Residence Hall Policies and Procedures
for
Cronkhite Graduate Center
(Including Rules and Regulations for Harvard University Housing)

2015 – 2016 Contract Term

www.huhousing.harvard.edu
<table>
<thead>
<tr>
<th>If you have questions about...</th>
<th>Contact:</th>
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</table>
| These policies and procedures: | Harvard University Housing  
Leasing Department  
1350 Massachusetts Avenue – Room 827  
Cambridge, MA 02138-3846  
617-495-1459  
leasing@harvard.edu |
| The mandatory meal plan: | Harvard University Dining Services  
617-495-2710  
ann_chiaramonte@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 charges on your University bill (E-bill): | Harvard University Housing  
Accounts Receivable Office  
617-495-1612  
huhousing_ar@harvard.edu |
| Building maintenance: | Property Management Office  
Cronkhite Graduate Center – Room 100  
Cambridge, MA 02138  
617-495-1252  
huh_cronkhite@harvard.edu |

| The Graduate Commons Program (GCP) | GCP Associate Director  
617-496-5993  
gradaucemmons@harvard.edu  
Also visit www.huhousing.harvard.edu and click the Graduate Commons Program link for more information. |

Additional information about Cronkhite Graduate Center facilities and living in Cronkhite are provided in your new resident Welcome booklet, which is part of the package you are provided when you arrive and pick up your keys. You may also view the booklet at https://harvardlive.secureportaln.net/documentmanager/52651_Welcome_Cronkhite.pdf.

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

4/23/2015
Welcome to Harvard University Housing! This handbook will answer most commonly asked questions about policies and procedures and also 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 (see 2).

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POLICIES AND PROCEDURES

HOUSING CONTRACT DOCUMENTS

Your housing contract is a legally binding document between you (the resident) 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. If approved, the contract documents will be emailed to you within three business days.

Once you have received your contract, you may not alter it. This includes writing in any additional names. (Cronkhite units are single occupancy only.)

Read your housing contract carefully before signing it. Your 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 of the provisions and agreements in the contract and any riders.
- Abiding by all of 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.

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

- The first or initial housing payment due is paid by wire transfer, by credit card, or by check or money order returned 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.
- Monthly housing payments for full-time registered degree candidates is charged to and paid through the University’s student billing system.
- Until student billing commences, or after generation of the final or graduation bill, housing payments must be submitted 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 note that HUH’s online housing payment credit card link may be used for the initial payment only; do not use it to make subsequent housing payments.
- When your student bill is active, housing charges are transferred monthly to Student Receivables and billed via the University’s electronic billing system. Housing charges are payable by the due date noted on your student bill. Refer to the Student Receivables website for information about accepted forms of payment, and be sure to check your student bill frequently to ensure your housing payments are not in arrears (http://isites.harvard.edu/icb/icb.do?keyword=k69147).
- Until student billing commences, or after generation of the final or graduation bill, housing payments are due on or before the first day of each calendar month and must be submitted directly to Harvard University Housing by check, money order, wire transfer, or credit card (accepted in person only at the Harvard Campus Service Center). Refer to page 1 of your contract for additional information.
- Please note that students with unpaid charges on their accounts at the end of a semester may not be allowed to renew their contract for another year. Candidates for degrees must have discharged all indebtedness to Harvard University (including any housing payments due under the Contract) in order to be eligible to receive their diploma at Commencement.

Late Housing Payments

- If you fall two weeks behind in your housing payments, you will receive a late payment notice.
- Failure to respond to a late payment notice may result in license termination.
- HUH reserves the right to refuse to enter into a new housing contract with any resident with a history of late payments or other defaults under her/his license.
• Information on any outstanding balance may be filed with a credit reporting agency following termination of your 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 payment 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 payment time period, you will receive a prorated refund. If this does not occur during this period, you will forfeit your entire initial housing payment 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 provided with your housing contract (or visit http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Dining%20Calendar%202015-16.pdf).
• The meal plan board charge will be transferred to Resident’s student bills 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 academic year term, typically in 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 pro-rated, based on the start and end dates of your contract).
• The 2015-2016 meal plan contract term begins on June 1, 2015 and ends on June 30, 2016. 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 same unit for the next contract year, the meal plan payment amount may be changed on an annual basis, effective July 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 in the Cronkhite new resident Welcome booklet (https://harvardlive.secureportaln.net/documentmanager/52651_Welcome_Cronkhite.pdf) and on the Harvard Dining Services website at http://www.dining.harvard.edu.

