration Date (Early Surrender)***.
- If you originally requested a new contract, but now wish to vacate your unit, you will be charged and held responsible for rent payments and must meet all HUH Licensee obligations until the expiration date specified on your new/extended housing contract or the date your unit is selected by a new housing applicant, whichever date is earlier. Refer to pages 10-11, ***Vacating your Unit Prior to your Current Contract Expiration Date (Early Surrender)***.
- If you originally requested to vacate your unit, but now wish to request a new contract, *you must be a resident in good standing and must meet HU Housing eligibility* requirements to qualify for contract extension. Additionally, contract extension may be permitted only if your unit has not been selected by a new housing applicant. HUH has no legal obligation to extend your housing contract. Refer to the contract extension option on pages 9-10.

- **If your change request is approved, you must sign a Residence Hall Contract Termination / New Contract Change Request form and submit a \$300 processing fee**, payable to HUH by check, money order, or credit card (accepted in person only at the Harvard Campus Service Center).

VACATING YOUR UNIT DURING THE CONTRACT TERM (Early Surrender – Notice Submitted Prior to the Annual Spring Termination/New Contract Request Period)

If you need to vacate your unit during the contract term, prior to the expiration date specified on your current contract:

- Contact the Leasing Office to speak with your leasing coordinator regarding the process to submit your vacate notice.
- Notice of at least 30 days prior to your requested vacate date is required.
- **You must complete and sign a Residence Hall Contract Termination / New Contract Change Request form.** Payment of a \$300 processing fee is required at the time you submit your form. Payment to Harvard University
- Housing may be made by check, money order, or credit card (accepted **in person only** at the Harvard Campus Service Center).
- HUH will schedule turnover painting and cleaning of your unit to make it available for selection by a new resident, unless there is a University need. Scheduling is dependent upon unit turnover volume, staff and vendor availability, and takes into account HUH's normal business hours and the Harvard University Holiday Calendar (<http://hr.harvard.edu/holiday-calendar>). **You are responsible for paying all housing and meal plan payments during the painting and cleaning period.**
- Your unit will be made available through our online housing selection system. Its listed availability date will be based on the date the unit would be ready for occupancy by a new resident after painting and cleaning is completed.
- You are not charged for the cost of painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. Please note that personal property may NOT be left for an incoming resident.
- Turnover painting/cleaning and the assignment of a Ready/Contract Start Date cannot take place as scheduled if you do not move out by the vacate date you selected on your termination request form and may result in additional cost to you.
- **You are responsible for paying all housing and meal plan board payments and must meet all housing contract obligations until another affiliate's contract for your unit commences, or until the expiration date specified in your current contract, whichever date is earlier. Selection of your unit prior to the expiration of your contract is not guaranteed.**
- You are expected to move out by your selected termination/vacate date, even if the unit has not been selected.
- If your unit is selected prior to the expiration date of your contract, any applicable refunds of the housing and meal plan payments will be pro-rated.
- Failure to move out on time may result in contract termination proceedings and additional charges.

Loss of Affiliation during the Contract Term

- Typically, residents who know they will lose affiliation during the contract term (i.e., November degree) should not request a new Harvard University Housing contract.
- If loss of affiliation occurs unexpectedly during the contract term, you should contact the Leasing Office to speak with your leasing coordinator.
- If you decide to vacate your unit, the above rules under *VACATING YOUR UNIT DURING THE CONTRACT TERM* apply (refer to page 12).
- If HUH (the Owner) does not terminate your contract and you are permitted to remain in Harvard University Housing until the expiration date specified in your current contract, the housing payments must be paid directly to Harvard University Housing if you do not have an active student account because of your loss of affiliation. Meal plan payments must be paid directly to Harvard University Dining Services at the start of each semester
- The housing payments must be submitted on or before the due date, which is the first day of each month, consistent with contract terms. (Example: The housing payment for the month of April is due by April 1.) Payments must be made by check, money order, wire transfer, or by credit card.
 - Check, money order, wire transfer payments should be sent to Harvard University Housing Accounts Receivable, 46 Blackstone Street, Cambridge, MA 02139-3710. (Note: this office cannot accept in-person payments.) To ensure proper credit to your account, be sure to reference your full name as it appears on your contract and your Harvard University Housing address in your payment.
 - Credit card housing payments must be made in person at the Harvard Campus Service Center, 1350 Massachusetts Avenue – Room 807, Cambridge, MA 02138-3846. This office also accepts checks and money orders. (See website for hours: <http://campusservicecenter.harvard.edu/>.)

MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARDS

Moving Out

- You must remove food, rubbish, etc. and leave the unit in clean condition or you will be charged for additional maintenance costs.
- All HUH-provided furnishings and equipment must remain in the unit.
- You must remove all your personal belongings (your own furniture, personal items, etc.) and vacate your unit by midnight of the vacate date you selected on your unit vacate notice, whether or not another affiliate has signed a contract for your unit. Your license to occupy your unit will expire on your selected vacate date.
- You must remove food, rubbish, etc. and leave the unit in clean condition or you may be required to pay for additional maintenance costs.
- Failure to vacate on time may result in contract termination proceedings and additional charges.
- Be sure to set up a mail forwarding account with Harvard University Mail Services (HUMS) well in advance of your move. To do so, go to <http://www.hums.harvard.edu/mail-delivery-services> and click “**Student Mail Forwarding**.” You will need your HUID and password. Once this is completed, HUMS can send all your first-class mail and USPS packages to your new address. Unfortunately, they cannot forward UPS, FedEx or magazine subscriptions so be sure to also notify all shippers of your new address. Address changes may take two weeks or more to go into effect. HUH management is not responsible for collecting or forwarding any mail or packages that may arrive after you vacate.

Key, Fobs, and Swipe Access Card Drop-Off

- Place all swipe access cards and keys on the chest of drawers in your room. Telephone or email the Property Management Office right away to inform them that you have left the keys (617-495-1252 or huh_cronkhite@harvard.edu).
- If you fail to return all keys, key fobs, and swipe access cards, you may be required to pay a \$200.00 fee for door lock/core replacement of \$200.00 for a keyed building or a replacement fee of \$25.00 per key fob/swipe access card for a key fob building (applied to your student account or payable by check or credit card).

Reoccupancy Restrictions

- After HUH receives your vacate notice, turnover painting and cleaning of your unit will be scheduled to make it available to other affiliates through our online housing selection system, unless there is a University need.
- The unit locks will be changed, and any remaining personal furniture, clothing, or other items will be removed and recycled or disposed of.
- Even if another affiliate has not signed a contract for your unit, you will not be permitted to re-occupy the unit without prior notice to HUH.
- If you elect to re-occupy the unit for any period prior to its selection by another affiliate, (1) you must file a Residence Hall Contract Termination / New Contract Change Request and you will be required to pay the \$300 change processing fee, and (2) your unit will be removed from HUH available unit listings.

RETURN OF PRO-RATED HOUSING PAYMENT AFTER MOVE-OUT

If another affiliate signs a new housing contract for your vacant unit that commences prior to the expiration of your contract term/date your responsibility for housing and meal plan payments end.

- You will receive a prorated housing and meal plan payment refund on your student account if you are a continuing student.
- If you are a departing student (losing affiliation or graduating), you must contact Harvard University - Student Accounts directly to request your prorated refund. Visit <http://sfs.harvard.edu/refunds> for further information.
- All prorated refunds are based on the actual number of days in that month.
- Refund processing can take several weeks.

UNIT AND BUILDING RULES AND REGULATIONS

Note: Further details about living at Cronkhite Graduate Center are provided in residents' Cronkhite Graduate Center Welcome information available online at <http://huhousing.harvard.edu/residents/cronkhite-center-welcome-information>.

UNITS

Furnishings and Appliances

- Basic furniture and a mini-fridge are provided in your unit. No substitution of items will be made, and furniture may not be removed from the apartment.
 - Each unit contains a labeled, dedicated electrical outlet to service the provided mini-fridge. It is mandatory that the refrigerator remain with this electrical outlet to prevent an overload of the electrical system. (Note: Rooms 350-A, B, and C comprising the 350 Suite do not have a mini-fridge, as these rooms share a kitchenette with a full-sized refrigerator available for food storage.)
- Residents' personal coffee makers, hot pots, rice cookers, percolators, crock pots, toasters, and similar small appliances may be used only in Cronkhite's four shared kitchens; their use is not permitted in your unit.

