

HARVARD
CAMPUS SERVICES



HARVARD UNIVERSITY HOUSING

Policies and Procedures
for
Harvard University Housing Tenants

(Including Rules and Regulations for Harvard University Housing)

2020 – 2021 Leasing Season

www.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 are a faculty member:

Faculty Real Estate Services Office
1350 Massachusetts Avenue – Room 827
Cambridge, MA 02138-3846
617-495-8840

fres@harvard.edu

If you live in Harvard University Housing located in Cambridge, Allston, or Somerville and 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>

If you live at Harvard @ Trilogy in Boston and have questions about obtaining a parking permit or canceling or extending your current parking agreement:

Standard Parking – Fenway Triangle Trilogy Garage
180 Brookline Avenue
Boston, MA 02215-3938
617-236-5558

If you have questions about parking in the Longwood Medical Area:

Harvard Longwood Campus Commuter Services and Parking Office
180B Longwood Avenue, Room 130B
Boston, MA 02115
617-432-1111

parking@hms.harvard.edu

<https://hms.harvard.edu/departments/campus-planning-and-facilities/campus-services/parking-and-commuter-services/parking>

Note: Parking is not, nor has ever been, included in the rent at Harvard University Housing complexes.

If you have questions concerning roommate listings:

Harvard Campus Service Center
1350 Massachusetts Avenue – Room 807
Cambridge, MA 02138-3846
617-496-7827

huhousing@harvard.edu

If you have questions concerning subletting:

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

huhousing@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://www.huhousing.harvard.edu/residents/graduate-commons-program>

All tenants: If you have questions regarding building maintenance, contact your Property Manager at the telephone number listed on your lease. Contact information can also be found at **<http://huhousing.harvard.edu/residents/welcome-and-arrival-information>**. Select your property from the drop-down menu, then click “Go.”

Individuals who need to request accessible housing accommodations related to a disability or serious ongoing medical condition should contact the HUH disability housing coordinator at **leasing@harvard.edu** for preliminary information. 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.

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 tenants living in Harvard University Housing (HUH). *Please read this booklet carefully. Abiding by the provisions of your lease and this handbook is a requirement for continuation of tenancy.* If you have additional questions, we encourage you to contact us (refer to page 2, above).

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Revised 5/19/2020 - These policies and procedures and rules and regulations are subject to change.



POLICIES AND PROCEDURES

LEASING DOCUMENTS

A *LEASE* is a legally binding document between the tenant (you) and the landlord (President and Fellows of Harvard College) which gives the tenant the right to use and occupy a specific apartment in exchange for rent.

After you select an apartment, a Leasing Coordinator will review your apartment 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 lease documents.

Once generated, you may not alter the lease. To add or remove a spouse/domestic partner, child, sibling, or parent as an authorized occupant, refer to pages 7-8. To add an eligible Harvard-affiliate roommate, refer to pages 8-9.)

Read your lease carefully before signing it. Your electronic signature on the lease (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 lease.
- Abiding by all the Housing Policies and Procedures.
- Paying your rent on time each month during the term of the lease whether you occupy the apartment or not.

The email and lease will state the *specific* due date for you to sign all required documents and submit your initial rent prepayment. Typically, this must be completed within three business days if the lease starts in the future. However, if the apartment is available immediately when selected, signatures and prepayment must be completed within 24 hours.

A *LEASE RIDER* is an addition to the lease indicating a specific condition of that lease that varies from the printed terms of the lease document. For example, some leases may end at a date other than June 30, or a construction project may be taking place during the lease term.

Federal and State laws require that tenants of apartments built before 1978 are to be issued the *TENANT LEAD LAW NOTIFICATION* and *TENANT CERTIFICATION FORM*. Tenant(s) must sign the Tenant Certification Form that is included in the lease documents.

RENT PAYMENTS

Initial Rent Payment

- The first or initial rent due must be prepaid by credit card or wire transfer and submitted with your lease by the lease due date. If your lease begins before the 15th of the month, the amount is prorated for that month. If it begins on or after the 15th, the amount due includes the prorated first month and the entire next month as well.

- To ensure proper credit to your account, be sure to reference your full name as it appears on your lease and your Harvard University Housing address in your payment.
- After the initial rent payment, subsequent rent payments are due on or before the first day of each calendar month. Please note that HUH's online rent payment credit card link may be used for the initial payment only; do not use it to make subsequent rent payments.
- Refer to page 1 of your lease and the payment instructions included with your lease/contract (or to <http://huhousing.harvard.edu/apply/application-process/payment-info>) for additional information.

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 rent payment, incurring an arrearage.