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 up to three nights without special permission. Residents are responsible for the behavior of their guests at all times, and guests may not use common areas of
Cronkhite Graduate Center when the resident host is not present. HUH does not provide keys to guests, so the resident host will be responsible for letting their guest in and out of the residence hall and their room. No guest may stay in Cronkhite for a period of time when the official resident will not be present. In other words, residents cannot turn their room over to others, and others cannot live in the room with the resident. Children under the age of 18 are not allowed to stay overnight in Cronkhite.

**ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR HOUSING CONTRACT**

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

**SUBLETTING**

To sublet your unit you MUST obtain and use the HUH Cronkhite Sublet Kit available at [http://huhousing.harvard.edu/living-huh/important-information-residents/subletting-your-apartment-or-room](http://huhousing.harvard.edu/living-huh/important-information-residents/subletting-your-apartment-or-room). The Cronkhite Sublet Kit will outline all the policies and restrictions regarding subletting your Cronkhite unit, give you advice on how to advertise your unit to the Harvard student community, and provide you with the required Cronkhite Sublet Application form to submit for approval.

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.
2) Residents holding an HUH housing contract are not permitted to sublet another HUH apartment/unit during their contract term.
3) 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.
4) Residents (sublettors) must satisfy all HUH subletting and affiliation qualifications and policy requirements. Online sublet advertisements are authorized only on the HUH Off Campus Partners website (link available at [http://huhousing.harvard.edu/other-housing-and-resources/other-housing/non-harvard-housing](http://huhousing.harvard.edu/other-housing-and-resources/other-housing/non-harvard-housing)). Listings posted on other websites are unauthorized. 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 subletters are required to be active Harvard affiliates during the sublet period. Non-compliance with these policies constitutes a violation of your contract.
5) At times other than summer and winter recesses noted above you may sublet your apartment only if you are leaving for academic reasons and will return to finish your lease 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.
6) Any subletter not approved by the Harvard Housing Office will be deemed an unauthorized occupant, which is cause for termination of your contract. 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.

**TRANSFERRING TO ANOTHER HARVARD UNIVERSITY HOUSING UNIT**

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.
- You must have resided in your current unit for at least six months from your contract start date.
- You have not transferred previously (only one transfer allowed per residency)
- After the spring contract termination/extension period has started (typically early March), you must request extension of your current contract in order to be eligible to transfer to another HUH unit/apartment.
- Upon selection of a new unit/apartment, you must submit a $300 Transfer Fee to HUH, payable by check, money order, or credit card (accepted in person only at the Harvard Campus Service Center). Please note that being added to an existing lease does not qualify as a transfer.
- Damage beyond normal wear and use to your current unit and/or not removing your personal property from your unit will 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.

To apply for a transfer within Harvard University Housing, follow these steps:

- Login at www.huhousing.harvard.edu.
- On the left side of the screen, click the “Transfer Apartments” tab on the left menu bar to access the Transfer page.
- Read the detailed information on the page, and then click the Transfer button to complete and submit a transfer application. This button will not be visible unless you have lived in your current unit for at least six months.
- Once your application is approved, participate in your assigned View and Select period (if you are applying between March 1 and May 1) or select an apartment/unit from our Currently Available list at any time.
- To access listings and choose an apartment/unit, 1) login at www.huhousing.harvard.edu, 2) click the “Transfer Apartments” tab, 3) then click the “Transfer” button in the middle of the page, 4) click the “Self Service” link in the left-hand menu bar to go to the Self-Service page, and then 5) follow the directions to view the listings.
- If you select an apartment/unit, you will be charged the market rent for the transfer apartment/unit, effective on the lease/housing contract commencement date.
- Contact the Leasing Office to complete a Residence Hall Contract Termination / New Contract Change Request form and sign your new lease/housing contract. Your obligation to pay for your current unit will end on your vacate date. (See Note 3 below for important policy conditions.)

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 in order 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, do not submit a transfer application through the link listed above. Instead, you should submit a new application at www.huhousing.harvard.edu, but use a different email address than the one you are currently using as a resident. If you use the same email address that is linked to your current resident record, the online system will reject your application. Apartment/unit availability is not guaranteed.

3) 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. 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, 2016. You will be required to vacate your unit no later than midnight of that date unless you request either a short-term extension of your contract or 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/New Contract Request form. You must complete and return 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 vacate date (on or prior to your contract expiration date) if you do not wish to remain in your current unit.
- Your request to sign a new contract and remain in your current unit for another contract term.

If you are vacating, 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.
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 short-term housing contract extension request, you agree to the terms indicated by the rider.

