

HARVARD
CAMPUS SERVICES



HARVARD UNIVERSITY HOUSING

**Residence Hall Policies and Procedures
(Including Rules and Regulations for Harvard University Housing)
2025 – 2026 Contract Term**

<http://huhousing.harvard.edu>

If you have questions regarding these policies and procedures:

Contact:
Harvard University Housing (HUH)
Leasing Department
1350 Massachusetts Avenue – Room 827
Cambridge, MA 02138-3846
617-495-1459
leasing@harvard.edu

If you have questions about your unit or how to contact your Property Management Office or your Leasing Analyst, visit <http://huhousing.harvard.edu>. Your Property Management Office telephone number is also listed on your license.

If you have questions about obtaining a parking permit or canceling or extending your current parking agreement:

Harvard University Parking Services Campus Service Center 1350
Massachusetts Avenue – Room 807
Cambridge, MA 02138-3846
617-496-7827
parking@harvard.edu
<http://www.transportation.harvard.edu>

Note: Parking is not included in the rent.

If you have questions concerning subletting:

Harvard University Housing
Leasing Department
1350 Massachusetts Avenue – Room 827
Cambridge, MA 02138-3846
617-495-1459
leasing@harvard.edu

If you are a student and have a question about rent charges on your student account):

Harvard University Housing
Accounts Receivable Office
617-495-1612
CS_AR@harvard.edu

The Graduate Commons Program (GCP)

617-496-5993
graduatecommons@harvard.edu
<http://huhousing.harvard.edu>

All residents: If you have questions regarding building maintenance, contact your Property Manager at the telephone number listed on your contract. Contact information can also be found on the HUH website: [Property Management Offices](#).

Individuals who need to request accessible housing accommodations related to a disability or serious ongoing medical condition should contact the Harvard University Housing disability housing coordinator at HUH_disability_coordinator@harvard.edu for preliminary information. Harvard University Housing works closely with University Disability Services and the Harvard graduate school local disability coordinators to explore effective housing accommodations and alternative housing solutions whenever possible.

Welcome to Harvard University Housing! This handbook will answer most commonly asked questions about policies and procedures and sets forth the rules and regulations for all residents living in Harvard University Housing (HUH). Please read this booklet carefully. Abiding by the provisions of your housing contract and this handbook is a requirement for continuation of tenancy. If you have additional questions, please contact the appropriate HUH department (Please refer to above).

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Revised 3/1/2025 - These policies and procedures and rules and regulations are subject to change.



COMMUNITY STANDARDS

All HUH residents, including Authorized Occupants, as a condition of residency, agree to be bound by University regulations and by all applicable rules, regulations, and codes of conduct of their school and/or unit. All residents are expected to conduct themselves in a manner that will allow all persons working and residing in HUH facilities to go about their jobs, use their residences and all common areas without unreasonable interference, and experience interactions with others that complies with Harvard’s University-Wide Statement on Rights and Responsibilities.

If conflicts between residents and/or disturbances to the residential community cannot be resolved, HUH reserves the right, in addition to any other options HUH may have, not to renew or extend the residency of any or all involved parties and to deny such parties’ re-application for any future residency within the HUH portfolio. Failure to cooperate with reasonable requests to resolve issues between residents and/or HUH staff may lead to a denial of such privileges.

POLICIES AND PROCEDURES

HOUSING CONTRACT DOCUMENTS

Your contract is a legally binding document between the licensee (you) and the Owner (President and Fellows of Harvard College by its Agent Harvard University Housing) which gives you a license to use and occupy a Residence Hall unit in exchange for a housing payment.

After you select a Residence Hall unit, a Leasing Analyst will review your selection. Upon approval, an email typically will be sent to you within two business days directing you to login to the housing portal to electronically sign your housing contract documents.

Once generated, you may not alter the housing contract. This includes writing in any additional names. Residence Hall units are single occupancy only.

Read your housing contract carefully before signing it. Your electronic signature on the housing contract (or the electronic signature of the person you have designated on a notarized Power of Attorney) commits you to the following:

- Abiding by all the provisions and agreements in the housing contract and any riders.
- Abiding by all the Residence Hall Policies and Procedures.

- Making housing payments on time on the first of each month during the term of the housing contract whether you occupy the unit or not.

The email and housing contract will state the *specific* due date for you to sign all required documents and submit your initial housing prepayment. Typically, this must be completed within three business days if the housing contract starts in the future, however, if the unit is available immediately, the timing may be accelerated.

A *RIDER* is an addition to the housing contract indicating a specific condition of that housing contract that varies from the printed terms of the housing contract document. For example, a construction project may be taking place during the housing contract term.

HOUSING PAYMENTS

Please note, any fees that may be incurred by utilizing bank/wire transfers or due to differences in currency exchange rates may be deducted from your total payment. If not accounted for in advance, this could result in a shortage in your housing payment, incurring an arrearage.

Initial Housing Payment

- The first or initial housing payment due must be prepaid by credit card or wire transfer and submitted with your housing contract by the specified due date. If your housing contract begins on or before the 15th of the month, the amount is prorated for that month. If it begins on or after the 16th, the amount due includes the prorated first month and the entire next month as well.
- If you are making a wire transfer, to ensure proper credit to your account, be sure to reference your full name as it appears on your housing contract and your HUH address in your payment.
- For more information, please refer to the payment instructions included with your housing contract or information provided on the HUH website: [Payment Info](#).

Subsequent Housing Payments

- **Housing Payments are due on or before the first day of each and every month. Billing statements are not mailed.**
- **Harvard Graduate Students**
 - Housing contract and related charges are payable in advance on or before the first day of each and every calendar month and on the due dates stated on your my.harvard account, according to the policies established by University Student Financial Services. To access your account, visit <https://my.harvard.edu>.
 - If you are an incoming student or your student account is inactive, you must be prepared to pay your housing contract and related charges by credit card, check, money order, or wire transfer directly to HUH until your HUID number and my.harvard account are activated. Follow the payment instructions included with your housing contract or information provided on the HUH website: [Payment Info](#).
 - When your my.harvard student account is active, typically you will receive a “here is your bill” email notification. Your account can be found at <https://my.harvard.edu>. Thereafter, HUH will transfer housing contract charges to your account monthly. This is the same account to which tuition, health fees, etc. are charged. Once you see housing charges on your my.harvard account, you then should pay there. Additional information about student billing and accepted forms of payment is available on the University Student Financial Services website: <https://sfs.harvard.edu>.
 - After your final or graduation bill is generated or if your status as an actively registered student changes, payment of housing contract and related charges again must be made directly to HUH.
 - Please note that the HUH ledger you see when you log in to your HUH Resident Portal at <http://huhousing.harvard.edu> is a backup ledger to what is sent to my.harvard. Please monitor your my.harvard account carefully to ensure your housing contract charges are not in arrears.

For more information regarding Housing Payments, please refer to the payment instructions included with your housing contract or information provided on the HUH website: [Payment Info](#). If you have questions about your housing contract or related charges, please email or call HUH Accounts Receivable at cs_ar@harvard.edu or 617-495-1612.

Late Housing Payments

- If you are in default after the first day of any month, and you fail to make acceptable payment arrangements with the HUH Leasing Office to bring your account current, HUH reserves the right to charge you a last month’s housing contract charge and a security deposit.
- If you fall two weeks behind in your housing payments, you may receive a late payment notice.
- Failure to respond to a late payment notice may result in a 14-Day Notice to Quit and may ultimately lead to eviction.
- Failure to pay the charges on your student account or any monies due and owing Harvard University by the scheduled due date, and failure to make acceptable payment arrangements to bring your student account current, also may result in Harvard University placing a financial hold on your account, preventing you from registering for future classes, renewing your housing contract, requesting transcripts, or receiving your diploma.

- Harvard University may refer the delinquent account (which may include charges under your housing contract as well as any other delinquent charges) of any licensee to a collection agency and you may be responsible for paying the collection agency fee, which may be based on a percentage, at a maximum of 40 percent of the delinquent account amount, together with all costs and expenses, including reasonable attorney's fees, necessary for the collection of your delinquent account.
- Your delinquent account also may be reported to one or more of the national credit bureaus following termination of the housing contract or the end of the housing contract period.
- HUH reserves the right to refuse to extend the housing contract of any licensee with a history of late payments or other defaults under their housing contract.

