Welcome!  Upon checking in at the Property Management Office you will receive your keys and information about living in Harvard University Housing. Card access is required for entry to One Western Avenue, so residents will also be issued a swipe card. Residents who already have a valid Harvard University ID Card may also have their ID card activated for entry access.

All lease documents must be signed before keys will be issued. You must bring government-issued photo identification with you to obtain your keys. If you have received it, please bring your countersigned copy of your lease.

A limited number of moving carts are available on a first-come, first-served basis during regular office hours only. To avoid inconvenience, you may want to bring your own cart or dolly.

Questions? Please contact the Property Management Office at 617-495-2154 or huh_sfp-owa@harvard.edu.

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 complete and sign a Key Pickup Authorization form, which is included with your lease documents. The person you authorize must bring the signed form with them, along with government-issued photo identification to obtain your keys.

Where and When to Pick Up Keys

Keys are obtained at the Soldiers Field Park/One Western Avenue Property Management Office on the ground level of 2 Soldiers Field Park, Boston, MA 02163 on or after the date the lease begins. Please visit www.maps.google.com for directions.

We can provide the most efficient service if you arrive during regular business hours*. If possible, please let us know your planned arrival time in advance so we can have your paperwork ready.

- 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 at least 48 hours in advance of your arrival to discuss an alternative.
- If emergency circumstances cause you to arrive outside of regular office hours, please call 617-495-2154. When the message comes on, press “0” to contact the Answering Service. Explain your situation, and the Answering Service 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.

*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 http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Harvard_University_Holiday_Calendar.pdf).

Parking Your Car, Moving Van, or Truck

- All movers must check into the Property Management Office upon arrival and obtain a parking pass. The office staff will then instruct you to park in the most convenient location available. Moving on Saturday or Sunday is highly recommended as the parking areas are less crowded.
- Trucks may not exceed 26 feet; anything larger (i.e., tractor trailers) will not fit on the property and will be turned away.
- Building 1 at Soldiers Field Park and other areas of the surface lot may be affected by parking restrictions due to HBS construction activities.
- Mobile storage units may be permitted in designated areas on a first-come-first-served basis, provided arrangements are made with Property Management in advance; the units must be removed from the site within 72 hours of delivery.