Graduating Students

- Your final or graduation E-bill, which is 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 short-term extension beyond the expiration date specified in your current contract, 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.

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 (T/E) 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 billing 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, you will be sent a new contract for signature and return. The 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 billing account on or prior to June 30.

Note: HUH is under no legal obligation to approve your request for a new contract. To qualify, you must be a resident in good standing, as noted above. Any changes in the monthly housing payment rate, meal plan rate, or the contract terms will be effective on July 1. HUH reserves the right to refuse to enter into a new housing contract with any resident with a history of late payments or other defaults under her/his license.

REQUEST FOR SHORT-TERM EXTENSION BEYOND YOUR CURRENT CONTRACT EXPIRATION (DATE ON OR BEFORE JULY 31)

- A short-term extension option of any date through July 31 is also available unless your contract is designated as non-extendible.
- Your housing and meal payments and student billing account (if applicable) must be up-to-date.
- Payment for the additional days must be made in advance and is nonrefundable. Please note that housing and meal payment rates for the new contract year will be in effect.
- 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.
- You are expected to move out by your selected vacate date, even if the unit is not selected by another affiliate.
- Failure to move out by your selected vacate date may result in termination proceedings. Also refer to pages 11-12, MOVING OUT AND DROPPING OFF YOUR KEYS.
CONTRACT TERMINATION (Unit Vacate Notice Submitted During the Annual Spring Termination/Extension Period)

If you do NOT wish to remain in your unit for another year, you MUST submit a "Vacate my unit" 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 E-bill, which is 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 vacate date and to return your complete set of keys to the Property Management Office on that date. Failure to do so may result in the removal and disposal or recycling of your personal belongings and termination of your access to the unit by the Property Management staff.
- Also refer to pages 11-12, MOVING OUT AND DROPPING OFF YOUR KEYS.

Notes:

1) Unless otherwise stated on a housing contract or Termination/Extension Rider, the majority of 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 of your unit for the purpose of re-marketing. 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 the housing and meal plan payments during the painting and cleaning period.
- 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), Cronkhite 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 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 submitted on your "Vacate my unit” notice and may result in additional cost to you.
- You will be charged and held responsible for 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.
- 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 the removal and disposal or recycling of your personal belongings and termination of your access to the unit by the Property Management staff.

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 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.
• You are expected to move out by your selected vacate date, even if your unit is not selected for occupancy by another affiliate.
• Failure to move out on time may result in the removal and disposal or recycling of your personal belongings and termination of your access to the unit by the Property Management staff.

CHANGES TO YOUR NEW HOUSING CONTRACT OR SHORT-TERM EXTENSION REQUEST OR UNIT VACATE NOTICE
If you need to change the request for a new housing contract, short-term housing contract extension request, or unit vacate date notice you submitted during the Termination/Extension period, you must contact the Leasing Office immediately.

• A minimum notice of 10 days prior to your originally requested move-out date is required if you wish to change your vacate or short-term extension date. Change requests made with less than 10 days notice must also be approved by HUH Property Management.
• A change to a vacate date or short-term extension 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 short-term extension of your contract (a later date up to July 31) as your 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 original vacate date or short-term extension date you selected or the date your unit is selected by a new housing applicant, whichever date is earlier. Refer to page 8, 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 tenant obligations until the expiration date specified on your extended housing contract or the date your unit is selected by a new housing applicant, whichever date is earlier. Refer to page 8, 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 or short-term contract extension, you must be a resident in good standing and must meet HU Housing eligibility requirements to qualify for renewal. Additionally, renewal may be permitted only if your unit has not been selected by a new housing applicant. HUH has no legal obligation to extend or renew your housing contract. Refer to the contract extension options on page 8.
• 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 for the purpose of making it available for selection by a new resident. 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 the 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 will be charged and held responsible for 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.

- 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 the removal and disposal or recycling of your personal belongings and termination of your access to the unit by the Property Management staff.

**Loss of Affiliation during the Contract Term**

- Typically, residents who know they will lose affiliation during the contract term (i.e., November or March degree) should not request a new Harvard University Housing contract.

- If loss of affiliation occurs unexpectedly during the course of 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 pages 10-11).

- 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 bill as a result 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: campusservicecenter@harvard.edu.)

**MOVING OUT AND DROPPING OFF YOUR KEYS**

**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 of your personal belongings (your own furniture, personal items, etc) and vacate your unit by 11:59 p.m. 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.

- Failure to vacate on time may result in the removal and disposal or recycling of your personal belongings and termination of your access to the unit by the Property Management staff.