Return of Advance Housing Payment

- If you are unable to fulfill your obligations under your housing contract, notify the HUH Leasing Office immediately at 617-495-1459 or leasing@harvard.edu. For example, if you decide you are not coming to Harvard and will not need your unit, **you must contact HUH to file a vacate notice, in addition to notifying your school.** This notice must be submitted even if you never picked up your keys or moved into your apartment.
- Your initial housing prepayment will be returned in full only if another Harvard affiliate signs a housing contract for your unit before the scheduled start date of your housing contract. If this occurs after your housing contract start date but during the period covered by your initial housing prepayment, you will receive a prorated refund. If this does not occur during this period, you will forfeit your entire initial housing prepayment and you will be charged and held responsible for housing payments and must meet all HUH licensee obligations until the date another affiliate's new housing contract for your unit commences or the expiration date of your housing contract, whichever date is earlier.
- Once eligibility for a refund is approved, the refund process could take up to 60 days due to the timing of HUH Accounts Receivable, Student Billing, or Accounts Payable processes and the method of housing payment used.

HOUSING PAYMENT INCREASES

The monthly housing payment amount stated on your housing contract is applicable throughout the housing contract term. Thereafter, if your housing contract is extended, the housing payment amount may be changed on an annual basis, typically effective on July 1, depending upon the expiration date specified in your current housing contract. Your new housing payment amount is provided during the Housing Election Period in March of each year.

HUH COMMUNICATIONS TO LICENSEES

- Email is HUH's primary method of contacting licensees and their emergency contacts, so be sure that the email addresses HUH has on file in the Resident Portal is current and checked frequently. To update your email address, if needed, please log in to the Resident Portal at <http://huhousing.harvard.edu> to make the change. To change your emergency contact information or if you have an issue updating your email address, please send an email to leasing@harvard.edu.
- If you have not received emails from HUH, please check your junk, spam, other folders. You may also receive emails from leasing@harvard.edu or noreply@rentcafe.com so be sure to add these to your approved contact list.
- HUH also sends important updates as well as housing contract renewal information to residents by utilizing **Constant Contact**. Please be sure to add Constant Contact to your approved contact list to ensure you do not miss critical information. If you have opted out of Constant Contact, please opt back in.
- In addition, regular updates and announcements are posted on the main website page: <http://huhousing.harvard.edu>.

KEYS, KEY FOBS, AND SWIPE ACCESS CARDS

HUH needs a minimum of two to seven business days' notice to prepare keys, fobs, and swipe access cards for any purpose. Please visit our website for [resident welcome information for your property](#) well in advance of your planned arrival for the most current information about picking up keys and parking during move-in.

- HUH will issue one key set/key fob/swipe access card per licensee
 - If you have lost your keys/key fob/swipe access card, please refer to the *LOST KEYS, KEY FOBS, SWIPE ACCESS CARDS AND REPLACEMENTS* section.
- **Swipe access cards and University-issued ID cards for building access are not transferable. Licensees are responsible for the card and for the consequences of its misuse, including misuse by their subresidents. Lost or stolen cards should be reported to your Property Management Office and to the Campus Service Center I.D. Office, , 617-496-7827, id_services@harvard.edu.**

GUESTS

Guests are personally known to the licensee and the licensee is to be present with the guest for the entire guest stay. Guests are not provided access (keys/key fobs or swipe access cards). Licensees are responsible for the conduct of their guests.

- Licensees may have occasional guests for temporary visits of no more than three days/nights over a seven-day period per individual guest, not per room. To clarify, a guest will not be permitted to stay in a room for up to three days/nights and then move to another room or rooms to extend their stay during any seven-day period.
- Guests may not use common areas of the Residence Hall unless host licensee is present.
- HUH prohibits guests that are invited for purely financial reasons; HUH prohibits residents from soliciting guests through an advertisement, posting, or any other form of advertising to the public.

Licensees are responsible for housing contract violations, fines, and/or housing contract defaults arising out of use of a unit by unauthorized persons, including prohibited transient subletting or short-term rentals via online listing platforms or social media group sites such as but not limited to Airbnb, Sublet.com, Roamer, Facebook, Twitter, Craigslist, etc.

ROOMMATES

Roommates may not be added to the housing contract as Residence Halls are single occupancy room housing contracts.

SUBLETTING

Safety and security are responsibilities shared by all our residents. Those who live in the building have the right to assume that other occupants are affiliates or guests known to members of our community as specifically authorized in your housing contract. Use by anyone else, including any subresident not approved by the HUH Leasing Office, is a violation of HUH policies and is grounds for termination of your housing contract. Violations will also be communicated to the Dean of Students of the resident's School

To list your unit, first review [HUH Sublet Policies](#). The Sublet Policies

- Contain all the policies regarding subletting.
- Provides information on city ordinance restrictions pertaining to short-term sublets.
- Provides instructions on how to advertise your unit to the Harvard community on the only HUH-approved listing website ([Off Campus Partners](#))
- Provides information on how and when your subresident will be able to receive building/apartment access (keys, swipe, and fobs).
- Provides the required [Sublet Application](#) you must submit for approval.

If you have questions that are not answered in the policies, or if you are not sure about who is eligible to sublet your apartment, be sure to contact the HUH Sublet Coordinator at huh_sublet@harvard.edu.

Sublet Agreements

- HUH does not enter into any agreement or contract with any subresident. All arrangements are to be made between the licensee and the subresident. **Licensee is responsible for fines and/or housing contract defaults arising out of use of a unit by subresident.**

Restrictions

- Sublet periods are restricted to the winter recess (December 1 – January 31) and the summer recess (May 15 – August 31).
 - Exceptions to the summer and winter recess periods may apply only if you are leaving on an approved leave of absence for academic reasons and will return to finish your housing contract term. For example, if you plan to go abroad for study or research and then come back to finish your program at Harvard. This requires a letter of confirmation from your school.
- The **minimum** stay required for each subresident is 30 days. Lesser lengths of time will not be approved under any circumstances.
- You cannot end your housing contract on a sublet. Sublets are not allowed if you elect to vacate on any date during your housing contract term, including the expiration date specified in your current housing contract, or the expiration date of your short-term housing contract extension. For example, during the Housing Election Period, if you elect to terminate your housing contract and you are not extending your housing contract for the next academic year, you are not eligible to sublet all or part of your apartment, even if you will be away from your unit temporarily and will return before your elected vacate date. However, if you are transferring to another HUH apartment/Residence Hall unit, you do have the option to sublet.
- Licensees not permitted to sublet another HUH apartment/Residence Hall unit during the term of their housing contract.
- Sublet periods may not overlap; you cannot sublet more than one HUH apartment/Residence Hall unit at the same time.
- Only Licensees with an HUH housing contract may sublet their unit. Their approved subresidents are not permitted to sublet the unit to another subresident.
- **Receipt of compensation for occupancy of your unit, transient subletting including “lending” your unit during graduation or over term breaks, and all similar arrangements allowing use of your unit via non-approved short-term rental website listings is specifically prohibited.**

- Any subresident not approved by the Harvard Housing Office will be deemed an unauthorized occupant and a violation of your housing contract. HUH reserves the right to deny an unauthorized occupant access to your unit in the event of a lockout and to deny requests for maintenance.
- If it is determined that you have allowed the use of your apartment for any unauthorized purpose, HUH reserves the right to change the apartment locks and charge the licensee a \$200.00 lock/core replacement fee or a \$25.00 key fob/swipe access card replacement fee, as applicable to your property.

The Process

- Licensees may advertise their sublet listing **only** on the HUH-approved Off-Campus Partners sublet listing site at <https://www.harvardhousingoffcampus.com/> and must satisfy **all** HUH subletting and affiliation qualifications and policy requirements. Advertising on any other online listing platform or social media group, such as, but not limited to Airbnb, Sublet.com, Roamer, Facebook, Twitter, etc., is not permitted under any circumstances
- Licensees are responsible for showing their unit to prospective subresidents. HUH will not issue viewing passes for this purpose.
- Be sure to allow sufficient time for processing of your sublet application to avoid your subresident arriving before access to your apartment can be issued.
 - Approval can take up to 3 to 5 business days.
 - Subresidents will not be given access until 2 business days after approval is confirmed by HUH.
- The Property Management Office will provide keys, key fobs, and swipe access cards (as applicable to the property) to all HUH-approved subresidents. Any fobs or temporary swipe card issued (if needed or applicable to the property) will expire at the end of the sublet period.
- All issued keys/fobs/swipe cards must be returned to the Property Management Office at the end of the sublet period. If lost or not returned by five days after the sublet expiration, the licensee will be charged a replacement fee of \$25.00 per key/key fob/swipe access card or a fee of \$200.00 if replacement of the lock/core is required.
- HUH does not inspect or clean your apartment after your subresident has vacated.