Heat and Air Conditioning

- Heat is included in the housing payment at all complexes. In compliance with Massachusetts regulations, heat is provided from September 15 through June 15 each year, at a minimum temperature of 68°F between 7:00 a.m. and 11:00 p.m. and a minimum of 64°F at all other hours.
- During the heating season, it is not uncommon to hear some noise from the heating system when it is operating.
- To prevent building and unit pipes from freezing, do not close radiator valves during winter for any period while absent from your unit. Residents who fail to comply may be charged for the cost of any damages that may occur.
- Central air conditioning is provided only in the basement and first-floor common areas during the cooling season, May 15 through October 31
- Room air conditioners are not permitted.

Telephone, Internet, and Television

- Cell (mobile) phone service cannot be guaranteed in any unit. Any contract made for cell phone service is between the resident and their service provider, not HUH.
- FAS wireless network service is included in the housing payment. Users of University-provided wireless Internet service must adhere to all terms of HUIT's **Acceptable Use Policy**. Once you have your Harvard I.D. you may register your computer at <https://autoreg.fas.harvard.edu/index.html>. When searching for a wireless signal, please select "Harvard University" and log in with your HUID.
- Cable television is provided in the basement common area. Note: The rest of Cronkhite Graduate Center is not wired for cable, so residents do not have the option of installing it in their rooms.
- Satellite television dishes, aerials, or antennas may not be installed.

Smoking

- **All HUH residential properties are smoke free/no smoking permitted.** Smoking means the combustion and inhalation from any cigarette, cigar, pipe, or other device or method.
- **In accordance with this policy**, smoking of all types is prohibited within all units, in all common areas (hallways, stairways, elevators, laundry rooms, and in any other designated non-smoking areas), near all building entrances and exits, and in all exterior premises within 25 feet of Cronkhite Graduate Center.

Pets

- Pets are not allowed to visit or reside in Cronkhite Graduate Center. ~~Overnight~~ Animal "guests" and pet-sitting also are not permitted.
- In cases of service or assistance animals, reasonable modifications to these rules will be explored. See below.
- Applicants with animal allergy concerns should contact the HUH disability housing coordinator at leasing@harvard.edu as soon as possible after their housing application has been approved and before selecting **any** HU Housing unit. Refer to Accessible Housing Accommodations, below.

Service Animals and Assistance Animals

- Exceptions to the foregoing pet policies are granted only on the basis of an eligible reasonable accommodation. Eligibility to keep a service or assistance animal must be verified by appropriate University staff. ***Please contact the HUH disability***

housing coordinator at leasing@harvard.edu for preliminary information. Also refer to the Use of Premises clause in your housing contract.

- A service animal is a dog that is **individually trained** to do work or perform tasks for an individual with a disability. An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Assistance animals are distinguished from service animals in that they have **not** been individually trained and they may be an animal other than a dog. Assistance animals include emotional support animals (ESAs), comfort animals, and companion animals. Service and assistance animals are not required to wear an identifiable vest or harness. Do not assume that an animal, while seemingly at rest, is not working, and do not feed, pet, or tease the animal as this can distract it from its task.
- No service or assistance animal shall be kept in the unit until:
 - The applicant's/resident's eligibility for a service animal or assistance animal has been verified by appropriate University staff.
 - The Service Animal or Assistance Animal Authorization and Policies Rider amending your housing contract is signed and returned with required veterinary records and a photo of the animal.
 - If the requester is a subresident, the primary resident must sign the form consenting to the presence of the animal in the unit.
 - The authorization rider is executed by HUH.
- After initial approval, you may be required to submit an updated authorization rider if HUH changes or amends the rider. Additionally, it is your responsibility to ensure rabies vaccinations are kept up to date and to submit evidence of such prior to submission of any request for an extension of your lease/housing contract. Forms are available from the HUH Leasing Office.
- Assistance animals are not permitted in any building common area, except the path of travel to the outside of the premises, or in the Cronkhite exterior common courtyard.
- You must notify the HUH disability housing coordinator in writing if the service or assistance animal is no longer is no longer needed, is no longer residing in the premises, or if you are transferring to a new HUH unit. A new request for each new animal must be submitted to the HUH disability housing coordinator. You should contact the disability housing coordinator in advance if you believe that your specific circumstances warrant an exception to any of these policies.
- ***The keeping of any unauthorized or unregistered animal is a violation of your housing contract and is grounds for contract termination.***
- If you choose not to abide by the HUH Service Animal or Assistance Animal Authorization and Policies Rider and instead choose to terminate your contract and vacate your unit, the HUH early contract termination policy shall apply (refer to *VACATING YOUR UNIT DURING THE CONTRACT TERM* on page 12).
- Service Animals are working animals trained to perform an essential task or tasks for their handler. Assistance animals typically provide comfort or emotional support for a related disability. Assistance animals may come in all types and breeds and are not always readily identifiable. Service and assistance animals are not required to wear an identifiable vest or harness. Do not assume that an animal, while seemingly at rest, is not working, and do not feed, pet, or tease the animal as this can distract it from its task.

