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 5 Cowperthwaite Street, 10 Akron Street, and 18 Banks Street, so residents of those properties who do not yet have a Harvard University ID Card will be issued a temporary swipe card. The temporary swipe card, which is valid for 30 days only, will be used until residents receive their official Harvard University ID Card. Once you receive your Harvard University ID Card, you will need to bring it to the Property Management Office for activation. You will also be required to return the temporary swipe card at that time.

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 617-495-8340 or huh_mtauburngroup@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 Mount Auburn Property Management Office at 8 Mount Auburn Street – Lower Level, 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 617-495-8340. 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

- If you drive to the Property Management Office, you must obtain a temporary parking permit from Harvard University Parking Services (www.parking.harvard.edu) in order to park your car in the lot behind the building or at another nearby on-campus parking lot.

- 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 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.

- 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.