Non-compliance with these and additional policies listed in the Sublet Policies constitutes a housing contract violation and is cause for termination of your housing contract.

TRANSFERRING TO ANOTHER HARVARD HOUSING APARTMENT/RESIDENCE HALL UNIT

If you are considering a transfer to another HUH apartment, you must contact the HUH Leasing Office to discuss your specific situation and avoid misinterpretation of restrictions. This is particularly important if you wish to transfer and are planning to sublet your apartment. The Leasing Office will direct you regarding next steps. **Please note that if your license is non-renewable and non-terminable, you are NOT eligible for the HUH Transfer Policy.**

Please note that being added to another affiliate's existing lease does not qualify as a transfer. To be eligible to transfer within HUH the following requirements apply:

- You must meet all HUH eligibility requirements.
- Your current housing payments must be up to date.
- You must not be in violation of any terms of your housing contract.
- Your housing contract must have been in effect for at least three months.
- After the Housing Election Period has started in March, you must complete the renewal of your current housing contract through the following June.
 - If you do not renew your housing contract for the full academic term, you will not be eligible to transfer. Furthermore, **you may find yourself with no place to live if your current housing contract expires before you sign a housing contract for another apartment.**
- Upon selection of a new apartment/Residence Hall unit, you must submit a \$500.00 Transfer Fee to HUH, payable by check, money order, or credit card. **If you wish to pay in person, you must pay at the Harvard Campus Service Center.**
- You must pay the new market rent rate for the transfer apartment/Residence hall unit, effective on the commencement date.
- Contact the Leasing Office at leasing@harvard.edu immediately to complete a housing contract Termination Request so you are not held responsible for two units. Your obligation to pay housing payments for your current unit will end on your vacate date.
 - In the circumstance where two (or more) current lessees/licensees living in *separate* HUH apartments/Residence Hall units wish to become co-lessees and transfer together into *one* new apartment; the following will apply:

- Obligation to pay rent/housing payments will be ended *on the primary applicant's current apartment/Residence Hall unit only* as of the vacate date. The primary applicant is the person who will submit the transfer application for the co-lessees. Co-lessees should decide in advance who is to be the primary applicant.
- Obligation to pay rent/housing payments will **not** be ended on the secondary applicant's/co-lessee's current apartment/Residence Hall unit on the vacate date(s). Obligation to pay rent/housing payments will continue until the date the apartment/Residence Hall unit is re-leased or another affiliate's new housing contract for your unit commences, or the expiration date of the current lease/housing contract, whichever date is earlier.
- Damage beyond normal wear and use to your current unit and/or not removing your personal property from your unit may incur additional charges. **Please note that personal property may NOT be left for an incoming licensee.**
- There must be no more than a one-month gap between the date you are vacating your current unit and the date the housing contract starts for the transfer unit.
- If bedbug activity in or adjacent to your unit occurs, you may not transfer to another HUH unit until the bedbug activity has been resolved. Please refer to the MISCELLANEOUS section for more information about bed bugs.

ANNUAL HOUSING ELECTION PERIOD

Every March, HUH operates the Annual Housing Election Period. During this time, licensees have the option to extend for a full year, extend for up to a month, choose an early vacate date, or choose to leave on their current housing contract end date. All eligible licensees to participate in the Annual Housing Election Period will receive an email from HUH in March indicating the Housing Election Period has begun. **Please note that if your license is non-renewable and non-terminable, you are NOT eligible to participate in the Annual Housing Election Period.**

Please note HUH is under no legal obligation to extend your housing contract and reserves the right to refuse to extend the housing contract of any licensee with a history of late payments, instances of insufficient funds, or other defaults under her/his housing contract. You must be a licensee in good standing, as noted above, to qualify for renewal. Any changes in the monthly housing payment rate or the housing contract terms typically will be effective on July 1, depending upon the expiration date specified in your current housing contract.

If you do NOT wish to remain in your unit for another year, you MUST choose from one of the vacating options (Short Term Renewal, Request Early Move Out, or Decline All Options) under your renewal options in Café once you receive an email notification from HUH indicating the Annual Housing Election Period has begun in March. You must select an option even if you intend to leave on the expiration date specified in your current housing contract or you are graduating. You are expected to move out by your selected vacate date, even if another affiliate's new housing contract for your unit has not commenced.

Failure to move out by your selected vacate date may result in additional charges and contract termination proceedings. Please refer to the *MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARD* section for more information.

The options during Housing Election Period are:

HOUSING CONTRACT RENEWAL (Request to Extend your Housing contract for another Year)

2026 Renewal

- Choose 2026 Renewal under your renewal options. This option is to extend your housing contract through June 30, 2026. The new monthly housing payment (if applicable) will be listed once selected. This option will be available unless your housing contract is designated as non-extendible.
- You must fulfill all HUH eligibility requirements.
- Special conditions do not preclude extension of the housing contract.
- Your housing payments and student account (if applicable) are up to date.
- You are not in violation of any terms of your housing contract and you abide by all HUH riders and policies.
- Your apartment is in clean and healthful condition.
- If you meet all the eligibility requirements, HUH will send you a housing contract to sign. Make sure to read all terms and riders carefully, as they may change year to year.
 - Please note that your renewal is not complete until your housing contract has been countersigned by HUH. You will receive an email confirmation when your housing contract has been countersigned. A copy of your housing contract can be found in the Documents section in the Resident Portal.

HOUSING CONTRACT TERMINATION (Apartment Vacate Notice Submitted During the Annual Housing Election Period)

Short Term Renewal – Vacating your Apartment between July 1 and July 31

- Choose Short Term Renewal under your renewal options. Then select a vacate date between July 1 and July 31 of 2025. The new monthly housing payment (if applicable) will be listed once selected. This option will be available unless your housing contract is designated as non-extendible.
- You must be a licensee in good standing and your housing payments and student account (if applicable) must be up to date to qualify for this option.
- If you meet all the eligibility requirements, HUH will send you a housing contract to sign. Make sure to read all terms and riders carefully, as they may change year to year.
 - Please note that your short term renewal is not complete until your housing contract has been countersigned by HUH. You will receive an email confirmation when your housing contract has been countersigned.
- Housing payments for the additional days must be paid in advance and ordinarily are nonrefundable. Please note that housing payment rates for the new housing contract year will be in effect. Please refer to the CHANGES TO YOUR HOUSING CONTRACT EXTENSION REQUEST OR APARTMENT VACATE NOTICE section for more information.
- You are not responsible for paying for the turnover service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your apartment. **Please note that personal property may NOT be left for an incoming lessee.**

Request Early Move Out – Vacating your Unit Prior to your Current Housing Contract Expiration Date (Early Surrender)

- Choose Request Early Move Out under your renewal options. Then select the day you wish to vacate.
- HUH will schedule the unit turnover process (including but not limited to painting, cleaning, maintenance, etc.) of your unit for another affiliate's housing contract to commence. Scheduling is dependent upon turnover volume and staff and vendor availability and takes into account HUH's normal business hours and the Harvard University Holiday Calendar Harvard University Holiday Calendar (search for the Holiday Calendar at <https://hr.harvard.edu>). **You are responsible for the rent during the unit turnover period.**
- Your unit will be made available for re-leasing through our online leasing system unless there is a University need. Its listed availability/housing contract start date will be based on the date the unit would be ready for occupancy by a new licensee after turnover is completed. Unit with vacate dates between March 1 and prior to [Commencement](#) will be marketed on our Currently Available list. Apartments with vacate dates on or after [Commencement](#) will be made available through the View and Select Windows (active May through early June), then moved to Currently Available only if they remain available when the View and Select Windows close.
- You are not responsible for the cost of turnover service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. **Please note that personal property may NOT be left for an incoming licensee.**
- You are expected to move out by the vacate date you selected on your Harvard University Housing Housing Contract Adjustment form, even if another affiliate's housing contract has not commenced. Unit turnover and the assignment of a ready/license start date cannot take place as scheduled if you do not move out by the vacate date you selected. Failure to move out by the by the vacate date you submitted may result in additional charges and contract termination proceedings.
- Another affiliate's housing contract commencing prior to the expiration date specified in your current housing contract is not guaranteed. You must pay the housing payments and meet all HUH licensee obligations until the another affiliate's housing contract commences or until the specified expiration date of your current housing contract, whichever date is earlier.

