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 29 Garden Street and for access to the trash area at Shaler Lane. Approved family members are eligible for a “Family” ID card for this purpose. Residents who already have a valid Harvard University ID Card (HUID) may have their HUID activated for entry access when they arrive at the office. Those who do not yet have an HUID will be issued a temporary swipe access card 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.

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.

Questions? Please contact the Property Management Office at 617-495-5534 or huh_botanicgroup@harvard.edu. For information about living at your Harvard University Housing property, visit http://huhousing.harvard.edu/residents/welcome-and-arrival-information.

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. 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 Botanic Property Management Office, 28 Fernald Drive – Rear, Cambridge, MA 02138 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 in advance of your arrival to discuss an alternative.
- If emergency circumstances cause you to arrive outside of regular office hours, please call 617-495-5534. 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

- 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 information about obtaining an on-campus resident or visitor parking permit.
- A permit must be obtained in advance to park your moving van on Cambridge city streets. Contact the Cambridge Traffic and Parking Department: www.cambridgema.gov/traffic/MovingVanPermit.cfm or 617-349-4721.
- Somerville residents can reserve a space for a moving van by submitting an application and fee payment four business days before their moving date. Once approved, residents are given a No Parking sign which must be posted at the space 48 hours in advance and reported to 311 to be enforced. Contact Somerville Traffic and Parking: http://www.parksomerville.com/parking-permits.html, ParkingPermits@somervillema.gov, or 617-666-3311.
- 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.