Accessible Housing Accommodations

- Individuals who need to request accessible housing accommodations related to a disability or serious ongoing medical condition should contact the HUH disability housing coordinator at leasing@harvard.edu for preliminary information. HUH works closely with University Disability Services and the Harvard graduate school local disability coordinators to explore effective housing accommodations and alternative housing solutions whenever possible.

Personal Property Insurance

- **It is your responsibility to insure any personal property.** Harvard University Housing and Harvard University *do not* provide personal property insurance, and they 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, vandalism, or any other cause.
- Renters personal property insurance may be obtained through local insurance agents (search online for insurance agents), National Student Services, Inc. (1-800-256-6774, <https://www.nssi.com/>), or Arthur J. Gallagher & Co. College Student Renters Insurance (888-411-4911, www.CollegeStudentInsurance.com). For example, \$10,000.00 in coverage with a \$100.00 deductible is available for approximately \$16.00 to \$21.00 per month (rates in effect as of December 2019; see website for details and other coverage and deductible options).
- 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 insurance coverage for their Cronkhite unit to their homeowners policy for a small additional fee.
- When submitting your contract, you must acknowledge the above conditions and understand and agree to the following:
 - You have been provided information on options for obtaining personal property insurance.

- If you choose not to obtain personal property insurance, your personal items will not be covered for damage or loss for any reason during your residency in HUH.
- If you do choose to obtain personal property insurance, your personal items claim is limited to your policy coverage and neither HUH nor Harvard University provides additional coverage.

Miscellaneous

- If your primary residency is in question, HUH reserves the right to request two forms of proof of residence, such as a bill, tax return, driver's license, bank statement, etc.
- 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 http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Bed_Bug_Harvard_Housing_Flowchart.pdf 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.

COMMON AREAS AND FACILITIES

NOTE: In light of the unique circumstances of the COVID-19 pandemic, common areas, certain services and/or programming, and other building amenities may be unavailable or available only on a limited basis.

General Information

- The removal of fixtures, furnishings, equipment, supplies, and any other items from building common areas and facilities constitutes theft and the Harvard University Police Department will be notified.
- Because this is a community environment, you are expected to clean up after yourself after using any common space or shared amenity. Not meeting this requirement represents a violation of your housing contract. The custodial staff is expected to maintain the facility, not to clean up after residents.
- Additional information about the use of Cronkhite Graduate Center common areas and facilities can be found in your Welcome information at <http://huhousing.harvard.edu/residents/cronkhite-center-welcome-information>.

Kitchens

Two shared kitchens are available on each residential floor for meal preparation at times when residents do not wish to use the Cronkhite dining room or when it is closed on weekends and during University breaks.

Laundry Room

A laundry room is located in the basement and is accessible via Stairwell #1 or Elevator #1. It is provided as a courtesy to building residents, and HUH is not liable for any damages or loss that may occur by using the machines.