**Key Drop-Off**

- During business hours keys and swipe cards, if applicable, can be dropped off at the Property Management Office located in Room #100.

- After hours, place all swipe cards and keys on the chest of drawers in your room. Telephone or email the Property Management Office to inform them that you have left the keys (617-495-1252 or huh_cronkhite@harvard.edu).

- If you fail to return all keys, you may be charged $100.00 for key/lock replacement.
Reoccupancy Restrictions

- After HUH receives your vacate notice, turnover painting and cleaning of your unit will be scheduled in order to make it available to other affiliates through our online housing selection system.
- 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 may be charged 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 E-bill account if you are a continuing student.
- If you are a departing student (losing affiliation or graduating), you must send a letter to the Harvard University Student Receivables Office, 953 Smith Campus Center, 1350 Massachusetts Avenue, Cambridge, MA 02138, requesting a prorated housing payment refund be returned to you directly. Please be sure to provide a forwarding address.
- 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 Booklet.

UNITS

Furnishings and Appliances
- Basic furniture and mini-fridge is provided in your unit.
- 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; they are not permitted in your unit.
- Additional information is provided in your Welcome booklet.

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 this service adhere to all terms of its use. 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.
- Philo online stream television service is available to residents logged in to the Harvard University wireless network.
- 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
Smoking is prohibited within all units, all exterior premises including near building entrances and exits, and in all common areas at Cronkhite Graduate Center.

Pets and Service Animals
- Pets are not allowed to visit or reside in Cronkhite Graduate Center.
- Exceptions to the foregoing are granted only on the basis of approved requests for disability-related accommodations. Such requests to keep a service, assistance, or comfort animal in any Cronkhite unit should be directed to your School’s Local Disability Coordinator. Please contact the HUH Disability Housing Coordinator at leasing@harvard.edu for preliminary information.

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.
- Personal property insurance may be obtained through local insurance agents (search online), National Student Services, Inc. (1-800-256-6774, http://www.nssi.com/), or CSI Insurance Agency, Inc. (888-411-4911, www.CollegeStudentInsurance.com). For example, CSI offers $10,000 in coverage with a $100 deductible for approximately $16 per month (as of December 2014; see website for details).
• 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 acknowledged the above conditions and understand and agree to the following:
  o You have been provided information on options for obtaining personal property insurance.
  o 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.
  o 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

• 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://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.

COMMON AREAS AND FACILITIES

• The removal of fixtures, furnishings, equipment, supplies, and any other items from building common areas constitutes theft and the Harvard University Police Department will be notified.

• A laundry room is available for residents’ use. Machines are equipped to take quarters as well as credit and debit cards. Please be courteous and remove your laundry from machines promptly when washing or drying is complete. Clothing should not be left overnight in the machines. Unattended laundry left in the laundry room will be discarded. Machines may not be able to accommodate certain items.

• Cronkhite Graduate Center has community bathrooms that may be shared by as many as 10-12 residents per wing. Residents are expected to wear appropriate clothing in the hallways when traveling between their units and bathrooms. Residents are also expected to keep bathrooms free of personal belongings and clothing.

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.

• Bicycles may only be locked to bicycle racks outside the building, stored in the basement bike room, or kept in your unit. 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. Registration is required at some buildings.

LOCKOUTS

• If you are locked out of your unit during regular office hours, come to or call the Property Management Office in Room 100 (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 with a valid I.D. may request lock-out assistance

• If you have lost your keys, you may be charged $100.00 for key/lock replacement.
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 show consideration for your fellow residents’ concerns regarding noise. Please show regard for other residents 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. 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, particular late at night and early in the morning. Conversations in kitchens and lounges should be kept at reasonable volumes since these spaces neighbor individual rooms.

Quiet Hours
Quiet hours are from 11:00 p.m.—7:00 a.m. and 24-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. 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 @ 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.
- Noise from building systems, such as heating, cooling, ventilation, water, plumbing, and elevator systems.
- 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 TE, 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 TE 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:
  - http://www.mhd.state.ma.us/projectinfo/
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 detector is set off by smoke from burned food, 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 [http://www.epa.gov/iaq/co.html](http://www.epa.gov/iaq/co.html).
- 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.** 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.

**Fire and 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, 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) and space heaters are prohibited.
- 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 if resident’s improper storage of personal property 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 so as 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**

- You must 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.
- 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.

**MISCELLANEOUS**

- 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.
- Cronkhite Graduate Center is a Graduate Commons property. Residents and subresidents of Graduate Commons properties 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.