Subsequent Rent Payments

- **Harvard Graduate Students**
 - **Rent/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.**
 - If you are an incoming student or your student account is inactive, you must be prepared to pay rent/housing contract and related charges by credit card, check, money order, or wire transfer directly to Harvard University Housing until your HUID number and **my.harvard** account are activated. Billing statements are not mailed. Follow the payment instructions included with your lease/contract or available at <http://huhousing.harvard.edu/apply/application-process/payment-info>. HUH is not responsible for any wire payment or credit card fees or differences in currency exchange rates you may incur.
 - 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 rent/housing contract charges and related charges to your account monthly. This is the same account to which tuition, health fees, etc. are charged. Once you see rent/housing charges on your **my.harvard** account, you then should pay your rent 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 rent/housing contract and related charges again must be made directly to Harvard University Housing.
 - Please note that the HUH ledger you see when you log in to your HUH Resident Portal at www.huhousing.harvard.edu is a backup ledger to what is sent to **my.harvard**. Please monitor your **my.harvard** account carefully to ensure your rent is not in arrears.
 - If you have questions about your rent/housing contract or related charges, please email or call HUH Accounts Receivable at CS_AR@harvard.edu or 617-495-1612.
- **Harvard Faculty and Staff (Bi-weekly or Monthly Harvard-paid Employees)**
 - Harvard Housing tenants who are monthly or bi-weekly paid employees of Harvard University are required to pay rent and other charges due under the lease through payroll deduction. You must complete and upload the payroll deduction authorization form when you electronically sign and submit your lease documents.
 - Payroll deduction does not begin right away; several factors can delay its start. Billing statements are not mailed, and you should be prepared to make rent payments by credit card, check, money order, or wire transfer until you see rent being deducted from your paycheck. Follow the payment instructions included with your lease/contract or available at <http://huhousing.harvard.edu/apply/application-process/payment-info>. **Rent is due on or before the first day of each and every month.** HUH is not responsible for any wire payment or credit card fees or differences in currency exchange rates you may incur.
 - Once started, deductions are made one month in advance, so the funds to pay rent are on deposit when the rent is due on the first day of each month (for example, deductions from January paychecks are applied to the February rent due on February 1). Be sure to check your paychecks regularly to ensure rent is being deducted correctly.
 - Should your status as a full-time Harvard employee change during the term of your lease, please notify the Leasing Office at leasing@harvard.edu or 617-495-1459 right away, as your rent payments may be affected.
 - If you have questions about your account, please email or call HUH Accounts Receivable at CS_AR@harvard.edu or 617-495-1612.

- **Other Employees**

Temporary and weekly paid employees are not eligible to pay rent through payroll deduction. Additionally, many Harvard teaching hospital employees, visiting faculty, visiting scholars, visiting fellows, non-benefits-eligible postdoctoral fellows, and those in similar affiliation categories are not paid by Harvard University and cannot be payroll deducted for Harvard Housing rent payments.

If you are not eligible to have rent deducted from your paycheck, you must pay your rent by check, money order, credit card, or wire transfer. Follow the payment instructions included with your lease/contract or available at <http://huhousing.harvard.edu/apply/application-process/payment-info>.

Rent payments are due on or before the first day of each and every month. Billing statements are not mailed, and HUH is not responsible for any wire payment or credit card fees or differences in currency exchange rates you may incur.

Roommates (Joint and Several Obligations)

Rent charges are divided evenly among cotenants. For the tenants' convenience, in the case of multiple tenants, HUH will bill rent on a prorated basis, per each roommate tenant's lease start date, but be aware that the obligations of the tenants are joint and several with respect to the entire rent due under the lease. The "joint and several obligations" clause makes every tenant (lease signer) responsible for the entire rent amount due and for the full cost of any damages to the apartment. There is no paying "just your part." This is the case regardless of the means roommates use to divide the rent and expenses among themselves. If one tenant leaves the group, does not pay his/her share of the rent, or causes damage to the apartment, then each of the other tenants, individually as well as collectively, is responsible to HUH for payment of that co-tenant's share and the cost of repairs. If all rent and other charges are not paid, all tenants are subject to legal action, including eviction. This may have, in addition, significant effects on your credit rating. Under the "joint and several obligations" clause, if legal disputes arise or back rent is owed, HUH can pursue all (or any of) the tenants listed on the lease, at its discretion. If you pay the Landlord for charges due because of your co-tenant's actions, it is solely up to you to collect from the non-paying co-tenant.

Late Payment of Rent

- If you are in default after the first day of any month, and you fail to make acceptable payment arrangements to bring your account current, HUH reserves the right to charge you a last month's rent and a security deposit.
- If you fall two weeks behind in rent, 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.
- If you are a student tenant, failure to pay the charges on the 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 from future classes, renewing your lease, requesting transcripts, or receiving your diploma.
- Harvard University may refer the delinquent account (which may include charges under your lease as well as any other delinquent charges) of any student, employee, officer, or faculty member 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 lease or the end of the lease period.
- HUH reserves the right to refuse to extend the lease of any tenant with a history of late payments or other defaults under her/his lease.