Decline All Options – Vacating your unit on your Current Housing Contract Expiration Date (Timely Surrender)

- Choose Decline all Options under your renewal options if you do not wish to make any change and plan to vacate your unit on your current housing contract expiration date.
- You are not responsible for paying for the cost of turnover service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. **Please note that personal property may NOT be left for an incoming licensee.**
- You are not responsible for paying for the painting and cleaning service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your apartment. **Please note that personal property may NOT be left for an incoming lessee.**

OTHER IMPORTANT ANNUAL HOUSING ELECTION PERIOD INFORMATION

Graduating Students

- Your final or graduation charges, which are ordinarily generated in mid to late April, will include your rent charges through the expiration date specified in your current housing contract. If you have requested a termination date between July 1 and July 31, the housing payment charge for the additional days (at the new housing contract year rate) will also appear if HUH receives your request by the Annual Housing Election Period deadline. If you miss the deadline, you will be required to pay the additional housing payment directly to HUH by check, money order, wire transfer, or credit card (accepted through the Resident Portal or in person only at the Harvard Campus Service Center) prior to your short term extension being processed.

Changes to your Housing Contract Extension Request or Apartment Vacate Notice

If you need to change your Housing Election decision, you must contact the Leasing Office immediately. This is particularly important if you plan to enter or already have entered into a sublet agreement for your unit and want to change your submitted full-year or short term extension election to either a housing contract termination request or a transfer to another HUH apartment.

- A minimum notice of 10 days prior to your originally requested move-out date is required if you wish to change your vacate date.
- A change to a vacate date may be permitted only if another affiliate's housing contract for your unit has not been countersigned or your unit hasn't been "selected" by a housing applicant.
- If your change request is approved, you must sign a Harvard University Housing Contract Adjustment form and submit a \$500.00 processing fee, payable to HUH by check, money order, or credit card (accepted through the Resident Portal or in person only at the Harvard Campus Service Center).
- If you originally selected the expiration date specified on your current housing contract or a later vacate date up to July 31 *but then change to an earlier date*, you must pay the rent, the \$500 processing fee, and meet all HUH lessee obligations until the originally submitted and approved vacate date or the date another affiliate's housing contract for your unit commences, whichever date is earlier.
- If you originally requested to vacate your apartment, but then change to request a housing contract extension, *you must be a lessee in good standing and must meet HUH eligibility requirements* to qualify for renewal. Additionally, renewal may be permitted only if another affiliate's housing contract for your unit has not been countersigned or your unit hasn't been "selected" by a housing applicant and pay the \$500 processing fee. Please Refer to the *HOUSING CONTRACT RENEWAL* section for more information.
- If you originally requested an extension of your housing contract, but now wish to vacate your unit, you must sign a Harvard University Housing Contract Adjustment form, pay the \$500.00 processing fee, and must pay the housing payments and meet all HUH licensee obligations until the expiration date specified on your extended housing contract or the date another affiliate's housing contract for your unit commences, whichever date is earlier.

VACATING YOUR UNIT DURING THE HOUSING CONTRACT TERM (Early Surrender – Notice Submitted Prior to the Annual Housing Election Period)

If you need to vacate your unit during the academic year, prior to the expiration date specified on your current housing contract:

- Contact the Leasing Office to speak with your Leasing Analyst regarding the process to submit your Harvard University Housing Contract Adjustment form.
- Notice of at least 10 days prior to your requested vacate date is required. Participants in certain block rental housing programs (e.g., Harvard Medical School guaranteed block) ordinarily are not allowed to vacate during the housing contract term. Contact your Leasing Analyst for details.
- You will sign a Harvard University Housing Contract Adjustment form. Payment of a \$500.00 processing fee is required at the time you complete your form. Payment to HUH may be made by check, money order, or credit card (accepted through the Resident Portal or in person only at the Harvard Campus Service Center).

Turnover and Another Affiliate's Housing Contract for your Unit Commencing

- HUH will schedule the unit turnover process (including but not limited to painting, cleaning, maintenance, etc.) of your unit for another affiliate's housing contract to commence. Scheduling is dependent upon turnover volume and staff and vendor availability and takes into account HUH's normal business hours and the Harvard University Holiday Calendar Harvard University Holiday Calendar (search for the Holiday Calendar at <https://hr.harvard.edu>). **You are responsible for the rent during the unit turnover period.**
- Your unit will be made available for another affiliate to select through our online leasing system unless there is a University need. Its listed availability date will be based on the date the unit would be ready for occupancy by a new license after unit turnover is completed.
- You are not responsible for the cost of turnover service unless damages beyond normal wear and use have occurred and/or you have not removed your personal property from your unit. **Please note that personal property may NOT be left for an incoming licensee.**

- You are expected to move out by the vacate date you selected on your Harvard University Housing Contract Adjustment form, even if another affiliate's housing contract has not commenced. Unit turnover and the assignment of a ready/license start date cannot take place as scheduled if you do not move out by the vacate date you selected. Failure to move out by the vacate date you selected may result in additional charges and contract termination proceedings.
- **Another affiliate's housing contract commencing prior to the expiration date specified in your current housing contract is not guaranteed.** You must pay the housing payments and meet all HUH licensee obligations until the another affiliate's housing contract commences or until the specified expiration date of your current housing contract, whichever date is earlier.

LOSS OF AFFILIATION DURING THE HOUSING CONTRACT TERM

- If loss of affiliation occurs unexpectedly during the housing contract term, you will most likely be able to remain in your apartment through the end of your current housing contract.
 - Please contact the Leasing Office to speak with your Leasing Analyst to fully understand your options.
 - If you choose to remain in HUH until the expiration date specified in your current housing contract, housing payments must be paid directly to HUH on or before the due date, which is the first day of each month, consistent with the housing contract terms. Please refer to the *HOUSING PAYMENTS* section for more information on how to pay your rent.
 - If you decide to vacate your unit, please refer to the *VACATING YOUR UNIT DURING THE HOUSING CONTRACT TERM* section for information on rules and regulations regarding vacating.
- Licensees who lose affiliation during their housing contract term are ineligible to request an extension of their housing contract or sign a new HUH housing contract/lease.

MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARDS

Moving Out

- You must remove all your personal belongings (your own furniture, personal items, etc.), food, rubbish, etc. and leave the unit clean and in undamaged condition. Furthermore, you must vacate your unit by midnight of the vacate date you selected whether or not another affiliate's housing contract has commenced. Failure to do so may result in additional charges and contract termination proceedings.
- You may not leave your own furniture or other personal belongings behind in the unit or building storage area (if available) for incoming lessees. If vacating and incoming licensees wish to sell and purchase items, arrangements must be made to store those items elsewhere. Possible options include leaving items with a friend or neighbor who is willing to store them, or utilizing an area vendor that offers pick-up, storage, and drop-off service (search the Web for area vendors). Incoming licensees cannot waive unit turnover to facilitate the purchase of furniture and household items from a prior licensee.
- HUH participates in the Fill-the-Truck program in partnership with the Sustainability program to provide a means for residents to sustainably dispose of items they do not need or want to take with them upon moveout. Information about recycling areas/drop points will be communicated to licensees via email prior to the housing contract expiration move-out season.
- Failure to move out by the vacate date you selected may result in additional charges and contract termination proceedings.
- Be sure to file a U.S. Postal Service change of address notice (<https://moversguide.usps.com>) and notify all shippers of your new address well in advance of your move. Address changes may take two weeks or more to go into effect. HUH is not responsible for collecting or forwarding any mail or packages that may arrive after you vacate.
- Additional information can be found in the [Moving Out](#) section of our website.