- Machines are equipped to take credit and debit cards as well as quarters. No change machine is provided, so please plan accordingly. Machines may not be able to accommodate certain items.
- The washers are high efficiency machines, which use very little water. Please be sure you use only laundry detergent marked as "HE."
- Laundry facilities should only be used during posted hours to avoid disturbing adjacent residents.
- Please be courteous and remove your laundry from machines promptly when washing or drying is complete, so that other residents may use the machines. Clothing should never be left overnight in the machines. Leave the washer door open and clean out the dryer vent when you are done. Unattended laundry left in the laundry room will be removed by the maintenance staff.
- If you experience problems with machines, please contact CSC Service Works (<https://www.cscsw.com/one-csc/> or call 877-264-6622). Please also notify your property management office, so they can investigate the problem and post signage on the machine that is out of service.
 - Refund requests for coins lost in CSC Service Works machines may be submitted at <https://www.cscsw.com/request-service/>.
 - For problems using your credit or debit card, call Change Point at 877-231-3537.

Bathrooms

Cronkhite Graduate Center has community bathrooms that may be shared by as many as 10-12 residents per wing. Community bathrooms are cleaned regularly by the custodial staff. Residents are expected to:

- Act courteously to fellow residents while utilizing the shared facilities.
- Wear appropriate clothing (e.g., bathrobes) in the hallways when coming from and going to the bathrooms. Residents are also expected to keep bathrooms free of personal belongings and clothing.

- Keep bathrooms clean and free of personal belongings, including undergarments. Your neighboring residents also use these facilities and expect to find them in a serviceable condition.
- Contact the Property Management Office if the condition of a bathroom becomes such that it cannot wait for the next scheduled cleaning.

Exercise Room

A small exercise room is located in the basement and is open from 6 a.m. to midnight. It is available for use by Cronkhite Graduate Center residents only; nonresidents, such as guests, personal instructors, etc. are not permitted to access the room. Its use is restricted, and residents must register with the Property Management Office and sign the *Acknowledgement of Fitness Room Policies and Assumption of Risks Release*, included as a Rider to your housing contract, before HUID-access can be activated. Photography and videoing are not permitted in the fitness rooms. Broken or nonfunctioning machines and/or equipment should be reported immediately to the Property Management Office.

Lounge and Reading Room

- The basement lounge is available for small gatherings (up to 12 people) on a first-come, first-served 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 quiet place to study, please use the reading room on the second floor. No private reservations are allowed in this space.
- 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.

Vending Machine

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

House Loan Program

- The Property Management Office keeps vacuum cleaners to be shared by residents on an as-needed basis.
- A carpet sweeper, mop, broom, and dustpan are located in one of the trash rooms 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. HUH cannot guarantee the availability of all items at all times. Please help by returning shared items as soon as you are done using them. If you find that you are frequently borrowing a specific item, you may want to consider buying your own and storing it in your room.

STORAGE

- Storage for personal items is not available at Cronkhite Graduate Center. If you require storage, please search online for local storage companies.
- Storage of items in your unit, in designated storage areas, in any other part of the building, or anywhere on the property is not permitted before or after your contract term. Per Massachusetts Board of Fire Prevention Regulations, storage is not allowed in common areas, public hallways, or stairwells. Personal property should not be stored near or block the way to the mechanical or electrical equipment. The storage of hazardous or combustible substances is not allowed.
- Some bicycle storage is available in the basement bike room. Please stop by the management office to register and have your HUID programmed for access. You may also use the exterior bike racks or store your bicycle in your unit. If using the bike room, please access it via the staircase located below the main Brattle Street entrance to Cronkhite. 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*.
- 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 may be removed without notice at the owner's expense.

MAIL AND PACKAGES

- Information about mail service at Cronkhite Graduate Center can be found at <http://huhousing.harvard.edu/residents/cronkhite-center/cronkhite-center-mail-and-packages>.
- The Property Management Office does not accept or store packages for residents at any time. If you are shipping items to your Cronkhite Graduate Center address prior to your move-in or you will not be at home to receive packages upon delivery, please arrange for packages to be held by the Post Office or shipping company, use a locker service (such as Amazon) when available, or make arrangements with a friend or neighbor to receive and hold your packages. Another option is to rent a PO Box from the U. S. Postal Service (<https://www.usps.com/manage/po-boxes.htm>). However, non-US Postal Service deliveries such as UPS may not be accepted at the Post Office (check with your shipper).
- We recommend that you put a hold on your mail if you plan to be away for an extended period. Visit www.usps.com to learn how you can do so.