Return of Advance Rent

The lease is a binding legal document. If you are unable to fulfill your obligations, 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 apartment, **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 rent prepayment will be returned in full only if we re-lease the apartment before the scheduled start of your lease. If we re-lease the apartment after the lease start date but during the initial rent prepayment period, you will receive a prorated refund. If we cannot re-lease the apartment during this period, you will forfeit your entire initial rent prepayment and you will be charged and held responsible for rent payments and must meet all HUH tenant obligations until the apartment is re-leased or the expiration date of your lease, whichever date is earlier.

RENT INCREASES

The monthly rent amount stated on your lease is applicable throughout the lease term. Thereafter, if your lease is extended, the rent amount may be changed on an annual basis, typically effective on July 1, depending upon the expiration date specified in your current

lease. Your new rent amount is provided when Lease Termination Notice/Extension Request notices are emailed in March of each year.

AUTHORIZED OCCUPANTS

- Only an eligible Harvard affiliate may be named as a tenant on the Harvard University Housing lease.
- To add your spouse/domestic partner, child, sibling, or parent to our tenant files as authorized occupants, you must include them on your Harvard University Housing Application and must complete and submit an Authorized Occupant Form if you sign a Harvard University Housing Lease.
- If a new authorized occupant will join you in the apartment during your tenancy (for example, you get married, you have a baby, etc.), you must contact the Leasing Office and submit an Authorized Occupant Form as soon as possible.
- If you live with roommates and you wish to add a spouse/domestic partner, child, sibling, or parent as an authorized occupant, all roommates must agree to the addition and must indicate their agreement by signing the Authorized Occupant Form.
- To remove a previously listed authorized occupant during the lease term, you must submit your request and its effective date by at least 90 days' notice in writing via email to the Leasing Office at leasing@harvard.edu. Please submit your request in a timely manner so HUH can then remove the occupant from your tenant record and alert your property management office to deactivate the occupant's building access cards and key fobs, if applicable. Please be sure to collect any apartment or building keys/key fobs/swipe access cards the occupant may possess and return them to your property management office.
- Failure to list all authorized occupants on your application or to submit the Authorized Occupant Form in a timely manner is considered a violation of your lease.
- An authorized occupant is not eligible to be named as a tenant on the lease and may not retain possession of the apartment when the Harvard-affiliate tenant vacates.
- HUH reserves the right to:
 - Require documentation verifying the marriage of the affiliate tenant to the authorized occupant or a copy of their municipal registration of their domestic partnership.
 - Require legal or municipal documentation verifying the relationship of child, parent, or sibling, or family members to the affiliate tenant.
 - Deny the addition of an authorized occupant if the addition of said occupant will result in applicable Massachusetts apartment occupancy limits to be exceeded.

Notes:

- 1) A domestic partnership is a relationship in which each party is the other's sole domestic partner and intends to remain so indefinitely. They are in a relationship of mutual support, caring, and commitment. They share joint responsibility for their common welfare and are financially interdependent. Neither party is legally married nor related by blood to a degree of closeness that would prohibit legal marriage in the state in which they legally reside. Both parties are at least 18 years of age and mentally competent to consent to contract. They have resided together for at least six (6) months and intend to reside together indefinitely. It has been at least one (1) year since either of them has filed a statement of termination of a previous Statement of Domestic Partnership.
- 2) Per Clause 2 of your lease, you are not permitted to allow any other person or persons (other than an Authorized Occupant) to occupy your apartment, in part or in its entirety. You must contact the Leasing Office regarding visitors or subtenants.
- 3) HUH will issue one key set/key fob/swipe access card per tenant or authorized occupant aged 10 and above. Additional keys/swipe access cards may not be purchased.
 - Please be aware that the key fobs are programmed to expire at the end of your current lease/contract period. If you receive approval to extend your lease for another year or to vacate on a date after June 30, you may need to bring your key fob to your property management office for reprogramming prior to that date, or you may not be able to access your building. Failure to do so may incur a lockout fee. Your property management office will provide updated information.
 - If you have lost your keys/key fob/swipe access card, refer to **Lost Keys, Key Fobs, Swipe Access Cards and Replacements** on page 24 for important information regarding replacement and fees.
- 4) As a building security and lead law compliance precaution, HUH requires date of birth information for occupants under age 18 and for nonaffiliated family members to obtain a University-issued family ID card (HUID) for entry into HUH card-access controlled buildings. Please note that Harvard Campus Services typically will issue a family HUID only if the family member will reside in HU Housing for three weeks or more; the office does not guarantee an HUID will be issued. The property management office will issue a temporary building access swipe card to listed family members who are not issued an HUID.

