Welcome! Upon checking in at the Property Management Office, you will receive your keys (and key fobs, if applicable). Harvard@Trilogy is a card-access controlled building, with building access granted through the residents’ Harvard University ID card. 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 or you may be required to pay a $25.00 lost swipe card replacement fee.

A limited number of moving carts are available on a first-come, first-served basis during regular office hours. You must leave a driver’s license, passport, Harvard ID, or credit card until you return the cart. To avoid inconvenience, you may want to bring your own cart or dolly.

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 617-998-7549 or huh_trilogy@harvard.edu. For information about living at Harvard@Trilogy, 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, on or after the date the lease begins, at the Harvard@Trilogy Property Management Office. It is located on the second floor of 170 Brookline Avenue, Boston, MA 02215. You will need to ring the office’s intercom bell in the entry lobby for access into the building. Please visit www.maps.google.com for directions to the building.

- 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 617-998-7549. 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 in the building lobby. 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 is very limited and must be scheduled in advance of your move by calling 617-998-7549. Parking reservations are made on a first-come-first-served basis, and we cannot guarantee a parking space for your moving truck.
- All movers must check into the Property Management Office upon arrival. Please note that the height clearance for moving trucks is 12’ 3”. Larger tractor-trailer moving trucks will not fit into the move-in area; mobile storage containers/PODs also cannot be accommodated.
- Moving companies that are bonded with the City of Boston may apply for a Street Occupancy Permit to park their truck or van on the street. For information, they should visit http://www.cityofboston.gov/transportation/streetoccupancy.asp well in advance of your move.