Key, Key Fob, and Swipe Access Card Drop-off

- During business hours, keys/key fobs/swipe access cards (if applicable), should be dropped off at your [Property Management Office](#), unless you are otherwise instructed by Property Management.
- After hours, place all swipe access cards and keys/key fobs, except the unit key, on the kitchen counter. Use the unit key to lock your apartment door and then slip that key under the door. Telephone or email your Property Management Office right away to inform them that you have left the keys and swipe access cards.
- If you fail to return all keys/key fobs/swipe access cards, you may be required to pay a fee for door lock/core replacement of \$200.00 for a keyed building or a replacement fee of \$25.00 per key fob/swipe access card (applied to your student account or payable by check or credit card).

Re-occupancy Restrictions

- You will not be permitted to re-occupy your apartment without HUH's express approval, even if another affiliate's housing contract for your unit does not commence.

- If you elect to re-occupy the unit for any period prior to its selection by another affiliate, you must sign a Harvard University Housing Contract Adjustment form and you will be required to pay the \$500.00 change processing fee. Once you have signed and paid the fee, your unit will be removed from the Currently Available listings.

RETURN OF PRO-RATED HOUSING PAYMENT AFTER MOVE-OUT

The following applies if another affiliate signs a new housing contract for your vacant unit that commences prior to your current housing contract end date.

- If you are a continuing student, a prorated rent refund will be returned to your student account.
- If you are a departing student (losing affiliation or graduating), you must contact Harvard University - Student Accounts directly. Visit <http://sfs.harvard.edu> for information on requesting your refund.
- All prorated refunds are based on the actual number of days in that month.
- Housing payment refund processing can take several weeks.

UNIT AND BUILDING RULES AND REGULATIONS

UNITS

Furnishings and Appliances

- Basic furniture is provided in your unit. Please refer to the Furnished Rider for a complete list of items provided in your unit. No substitution will be made, and furniture cannot be removed from the apartment. Resident is permitted to have 1 minifridge (4 amps or less).
- Residents' personal coffee makers, hot pots, rice cookers, percolators, crock pots, toasters, air fryers, and other similar small appliances may only be used in one of the shared kitchens; therefore their use is not permitted in your unit or in any other location in the building.

Heating

- Heat is included in the housing payment for all units. In compliance with Massachusetts regulations, heat is provided from September 15 through June 15 each year, at a minimum temperature of 68°F between 7:00 a.m. and 11:00 p.m. and a minimum of 64°F at all other hours.
- During the heating season, it is not uncommon to hear some noise from the heating system when it is operating.
- To prevent building and apartment pipes from freezing, do not reduce your apartment thermostat below 60°F or close radiator valves during winter for any period while absent from your apartment. Licensees who fail to comply may be charged for the cost of any damages that may occur.

Air Conditioning

- **Not all properties have air conditioning included.** Air conditioning is provided at the following properties: Vanderbilt Hall.
 - In apartments with HUH-provided central air conditioning, the systems ordinarily operate from May 1 through October 31. Central air conditioning will not function when the outside temperature drops below 60°F. The cooling elements of window air conditioners supplied by HUH are winterized by November 15 each year.

Telephone, Internet, and Television Services

Available services vary from property to property. For specific information and or any updates about activating telephone, internet, or cable television services at your building or for contacting customer service personnel, visit our website to find [resident welcome information for your property](#).

- Cell (mobile) phone service cannot be guaranteed in any unit. Any contract made for cell phone service is between the resident and their service provider, not HUH.
- Wireless network service is included in the housing payment. Users of University-provided wireless Internet service must adhere to all terms of HUIT's **Acceptable Use Policy**.
- Satellite television dishes, arials, or antennas may not be installed.

Smoking

- **All HUH residential properties are smoke free/no smoking permitted.** Smoking means the combustion and inhalation from any cigarette, cigar, pipe, or other device or method.
- In accordance with this policy, smoking of all types is prohibited within the apartments, on apartment balconies/patios, near building entrances and exits, on all exterior premises, and in all common areas within these buildings (hallways, stairways, elevators, laundry rooms, in the Vanderbilt Hall courtyard, and in any other designated non-smoking areas).

- Reasonable steps will be taken to enforce this smoke-free policy, with no guarantee that the rental premises or common areas will be free from secondhand smoke or vapor. The tenant acknowledges that the HUH's ability to police, monitor, or enforce the provisions of this Housing contract Addendum is dependent on voluntary compliance by the tenant and their guests.

Pets

- Pets are not allowed to visit or reside in the building or unit.
 - **Animal "guests" and pet-sitting are not permitted.**
 - *The keeping of any unauthorized or unregistered animal is a violation of your housing contract and is grounds for housing contract termination. Failure to remove the animal after HUH's request for removal may result in HUH commencing contract termination procedures.*
 - Please note reasonable accommodations are granted on the basis of eligible reasonable accommodations in the cases of service and assistance animals. **Living in a non-pet friendly unit does not guarantee there will be no pets in the building.**
 - Applicants with animal allergy concerns should contact the HUH disability housing coordinator at HUH_disability_coordinator@harvard.edu as soon as possible after their housing application has been approved and before selecting **any** HU Housing unit, particularly in buildings with central air conditioning or ventilation. Please Refer to the ACCESSIBLE HOUSING INFORMATION section for more information.

Service Animals and Assistance Animals

- A service animal is a dog that is **individually trained** to do work or perform tasks for an individual with a disability. An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Assistance animals are distinguished from service animals in that they have **not** been individually trained and they may be an animal other than a dog. Assistance animals include emotional support animals (ESAs), comfort animals, and companion animals.
- Service and assistance animals are not required to wear an identifiable vest or harness. Do not assume that an animal, while seemingly at rest, is not working, and do not feed, pet, or tease the animal as this can distract it from its task.
- Exceptions to HUH pet policies are granted only on the basis of an eligible reasonable accommodation. Eligibility to keep a service or assistance animal in any HUH apartment that is not designated as pet friendly must be verified by appropriate University staff. To begin the process, individuals should contact:
 - if you are a Harvard student, please contact your [Local Disability Coordinator \(LDC\)](#) to make a housing accommodation request.
 - If you are a Harvard faculty or staff member or other Harvard non-student affiliate (fellow, postdoc, visiting scholar, etc.), please contact University Disability Resources (UDR) to submit a [housing accommodation request](#). Please visit [UDR](#) for more information on the housing accommodation request process.
 - All other requesters- including spouses, domestic partners, family members of Harvard affiliates, former rent control residents, HUH affordable housing residents, and any other person who is not a Harvard student- please contact University Disability Resources (UDR) to submit a [housing accommodation request](#). Please visit [UDR](#) for more information on the housing accommodation request process.

Please contact the HUH disability housing coordinator at HUH_disability_coordinator@harvard.edu if you have any questions.

- **No service or assistance animal shall be kept in the unit until:**
 - The resident's eligibility for a service animal or assistance animal has been verified by appropriate University staff.
 - The Service Animal or Assistance Animal Authorization and Policies Rider amending your housing contract is signed and returned with required veterinary records and a photo of the animal.
 - If the requester is a subresident, the licensee must sign the form consenting to the presence of the animal in the unit.
 - The authorization rider is executed by HUH.
- Assistance animals are not permitted in any exterior common courtyard where pets ordinarily are not permitted, such as Vanderbilt Hall.
- It is licensee's responsibility to ensure rabies vaccinations are kept up to date and to submit evidence of such prior to submission of any request for an extension of your housing contract.
- After initial signature, you may be required to submit an updated Pet Authorization and Policies Rider if HUH changes or amends the Rider.
- You must notify the HUH disability housing coordinator in writing if the service or assistance animal is no longer needed, is no longer residing in the premises, or if you are transferring to a new HUH unit. A new request for each new animal must be submitted to the HUH disability housing coordinator.

Accessible Housing Accommodations

Individuals who require accessible housing accommodations related to a disability or serious ongoing medical condition should contact:

- if you are a Harvard student, please contact your [Local Disability Coordinator \(LDC\)](#) to make a housing accommodation request.
- If you are a Harvard faculty or staff member or other Harvard non-student affiliate (fellow, postdoc, visiting scholar, etc.), please contact University Disability Resources (UDR) to submit a [housing accommodation request](#). Please visit [UDR](#) for more information on the housing accommodation request process.
- All other requesters- including spouses, domestic partners, family members of Harvard affiliates, former rent control residents, HUH affordable housing residents, and any other person who is not a Harvard student- please contact University Disability Resources (UDR) to submit a [housing accommodation request](#). Please visit [UDR](#) for more information on the housing accommodation request process.

