Key Pick-Up Instructions -- Harvard@Trilogy

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

Card access is required for entry to Harvard@Trilogy. 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. 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).

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 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 617-998-7549 or huh_trilogy@harvard.edu. Visit http://huhousing.harvard.edu/residents/welcome-and-arrival-information for information about living at Harvard@Trilogy.

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 (the bottom/last button on the intercom system panel) in the entry lobby for access into the building. After you are buzzed in, office staff will send the elevator down for you. 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 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 617-998-7549. 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 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.
- 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 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.
- Loading dock reservations must be made a minimum of two business days in advance (earlier notice is preferable). The loading dock cannot be reserved on the same day of your move.
- 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 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 https://www.boston.gov/how-reserve-parking-spot-your-moving-truck well in advance of your move.
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)