- Packages that are delivered and left in the building vestibule or mail area and not picked up within a period determined by the Property Management Office will be returned to the sender by Harvard University Mail Services.
- Building vestibules are not package pickup areas for UPS/FedEx. If you must return or ship any packages, you must do so at the appropriate store or mailing/shipping center.
- Please be sure to recycle all your mail and packaging waste. Additionally, we recommend visiting www.dmachoice.org to reduce the amount of unwanted mail sent to you.
- If you believe a package has been stolen from the common mail area, you should file a report with the Harvard University Policy Department to initiate an investigation.

LOCKOUTS

- If you are locked out of your unit during regular office hours, call the Property Management Office (617-495-1252).
- If you are locked out after office hours, call the on-duty Resident Advisor at 617-312-7112. If the Resident Advisor is not available, call the Property Management Office.
- Only current residents and approved subresidents with a valid I.D. may request lock-out assistance.

LOST KEYS, KEY FOBS, SWIPE ACCESS CARDS, AND REPLACEMENTS

- If it is determined that a primary resident has allowed the use of a unit for any unauthorized purpose, or if an HUH-approved subresident does not return keys to the primary resident, HUH will change the unit door lock/core and the resident may be required to pay a sublet access administration fee of \$200.00 for keyed units or \$100.00 for key fob building by check or charged to your student account (registered students with an active student account only).
- HUH will issue one key set/key fob/swipe access card per resident. Additional keys/key fobs/swipe access cards may not be purchased.
- Swipe access cards and University-issued ID cards for building access are not transferable. Residents are responsible for the card and for the consequences of its misuse.
- Lost/stolen keys, key fobs, swipe access cards and/or lost HUID (if used to swipe for building access) should be reported to the property management office, which can issue a temporary swipe access card for use for a maximum of five days until you can get a new HUID. You may be charged a key/key fob/swipe access card replacement fee of \$25.00 for the first two occurrences.
- Also be sure to report a lost HUID to the Campus Service Center I.D. Office (<http://www.campuservicecenter.harvard.edu/services/id-cards>, 617-496-7827, id_services@harvard.edu). A fee is charged for HUID replacement.
- After a second replacement key/key fob has been given to any resident, management will notify the resident that a third request will trigger a key/unit door lock/core replacement and a core/lock change charge at a cost of \$200.00 or a replacement fee of \$25.00 per key fob/swipe access card, payable by check or charged to your student account (registered students with an active student account only).
- When a third lost key/key fob request has been received, management will inform the resident when the \$200.00 door lock/core replacement fee or the \$25.00 per key fob/swipe access card replacement fee may be applied, which and is payable by check or charged to your student account (registered students with an active student account only). The resident will receive new keys/key fob/swipe access card, as applicable.
- Unauthorized unit use and repeated loss of keys/swipe access cards pose a safety and security risk for all building residents. HUH reserves the right to impose a reasonable limit on key/unit door lock/core replacements and to impose fines for excessive use of services.

RESIDENT NOISE OR DISTURBANCE

Courtesy Policy

HUH cannot guarantee that residents will not hear sounds from neighboring units. However, in keeping with the expectation of mutual respect within the Harvard community and at Cronkhite Graduate Center, we request that you respect your fellow residents' concerns regarding noise and keep all sound within reasonable limits. There should be no excessive noise at any time in any part of Cronkhite. Residents having events or gatherings in individual rooms should keep noise levels down. Residents should also mind their alarm clocks, particularly when leaving Cronkhite overnight or longer. We recommend that residents using exercise equipment (bikes, treadmills, etc.) in their unit install sound and vibration reducing mats or rugs under the equipment. Ideally, every resident should be able to produce as much noise as one would like in one's own room, but in a residential community, residents are obligated to be sensitive to the needs of others. It is expected that residents will respect their fellow residents' concerns when asked to lower the volume of any noise. Residents should 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

Daily quiet hours are 11:00 p.m.—7:00 a.m. Twenty-four-hour quiet hours are in effect during reading and exam periods. If a resident is using a common area 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. 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 the 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 at 617-495-1252 or huh_cronkhite@harvard.edu.