HUH works closely with University Disability Services and the Harvard graduate school local disability coordinators to explore effective housing accommodations and alternative housing solutions whenever possible. Please note however that HUH cannot guarantee housing. ***Please contact the HUH disability housing coordinator at HUH_disability_coordinator@harvard.edu if you have any questions.***

Personal Property Insurance

- ***It is your responsibility to insure any personal property.*** HUH and Harvard University *do not* provide renters personal property insurance, and they do not cover the cost of replacing residents' personal items (clothing, computers, furniture, stereos, books, etc.) that may be damaged or lost due to theft, fire, water, vandalism, or any other cause.
- Renters personal property insurance may be obtained through local insurance agents (search online for insurance agents), National Student Services, Inc. (1-800-256-6774, <https://www.nssi.com/>), or Arthur J. Gallagher & Co. College Student Renters Insurance (888-411-4911, <https://www.collegestudentinsurance.com/>). For example, \$10,000.00 in coverage with a \$100.00 deductible is available for approximately \$17.00 to \$24.00 per month (rates in effect as of November 2020; see website for details and other coverage and deductible options).
- Students may first want to check if they are covered under their parents' homeowner's policy, if applicable. Also, residents who live with HUH and own a home elsewhere may want to add renters coverage to their homeowners policy for a small additional fee.

Displacement due to Uninhabitable Apartment

If licensee's unit is deemed uninhabitable by HUH due to fire or water damage, HUH will:

- Provide licensee with a temporary furnished unit. HUH will make an effort to relocate licensee to a furnished unit as close to licensee's current unit, both in size and location, as is possible depending on availability.
- Provide licensee, if necessary, with HUH Fire Kit.

COMMON AREAS AND FACILITIES

Maintaining delightful, clean, and functional common spaces takes common effort from the whole community. All common areas and facilities are subject to the [Campus Use Policy](#) and the [Harvard Policy for the Safety & Protection of Minors](#). A parent/guardian must accompany their children at all times. HUH reserves the right to close or make available only on a limited basis building common areas, study rooms, fitness rooms, playrooms, and other building amenities as deemed necessary.

Common Rooms

- Where available, residents are eligible to reserve a common space in their property. Residents must submit a request for any private events with ten or more people (non-routine special events, such as networking parties, showers, birthday parties, etc.).
- All residents must submit a request and agree to the HUH policies of use prior to reserving building common rooms. Find information on the policies of use and how to submit a reservation request on our website about [Community Rooms & Reservations](#).

Kitchens

- Shared kitchens are available in the building for meal preparation at times. Please be mindful and respectful to other residents in the building and remember that this is a shared facility and not any resident's personal space. Resident Advisors will oversee the day to day operations of the shared kitchens and will work with residents on support of each space.
- Shared kitchens may be closed intermittently to accommodate the custodial staff cleaning schedule or other unforeseen reasons.

Laundry Facilities

- Laundry facilities are provided as a courtesy to building residents, and HUH is not liable for any damages or loss that may occur by using the machines. Machines may not be able to accommodate certain items. Machines should be used only during posted hours to avoid disturbing adjacent residents. Please be courteous and remove your laundry from machines promptly when washing or drying is complete so that other residents may use the machines; items should never be left overnight in machines. Please empty the lint screen of the clothes dryer after every use and place dryer lint in a closed bag or other disposal object to prevent fire.
 - If you experience a problem with a machine provided in your apartment, please submit a work maintenance request to your Property Management Office.
 - If you experience problems with machines in common laundry rooms or need to request a refund for coins lost in CSC Service Works machines, please contact CSC Service Works (<https://www.cscsw.com/one-csc/> or call 877-264-6622). Please also notify your Property Management Office, so they can investigate the problem and post signage on the machine that is out of service.
 - For problems using your credit or debit card, call Change Point at 877-231-3537.
 - If you need help with problems using your Crimson Cash card, visit <https://cash.harvard.edu>.

Bathrooms

- The Residence Hall has community bathrooms that are shared by many residents. Community bathrooms are designated “women” or “men”, while there are multiple all gender bathrooms located on various floors. Please note community bathrooms are not assigned to any one area’s use. Community bathrooms are cleaned regularly by custodial staff.
- In regards to the community bathrooms, residents are expected to:
 - Act courteously to fellow residents while utilizing the shared facilities, including any storage cubbies.
 - Wear appropriate clothing (e.g. bathrobes) in the hallways when coming from and going to the bathrooms.
 - Keep bathrooms clean and free of personal belongings and clothing, including undergarments.
 - Your neighboring residents also use these facilities and expect to find them in a serviceable condition.
 - Contact the Property Management Office if the condition of a bathroom becomes such that it cannot wait for the next scheduled cleaning.

Athletic Facilities and Fitness Rooms

- Access to athletic facilities are not provided through your housing contract, even if the facility is located on or near your building, unless otherwise specified. Please contact your school or the athletic facility directly if you have any questions regarding access and use of those facilities.
- A fitness room is located at Cronkhite. It is available for use by licensees only; nonresidents, such as guests, personal instructors, etc. are not permitted to access the room. Photography and videoing are not permitted in the fitness rooms. Broken or nonfunctioning machines and/or equipment should be reported immediately to the Property Management Office.

House Loan Program

- Please contact the Property Management Office for details on how to check out household items (such as a vacuum, broom/dustpan). The service is provided as a courtesy however HUH cannot guarantee the availability of all items at all times.
 - Please help by returning shared items as soon as you are done using them.
 - If you find that you are frequently borrowing a specific item, you may want to consider buying your own and storing it in your room.

Message Boards and Public Posting Areas

- Personal message boards may be used by residents for sharing information. All messages posted on personal message boards must follow the COMMUNITY STANDARDS and are subject to removal by HUH.
- For public posting areas, only University offices, departments, and recognized student organizations may post on public posting areas in the building. A posting is defined as a flyer, notice, or other material that is intended to disseminate information pertinent to the University. All postings MUST identify the event, event sponsor, the time, date of event, and provide a point of contact. Postings are only permitted on designated message boards and all other postings will be removed. Please be considerate to other posters and do not post over another posting. If a poster is larger than 11 x 17 inches, you must [email GCP](#) to receive written approval. **All postings will be removed each Monday.**

STORAGE

- Storage for personal items is not available at your Residence Hall. If you require storage, please search online for local storage companies.

- Storage of items in your unit, in designated storage areas, in any other part of the building, or anywhere on the property is not permitted before or after your housing contract term.
- Per Massachusetts Board of Fire Prevention Regulations, storage is not allowed in common areas, public hallways, stairwells, fire escapes, or on balconies. Personal property, including bicycles, must be stored inside resident's unit or in explicitly designated storage areas.
 - Personal property should not be stored near or block the way to the mechanical or electrical equipment.
 - The storage of hazardous or combustible substances is not allowed to be stored in any areas.
 - Bicycles can only be locked to bicycle racks or stored in designated basement storage areas.
 - Registration may be required for your building. Check with your Property Management Office if additional bicycle storage is available.
 - Bicycles found in hallways or attached to none designated areas (i.e. bicycle racks) may be removed without notice at owner's expense.
- Any items left after your vacate date may be removed and recycled or discarded by the Property Management staff without notification, at the licensee's expense.

MAIL AND PACKAGES

- Residents are responsible for all their packages delivered to their unit or building. HUH accepts no liability for lost or stolen parcels.
- For mail and items being shipped to your HUH address, please remember:
 - Check the [HUH property page](#) for your property for specific information regarding mail and items being shipped to your property.
 - Be sure to provide your full mailing address, including your unit number, for all items you are mailing/shipping or expecting to receive.
 - Packages that are delivered and left in the building vestibule or mail area and not picked up within 14 days will be returned to sender by Harvard University Mail Services
 - Items should not be shipped to the building prior to your arrival.
 - The Property Management Office does not accept or store packages for residents at any time. You may wish to rent a PO Box from the U. S. Postal Service (<https://www.usps.com/>) to handle some packages. However, non-US Postal Service deliveries such as UPS may not be accepted at the Post Office (check with your shipper).
 - HUH recommends that you put a hold on your mail if you plan to be away for an extended period. Visit <https://www.usps.com/> to learn how you can do so.
- Building vestibules are not package pickup areas for UPS/FedEx. If you must return or ship any packages, you must do so at the appropriate store or mailing/shipping center.
- Please be sure to recycle all your mail and packaging waste. Additionally, HUH recommends visiting <https://www.dmachoice.org/> to reduce the amount of unwanted mail sent to you.
- If you believe a package has been stolen from the common mail area, you should file a report with the Harvard University Police Department to initiate an investigation.
- For more information about the location of the mailroom or mail boxes at your property, please refer to [Moving In](#) information on our website. If Package Concierge or Amazon Locker service is available at your property, you will receive information in your Welcome Package.

