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. Tenants, authorized occupants, and HUH-approved subtenants 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/dolly.

All lease documents must be signed by you and executed by the Harvard University Housing Leasing Office before keys/key fobs/swipe cards 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, key fobs, and swipe access cards (if applicable) are issued only to tenants whose names appear on the lease or an HUH-approved authorized occupant listed on the Harvard University Housing (HUH) Application and/or Authorized Occupant Form. These keys are retained by you through your tenancy.

Keys also are issued to HUH-approved subtenants listed on the Sublet Application form, but these keys must be returned to the Property Management Office after the sublet period, not to you, the tenant. For additional information, refer to http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Sublet_Pol_Proc.pdf.

If you require someone else to pick up your keys/key fobs/swipe access cards for delivery to you, you must print, complete, and sign a Key Pickup Authorization form, which is included on the following page. 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 via email at huh_trilogy@harvard.edu.

Your designee must bring government-issued photo identification and a copy of the signed Key Pickup Authorization form with them to obtain your keys/key fobs/swipe access cards. The person you authorize is expected to deliver the keys/key fobs/swipe access cards to you. Once keys/key fobs/access cards are issued, the management office will not accept them back from the authorized person.

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 https://www.google.com/maps 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. They should visit https://www.boston.gov/how-reserve-parking-spot-your-moving-truck well in advance of your move.
Key Pickup Authorization for Lease Starting on _____________ (date)

Ordinarily, keys are issued only to tenants whose names appear on the lease or 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 via email at huh_trilogy@harvard.edu.

The person you designate to pick up your keys/key fobs/swipe access cards (if applicable) must bring government-issued photo identification and a copy of the signed Key Pickup Authorization form to the Property Management Office for your building to pick up the keys/key fobs/swipe access cards.

For office hours, address, and contact information, refer to the Key Pickup Instructions included in this document package, 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 and executed by the Harvard University Housing Leasing Office before keys/key fobs/swipe access cards 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 fobs/swipe access cards for the designated address on the lease on or after the date the lease begins.

*Note: Keys also are issued to HUH-approved subtenants listed on the Sublet Application form, but these keys must be returned to the Property Management office after the sublet period, not to you, the tenant. Do not use this authorization form for a subtenant. Refer to http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Sublet_Pol_Proc.pdf for additional information.

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.

- I understand the person I authorize is expected to deliver the keys/key fobs/swipe access cards to me. Once keys/key fobs/access cards are issued, the Property Management Office will not accept them back from the authorized person.

- IF KEYS/KEY FOBS/SWIPE ACCESS CARDS ARE NOT RETURNED OR ARE LOST: I understand I may be responsible for paying a $25 fee for each lost key/key fob/swipe access card or a $200 fee if the door lock core must be replaced.

_____________________________________________________________________________________________________

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)