CONSTRUCTION AND OTHER NOISE OR DISTURBANCE

Cronkhite Graduate Center is located in a city environment, and HUH cannot guarantee that any unit will be sound proof. During your residency you may experience the following types of noise:

- Typical urban and commercial noise, such as sounds from traffic and delivery, trash, and recycling trucks, particularly in apartments located near loading docks, garages, or trash and recycling pickup areas.
- Noise from building systems, such as trash compacting, elevator, water, plumbing, ventilation, cooling, and heating systems (for example, noise associated with the operation of heat cycling through properties with the older systems).
- Sounds from neighboring units, such as footsteps overhead, ringing alarm clocks, etc.
- Noise occurring in nearby units in your building during HUH's performance of turnover maintenance to prepare vacant units for occupancy by new residents. Examples of this work include scraping, painting, cabinet, appliance, and carpet replacement, floor sanding, etc.
- Noise from nearby construction being performed by HUH or other Harvard University departments. Typically, information about such projects will be provided in riders attached to your contract or Termination/Extension form or may be found on Harvard University's Construction Mitigation website at <http://www.construction.harvard.edu>.
- Noise occurring from emergency repairs that must be performed by HUH or other Harvard University departments. Advance notification to residents, such as that provided in lease/housing contract or Termination/Extension riders, may not be possible in emergency circumstances.
- Nearby construction being performed by private construction companies or by the city of Cambridge that is beyond HUH's control or knowledge. HUH encourages applicants and residents to stay informed about projects that may be taking place in their neighborhoods. The following are some of the websites you may visit to find information on current and upcoming projects:
 - <https://www.cambridgema.gov/CDD/Projects>
 - <http://www.bostonplans.org/projects/development-projects/>
 - <https://www.bwsc.org/projects/project-lookup>
 - <http://www.cityofboston.gov/publicworks/construction/>
 - <https://www.somervillema.gov/construction>
 - <https://www.mass.gov/service-details/massdot-project-info>

It is important to note that Cambridge, Boston, and Somerville are densely populated urban environments, and not all projects or other sources of noise or disruption can be listed at these websites or predicted in advance.

SAFETY AND CLEANLINESS

Fire Safety Systems

- All units have smoke detectors. If the unit detector is set off, open your windows, NOT your doors, as the activation of a hallway smoke detector will set off the entire building system. If this occurs, the city fire department will be called, and the building must be evacuated.
- Carbon monoxide detectors are installed in various locations in Cronkhite. Carbon monoxide is an odorless, poisonous gas that can be emitted by fossil-fuel burning equipment such as a furnace, water heater, fireplace, vehicle engine, etc. Massachusetts regulations require the installation of Carbon Monoxide (CO) detectors in any residence where such equipment exists or where there is enclosed parking within the structure.

- Carbon monoxide detectors are either battery powered or electrically powered and fitted with a battery backup to ensure they function if electricity is interrupted.
- If any CO detector sounds an alarm, evacuate the building immediately. To learn more about carbon monoxide please visit <https://www.epa.gov/indoor-air-quality-iaq/carbon-monoxides-impact-indoor-air-quality>.
- Do NOT tamper with smoke or carbon monoxide detectors.
- Units have sprinklers that will be activated at temperatures of 165 °F and above or if they are banged or pulled. **Do NOT hang anything from sprinklers or their pipes; leave 18” of clearance underneath them.** Residents will be responsible for damages due to inappropriate use.
- **All detectors and fire alarm systems are inspected, tested, and maintained annually at a minimum.** Access to units may also be required if any device is malfunctioning and must be replaced. You will be notified in advance when possible. Testing can be loud and invasive. 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 more information.

Safety Hazards

More information on fire and safety can be found in the *Safety Never Hurts – Emergency Information* booklet and the *Welcome* booklet included in your new resident welcome package.