LOCKOUTS

If you are locked out of your apartment, contact your Property Management Office. Only current licensees with a valid I.D. may request lock-out assistance.

During Business Hours

- During business hours (Monday—Friday, 8:00 a.m.—5:00 p.m., except University holidays; search for the holiday calendar at <https://hr.harvard.edu>) call your Property Management Office directly for apartment access. There is no fee for lockouts during business hours.
- If a temporary key is issued to you, it must be returned by the stated deadline. If the key is not returned and you are in a keyed building, the Property Management Office will change your apartment door lock/core and you may be required to pay the \$200.00 door lock/core replacement fee. If you are in a key fob building, the replacement fee is \$25.00 per key fob/swipe access card. The fee is payable by check, student account (registered students with an active student account only), or lessee ledger.

After Business Hours

- Call your Property Management Office. You will be directed to Operations on-call staff, who will provide you access to your unit.
- After-hours requests made to the on-call team may result in a 100.00 lock-out charge applied to your Student Account.

LOST KEYS, KEY FOBS, SWIPE ACCESS CARDS AND REPLACEMENTS

- Lost/stolen keys, key fobs, swipe access cards and/or lost HUID (if used to swipe for building access) must be reported to your Property Management Office. You may be charged a replacement fee of \$25.00 per key/key fob/swipe access card by the management office.
 - Be sure to report a lost HUID to the I.D. Office at the Campus Service Center (<https://www.campuservicecenter.harvard.edu/contact>, 617-432-0389, idooffice@hsph.harvard.edu). A fee is charged for replacement.
- After a second replacement key/key fob/swipe access card has been given, management will notify licensee a third request may result in replacement of the apartment door lock/core at a cost of \$200.00, or a replacement fee of \$25.00 per key fob/swipe access card, payable by student account.
- When a third lost key/key fob/swipe access card request has been received, management will inform licensee when the \$200.00 door lock/core replacement fee or the \$25.00 per key fob/swipe access card replacement fee may be applied. This fee will be applied to your student account.
- Unauthorized apartment use and repeated loss of keys/swipe access cards poses a safety and security risk for all building residents. HUH reserves the right to impose a reasonable limit on key/apartment door lock/core replacements and to impose fines for excessive use of services.
 - If it is determined that a licensee has allowed the use of an apartment for any unauthorized purpose, or if an HUH-approved subresident does not return issued keys/key fobs/swipe access cards to the Property Management Office, HUH will change the apartment door lock/core and the lessee may be required to pay a replacement fee of \$200.00 for keyed apartments or \$25.00 per key fob/swipe access card for key fob buildings/ by student account.

RESIDENT, CONSTRUCTION, AND OTHER NOISE OR DISTURBANCE

Resident Noise or Disturbance

- In keeping with the expectation of mutual respect within the Harvard community, HUH requests that all residents show consideration for your fellow residents' concerns regarding noise. Please be considerate of your neighbors and keep all sound within reasonable limits. Per your housing contract, residents should take particular care not to cause disturbance to other neighbors between the hours of 11:00 p.m. and 7:00 a.m.
- In addition to observing quiet hours, HUH recommends that residents using exercise equipment (bikes, treadmills, etc.) in their unit install sound and vibration reducing mats or rugs under the equipment.
- Residents having events or gatherings in their apartments should keep noise levels down. Please be mindful that hallways are not an ideal gathering space, particularly late at night and early in the morning. Conversations in common areas should be kept at reasonable volumes since these spaces may abut individual apartments. Residents should also mind their alarm clocks, particularly when leaving their apartment overnight or longer.
- In the event a noise complaint cannot be resolved by communicating with your neighbor, the resident should inform the Resident Advisor. If the resident feels that the Resident Advisor has not be able to solve the problem, the should contact the Property Management Office.

Construction and Other Noise or Disturbance

Harvard University residential properties are located in a city environment, and **HUH cannot guarantee that any apartment will be soundproof**. During your residency you may experience the following, but not limited to, types of noise:

- Typical urban and commercial noise, such as sounds from traffic and delivery, sounds from emergency response vehicles, noise from retail commercial tenants on ground floors, trash, and recycling trucks, particularly in apartments located near loading docks, garages, or trash and recycling pickup areas.
- The sounds of children playing outside at apartment complexes that have on-site or nearby childcare centers and/or outdoor play areas.
- Noise from building systems, such as trash compacting, elevator, water, plumbing, ventilation, cooling, and heating systems (for example, noise associated with the operation of heat cycling through properties with the older systems).
- Sounds from neighboring units, such as footsteps overhead, children, ringing alarm clocks, etc., particularly in buildings with hardwood floors.

- Noise occurring in nearby units in your building during HUH's performance of turnover maintenance to prepare vacant apartments for occupancy by new residents. Examples of this work include scraping, painting, cabinet, appliance, and carpet replacement, floor sanding, etc.
- Noise from nearby construction being performed by HUH or other Harvard University departments. Typically, information about such projects will be provided in riders attached to your lease/contract or may be found on Harvard University's Construction Mitigation website at <http://construction.harvard.edu>.
- Noise occurring from emergency repairs that must be performed by HUH or other Harvard University departments. Advance notification to residents, may not be possible in emergency circumstances.
- Noise from nearby construction being performed by private construction companies or by the cities of Cambridge, Boston, or Somerville that is beyond HUH's control or knowledge. HUH encourages applicants and residents to stay informed about construction and other projects that may be taking place in their neighborhoods. The following are some of the websites you may visit to find information on current and upcoming projects:
 - <https://www.cambridgema.gov/CDD/Projects>
 - <http://www.bostonplans.org/projects/development-projects/>
 - <https://www.bwsc.org/projects/project-lookup>
 - <http://www.cityofboston.gov/publicworks/construction/>
 - <https://www.somervillema.gov/construction>
 - <https://www.mass.gov/service-details/massdot-project-info>

It is important to note that Cambridge, Boston, and Somerville are densely populated urban environments, and not all projects or other sources of noise or disruption can be listed at these websites or predicted in advance.

SAFETY AND CLEANLINESS

Fire Safety Systems

- All units have smoke detectors. If the detector is set off by smoke from burned food, open your windows, NOT your doors, as the activation of a hallway smoke detector will set off the entire building system. If this occurs, the city fire department will be called, and the building must be evacuated.
- Life safety devices are installed and maintained in accordance with local code in various locations throughout the Residence Hall. Carbon monoxide is an odorless, poisonous gas that can be emitted by fossil-fuel burning equipment such as a furnace, water heater, fireplace, vehicle engine, etc. The State of Massachusetts requires carbon monoxide (CO) detectors in any residence where this equipment exists or in any building where enclosed parking exists within its structure.
 - Carbon monoxide detectors are either battery powered or electrically powered and fitted with a battery backup to ensure they function if electricity is interrupted.
 - If your CO detector sounds an alarm at any other time, evacuate your apartment immediately and call 911. To learn more about carbon monoxide, please visit <https://www.epa.gov/indoor-air-quality-iaq/carbon-monoxides-impact-indoor-air-quality>.
- Do NOT tamper with smoke or carbon monoxide detectors.
- Units have sprinklers that will be activated at temperatures of 165 °F and above or if they are banged or pulled. **Do NOT hang anything from sprinklers or their pipes; leave 18" of clearance underneath them.** Licensees will be responsible for damages due to inappropriate use.
- All detectors and fire alarm systems are inspected, tested, and maintained annually at a minimum. Access to units may also be required if any device is malfunctioning and must be replaced. You will be notified in advance when possible. **Testing can be loud and invasive.** HUH makes every effort to take academic activity into account when scheduling testing, but this may not always be possible. Please contact the Property Management Office for more information.

