Welcome! Upon checking in at the Property Management Office, you will receive your keys, key fobs, and swipe access cards (if applicable).

Card access is required for entry to 10 Akron Street, 18 Banks Street, and 5 Cowperthwaite Street. Swipe access cards also are provided to residents of 33-35 Banks Street, 6-6 ½ Grant Street, and 8A Mount Auburn Street so they may access the 18 Banks Street laundry room. Residents of those properties who already have a valid Harvard University ID Card (HUID) may have their HUID activated for entry access when they arrive at the office. Residents and authorized occupants who do not yet have an HUID will be issued a temporary swipe access card (valid for 30 days only) until they get their official HUID, which will need to be brought to the Property Management Office for activation. The temporary swipe card must be returned at that time or you may be required to pay a $25.00 lost swipe card replacement fee. Approved family members residing in HU Housing may be eligible for a nonaffiliated family HUID card for this purpose (visit http://www.campusservicecenter.harvard.edu/services/id-cards).

All lease documents must be signed and executed by the HU Housing Leasing Office before keys will be issued. You must bring government-issued photo identification with you to obtain your keys.

Questions? Please contact the Property Management Office at 617-495-8340 or huh_mtauburngroup@harvard.edu.

Visit http://huhousing.harvard.edu/residents/welcome-and-arrival-information for information about living at your Harvard University Housing property.

Who May Pick Up Keys

Ordinarily, keys are issued only to tenants whose names appear on the lease or to family members listed on the Harvard University Housing Application and Authorized Occupant Form. To authorize someone else to pick up your keys, you must print, complete, and sign a Key Pickup Authorization form, which is included on the following page. The person you authorize must bring the signed form with them, along with government-issued photo identification to obtain your keys. Note: If you authorize someone to pick up your keys for you, you will need to obtain those keys directly from that person. The management office will not accept issued keys back from the person you authorized.

Where and When to Pick Up Keys

Keys are obtained at the Mount Auburn Property Management Office at 8 Mount Auburn Street – Lower Level, Cambridge, MA 02138 on or after the date the lease begins. Visit www.maps.google.com for directions.

We can provide the most efficient service if you arrive during regular business hours.

* If you are unable to arrive during regular business hours*, consider authorizing someone to pick up keys for you (see “Who May Pick Up Keys” for details). If that is not possible, please contact the Property Management Office in advance of your arrival to discuss an alternative. A minimum of three business days’ notice is advised.

* If emergency circumstances cause you to arrive outside of regular office hours*, please call 617-495-8340. When the message comes on, press “0” to contact the University Control Center. Explain your situation, and they will page emergency personnel, who will meet you outside of the Property Management Office. Please note that after-hours emergency service requests are handled in the order of their receipt. We will respond to you as soon as possible, but some waiting time will be necessary.

* Note: Tenants who arrive after hours and obtain their apartment keys will not be provided with a mailbox key; they must return to the office during business hours to obtain it and to have their HUIDs activated.

*Regular business hours are 8:00 AM—5:00 PM, Monday—Friday. We are closed on Saturdays, Sundays, and on official University holidays. See list at https://hr.harvard.edu/holiday-calendar.

Parking Your Car, Moving Van, or Truck

- Temporary on-site parking for moving vans or trucks may not be available at your apartment complex, and on-campus visitor parking is limited. Please visit www.parking.harvard.edu in advance of your move for detailed information.


- A limited number of on-street metered parking spaces for your car may be available in the area. Several private parking lots and garages are located in Harvard Square: www.harvardsquare.com/maps.aspx.
New Tenant Key Pickup Authorization for Lease Starting on <<LeaseStart>>

Ordinarily, keys are issued only to tenants whose names appear on the lease or to an HUH-approved authorized occupant listed on the Harvard University Housing (HUH) Application and/or Authorized Occupant Form.

If you require someone else to pick up your keys/key fob/access card (if applicable) for you, you must complete this form and return it, along with a photocopy of your HUID (or other photo ID) and a photocopy of the ID of your designee, to your Property Management Office.

The person you designate to pick up your keys/key fob/swipe access card must bring photo identification to the Property Management Office for your building to pick up the keys/key fob/swipe access card. If your designee is unable to pick up keys/key fob/swipe access card during regular business hours you must contact the Property Management Office in advance to make other arrangements. A minimum of three business days’ notice is advised.

For office hours, address, and contact information, refer to the Key Pickup Instructions included with your lease documents, or visit http://www.huhousing.harvard.edu/residents/welcome-and-arrival-information and select your property from the drop-down menu.

Please note that all lease documents must be signed by you and executed by the Harvard University Housing Leasing Office before keys/key fob/swipe access card will be issued. HUH reserves the right to deny your request if the legitimacy of this form cannot be verified.

This completed form will authorize a specific person to pick up keys/key fob/swipe access card for the designated address on the lease on or after the date the lease begins.

My apartment address is

______________________________________________________________
(Print HU Housing apartment address as shown on your lease)

I authorize

______________________________________________________________
(Print name of person)

to pick up my keys/key fob/swipe access card for me. I have attached a photocopy of my ID and that of my designee.

This person is my HUH-approved subtenant: Yes ( ) No ( ) (Check Yes or No, as appropriate)

The person you authorize is expected to deliver the keys/key fob/swipe access card to you. Once keys/key fob/access card are issued, your Property Management Office will not accept them back from the authorized person. If the person you authorized does not return the keys/key fob/swipe access card to you, you may be responsible for paying a $200 fee to replace the door lock or a $100 fee to replace and reprogram the key fob.

In consideration of Harvard ‘s accommodation of this request, I hereby release and forever discharge Harvard and its affiliated schools, departments, divisions, and programs, from any and all claims, demands, damages, and liabilities whatever, arising out of such issuance of my apartment keys or of such granting of access into my apartment.

My signature below indicates my acceptance of and agreement with the terms above.

Signed: ____________________________ ____________________________
(Signature of tenant listed on the lease) (Print name of tenant listed on the lease) (Date)