- Candles and similar open flame devices, electric/heated mattress pads, toasters, hot plates, halogen lamps over 50 watts, plug-in air fresheners, power strips or plugs not recognized by the National Electric Code (NEC), space heaters, and hoverboards are prohibited.
- Cell phones, laptops, and any other items that have been recalled due to battery malfunction, overheating, or other conditions posing a fire hazard may not remain on the premises.
- Do NOT store excessive amounts of flammable materials (paper, cardboard, fabric, etc.) in or close to heat or electrical sources. Storage of personal property that would block windows and/or access or egress to your unit or traffic within your unit is prohibited.
- HUH reserves the right to contact city inspectional services and the fire department to bar items or practices such as improper storage of personal property that poses a fire hazard which constitutes a contract violation. If any such violation of the contract by the resident results in HUH being fined by a municipal or government agency, the resident may be charged and required to pay the amount of the fine.
- Any items left outside your unit door (this includes doormats, footwear, baby carriages, and bicycles) or in other public areas will be removed and discarded by Property Management in compliance with fire regulations.
- Windows must be neat and orderly to project a uniform appearance to the outside. No clothes or other objects (excepting supplied window treatments) may be hung from them or project outside of the building. Removal of supplied window treatments is not permitted.
- The use of all types of barbecue grills (e.g. charcoal, gas, electric, George Forman, smokers, etc.), hibachis, chimineas, etc. is prohibited in all areas of the building and grounds (patios, courtyard, etc.) of Cronkhite Graduate Center.
- Firearms and ammunition are prohibited, even with a license.

Cleanliness

- Because this is a community environment, you are required to keep yourself clean and tidy and keep your unit and any common areas you use in a clean and healthful condition, in compliance with municipal laws, ordinances, and building fire codes.
- The passageway to your unit entry/exit door must be unobstructed. You should not create any condition that is unduly attractive to insects, rodents or other pests. If your use of your unit or any common areas results in the need for pest control treatments beyond HUH’s regular schedule for the performance of such measures, you may be charged for the additional cost of such treatment.
- A University cleaning staff is responsible for the maintenance and cleaning of common areas including shared kitchens and bathrooms. During these periods, specific bathrooms and kitchens may be closed as the staff moves through the building on a daily basis. If a cleaning is in progress, please vacate the space so the staff may complete in a timely manner.
- Not meeting these requirements represents a violation of your housing contract.

COMMUNITY STANDARDS

All residents of Cronkhite, as a condition of residency, agree to be bound by University regulations and by all applicable rules, regulations, and codes of conduct of their school and/or unit. All residents are expected to conduct themselves in a manner that will allow all persons working and residing in HUH facilities to go about their jobs, use their residences and all common areas without unreasonable interference, and experience interactions with others that complies with Harvard’s University-Wide Statement on Rights

and Responsibilities. All Cronkhite residents must abide by the rules and regulations set forth in **Cronkhite Center Community Standards**, as they appear from time to time.

If conflicts between residents and/or disturbances to the residential community cannot be resolved, HUH reserves the right, in addition to any other options HUH may have, not to renew or extend the residency of any or all involved parties and to deny such parties' re-application for any future residency within the HUH portfolio. Failure to cooperate with reasonable requests to resolve issues between residents and/or HUH staff may lead to a denial of such privileges. HUH also reserves the right to relocate any resident of Cronkhite within Cronkhite housing at any time during the year in its sole discretion.

MISCELLANEOUS

- The Right of Entry clause of your contract grants HUH the right to enter your unit at reasonable times, or in cases of emergency, to conduct inspections, to show the unit to prospective purchasers or residents, to make repairs, to correct anticipated or unanticipated building or mechanical issues, to make any improvement deemed appropriate by Licensor or required by law (including inspection for and abatement of lead paint, making unit alterations to address life safety or sustainability issues, or to exterminate insects, rodents, and other pests, and otherwise perform pest control measures (refer to your contract). In some circumstances, resident may be required to move possessions to allow complete access to the work area. You will be notified in advance when possible.
- The Use of Premises clause of your contract prohibits the putting of nails or screws in or making holes in the walls. To minimize damage to walls, your management office recommends the use of "3M" or similar products for picture hanging.
- HUH provides a list of residents' names and addresses to the Harvard University Police Department and the City of Cambridge election department annually. HUH is also legally required to provide resident information to an authorized census enumerator, if the enumerator is unsuccessful in contacting a resident directly.
- Residents and subresidents are subject not only to all rules and regulations of the Graduate Commons Program but also to the standards of conduct of their respective School. The Graduate Commons Program works with the Schools to promote student well-being and safety.