Safety Hazards

- Candles and similar open flame devices are not allowed in units.
- Space heaters, and hoverboards are not allowed in HUH properties.
- Cell phones, laptops, and any other items that have been recalled due to battery malfunction, overheating, or other conditions posing a fire hazard may not remain on the premises.
- Do NOT store excessive amounts of flammable materials (paper, cardboard, fabric, etc.) in or close to radiators or other heat or electrical sources. Storage of personal property that would block windows and/or access or egress to your apartment or traffic within your unit is prohibited.

- HUH reserves the right to contact city inspectional services and the fire department to bar items or practices such as improper storage of personal property that poses a fire hazard which constitutes a housing contract violation. If any such violation of the housing contract by the licensee results in HUH being fined by a municipal or government agency, the licensee may be charged and required to pay the amount of the fine.
- Any items left outside your unit door (this includes doormats, footwear, baby carriages, and bicycles) or in other public areas will be removed and discarded by Property Management in compliance with fire regulations.
- Windows must be neat and orderly to project a uniform appearance to the outside. Landlord reserves the right to regulate or restrict any objects hung from windows or that project outside of the building. Removal of supplied window treatments is not permitted.
- Landlord reserves the right to regulate or restrict items hung from, placed on edges, or protrude beyond the edges of porches or balconies. Porches, balconies, and private patios must be kept uncluttered and free of excessive items, plants, etc. Furniture placed on patios and/or balconies must be presentable and appropriate for outdoor use. Any alterations (including decorations) must have prior written approval from the Property Management Office. Items must not create an overloading or fire hazard or obstruct emergency egress to adjacent balconies, where applicable. Landlord reserves the right to require the removal of items from balconies from time to time.
- HUH prohibits the use of all types of barbecue grills (e.g., charcoal, gas, electric, George Forman, smokers, etc.), hibachis, chimineas etc. at all HUH residential properties except HUH single family homes with exclusive outside space. Residents in these single-family homes must abide by Cambridge fire prevention regulations banning the use of grills on porches, balconies, and roofs. Visit https://www.cambridgema.gov/cfd/firedeptdivisions/firepreventionbureau/Regulations_ & <https://www.boston.gov/departments/fire-prevention/barbecuing-safety>.
- Firearms and ammunition are prohibited, even with a license.

Cleanliness

- Licensee must keep apartment in a clean and healthful condition, in compliance with municipal laws, ordinances, and building fire codes.
- Interior passages to unit entry/exit doors must be unobstructed. You should not create any condition that is unduly attractive to insects, rodents or other pests. If your use of the unit results in the need for pest control treatments beyond HUH's regular schedule for the performance of such measures, you may be charged for the additional cost of such treatment.
- A University cleaning staff is responsible for the maintenance and cleaning of common areas including shared kitchens and bathrooms. During these periods, specific bathrooms and kitchens may be closed as the staff moves through the building on a daily basis. If a cleaning is in progress, please vacate the space so the staff may complete in a timely manner.

SUSTAINABILITY

Commitment to a Sustainable Future

Harvard University Housing addresses its sustainability performance in the areas of emissions reduction, energy and water conservation, renewable energy purchasing and generation, waste minimization, health and social impact, resilience, and climate risk in adherence to [Harvard University's Sustainability Action Plan](#), [Goal Zero Fossil Fuel Free Strategy](#), [Zero Waste Goal](#), [Sustainable Building Standards](#), and [Strategic Procurement's Economic Inclusion Programming](#).

Building Performance Tracking and Target Setting

Whole building data is collected from utilities and associated vendors for each Harvard University Housing property, monthly for energy, quarterly for water, and annually for waste generation and diversion rates. Data is monitored and reported utilizing a university-wide utility tracking portal and analyzed further in an emissions data management platform.

Each building in the portfolio has an Energy Use Intensity (EUI) target and progress is reviewed annually. Corresponding building-level efficiency measure lists and a portfolio-wide mechanical system scoring matrix are reviewed regularly for continuous improvement.

Sustainable Operations

Sustainability is integrated throughout Harvard University Housing's business and operation processes and practices in accordance with Harvard University [Sustainable Site Maintenance Standards](#), [Sustainable Cleaning Standards](#), [Sustainable Purchasing Guide](#), [Sustainable Water Management Strategy](#) and [Zero Waste Plan](#).

Sustainability Improvements

- **Turn Season:**
 - Unit turnover provides an excellent opportunity to upgrade and improve efficiency of building systems and in-unit conditions with minimal disruption to residents. The measures are in accordance with [Harvard's sustainability goals](#) and are for the purpose of reduced consumption, improved thermal comfort, and optimized living environments. Improvements directly benefit the resident upon move-in, make for less disruption during the leased period, and are intended to decrease the need for

maintenance calls. Opportunities are identified during annual inspections and prioritized within our building management database.

- Building Work and/or Alterations:
 - Projects related to sustainability targets and objectives may also be performed throughout the lease agreement timeframe to comply with local code, University's requirements, third-party accreditations, ratings, or certifications, and are completed in accordance with [Harvard University Sustainable Building Standards](#).

Our Shared Responsibility

- Sustainability Training:
 - *Sustainable Real Estate* - All employees of Harvard University Housing including leasing, brokering, operations, community engagement, and management teams are required to complete training annually. The Sustainable Real Estate Employee Training program covers a range of topics including but not limited to the University's sustainability goals and updates, local regulations, policy and standard updates, energy efficiency measures, sustainable building practices, high-performance leasing, and emerging technology and innovation.
 - *Sustainable Living* - Residents of Harvard University Housing are provided education and training opportunities throughout the tenant experience including move-in materials, resident quarterly newsletters, resident guides, [website](#), events, and community advisor support through the [Graduate Commons Program](#).
- Best Practices:
 - Harvard University Housing Operations team conduct building walkthroughs and system reviews regularly. Energy management best practice lists, preventative maintenance plans, control strategies and settings, and operations and maintenance programs and policy are reviewed alongside seasonal startups. Identified changes, improvements, and upgrades to buildings systems, infrastructure, programming, and practices are completed to comply with the appropriate Harvard University related sustainability policy and/or Harvard Sustainable Building Standards and are prioritized under the University's decarbonization planning.
 - Resident energy efficiency and sustainable living best practices can be found on the [Sustainability](#) resident information page.

MISCELLANEOUS

- No business of any kind shall be conducted on or from the Premises.
- All residents, including subresidents, of HUH properties are subject to all rules and regulations of the Graduate Commons Program and to the standards of conduct of their respective School. The Graduate Commons Program works with the Schools to promote student well-being and safety.
- HUH provides a list of residents' names and addresses to the Harvard University Police Department and the Cities of Cambridge, Boston, and Somerville election departments annually. HUH is also legally required to provide resident information to an authorized census enumerator, if the enumerator is unsuccessful in contacting a resident directly.
- Your housing contract prohibits the putting of nails or screws in or making holes in the walls. To minimize damage to walls, your management office recommends the use of "3M" or similar products for picture hanging.
- Your housing contract grants HUH the right to enter your unit at reasonable times, or in cases of emergency, to conduct inspections, to show the unit to prospective purchasers or residents, to make repairs, to correct anticipated or unanticipated building or mechanical issues, to make any improvement deemed appropriate by HUH or required by law (including inspection for and abatement of lead paint, making unit alterations to address life safety or sustainability issues, such as the closure of fireplaces or the removal of air conditioners), or to exterminate insects, rodents, and other pests, and otherwise perform pest control measures (refer to your housing contract). In some circumstances, licensee may be required to move possessions to allow complete access to the work area. You will be notified in advance when possible.
- Bed bugs are found all over the world and are constantly being dispersed via used furniture, luggage, and bedding. During the last decade the number of bed bug infestations reported from the housing industry in Massachusetts has significantly increased. The challenge is to correctly identify this insect, prevent its spread, and eliminate it from housing units. The information available in the Bed Bug Harvard Housing Flowchart available by searching at <https://www.ehs.harvard.edu> will help affiliates recognize and prevent infestations of bed bugs at Harvard. If you have any questions or concerns, please contact the Property Management Office.