As an alternative to reporting dates of birth on the Authorized Occupant form, you may contact the Leasing Office at 617-495-1459, or you may provide the information in person when you obtain the HUID(s) through Harvard Campus Services (visit <http://www.campuservicecenter.harvard.edu/services/id-cards> for information and locations).

As of January 2020, swipe access cards are provided for entry at 10 Akron Street, Beckwith Circle, 5 Cowperthwaite Street, Cronkhite Graduate Center, 29 Garden Street, Harvard@Trilogy, Peabody Terrace, Shaler Lane (laundry and trash enclosure only), Soldiers Field Park Entries 2-15, 9-13A Ware Street (laundry and trash enclosure only), and One Western Avenue. Refer to tenant Welcome information at <http://huhousing.harvard.edu/residents/welcome-information> and check “Important Things to Note” for updates to this list.

- 5) Swipe access cards and University-issued ID cards for building access are not transferable. Tenants/authorized occupants are responsible for the card and for the consequences of its misuse. Lost or stolen cards should be reported to your property management office and to the Campus Service Center I.D. Office, <http://www.campuservicecenter.harvard.edu/services/id-cards>, 617-496-7827, id_services@harvard.edu.

GUESTS

Guests are individuals who are not listed as tenants or authorized occupants and are visiting temporarily, on a non-regular short-term basis. Guests are personally known to the tenant and the tenant is to be present with the guest for the entire guest stay. Guests are not provided access (keys/key fobs or swipe access cards).

- Tenants are responsible for the conduct of their guests.
- HUH does not mediate between roommates on guest disputes.
- HUH prohibits guests that are invited for purely financial reasons; HUH prohibits tenants from soliciting guests through an advertisement, posting, or any other form of advertising to the public.

All roommates are jointly responsible for fines and/or lease 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.

ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR LEASE (ROOMMATE ADDITION)

HUH does not match roommates.

- If you plan to live with a roommate and are submitting a new housing application between May 2 and February 28, we recommend that you and your roommate(s) apply together on one application. Please note that only the primary applicant will be able to log in to view Currently Available apartments.
- If you are submitting a new housing application in time to be part of the **View and Select process** (between March 1 and May 1), we recommend that each roommate apply as an individual in order to maximize your group’s chances of securing an apartment. By doing so, each eligible applicant will be assigned a View and Select window and will also be able to log in to view Currently Available apartments.

The Harvard University Housing (HUH) roommate addition process has been put into place so that an applicant who has rented an apartment can add an eligible roommate(s) after the initial lease has been processed. The process is also available for current affiliate tenants who need to replace a roommate who is vacating. Information about the roommate addition process can be found below and at <http://huhousing.harvard.edu/living-huh/important-information-residents/roommates>. You will also find a link to the HUH-approved roommate resource, Off Campus Partners at <https://www.harvardhousingoffcampus.com> where you may post or view roommate listings. Searching for a roommate on a Harvard School's Facebook page, in addition to the Off Campus Partners site also is an acceptable option.

Choose Your Roommates Carefully

- **It is important to protect yourself by choosing roommates you can trust.**
- Be sure that all members of your roommate group 1) understand and will follow the policies and rent payment requirements listed in the HU Housing lease, and 2) read and understand the restrictions and “joint and several obligations” information on page 6 of this booklet and in Clause 26 of your HUH lease.
- Roommates should clearly communicate with each other regarding daily living arrangements and how guests in the unit will be handled.
- HUH does not mediate roommate and tenant disputes. If an issue arises that you cannot easily solve, negotiation options include School deans, the University Ombudsman Office (ombudsman.harvard.edu), and the Ombuds Office located at Harvard Medical School (<https://hms.harvard.edu/departments/ombuds-office>). Harvard’s Employee Assistance Program (<http://hr.harvard.edu/employee-assistance-program>) is an additional resource for staff and faculty.
- Keep HUH informed when a roommate vacates the apartment.

Restrictions

- **Roommate addition requests must be made between April 1 and November 15 by tenants whose lease will expire the following June.** Tenants who have chosen to terminate their lease, or who will lose affiliation through graduation or end of appointment during the existing lease term, may not request to add a roommate.
- Harvard University Housing eligibility and apartment occupancy requirements must be met. Refer to <http://huhousing.harvard.edu/apply/application-process/housing-eligibility> and <http://huhousing.harvard.edu/apply/application-process/maximum-occupancy-guidelines>.
- If the roommate applicant is a current tenant in another Harvard University Housing unit, he or she must obtain approval from HUH to terminate his or her lease/housing contract to qualify for a roommate addition.
- If the roommate applicant is in another roommate situation in Harvard University Housing, he or she must file a Roommate Lease Termination Request form, which all his or her roommates *must* agree to complete and sign. Please note that this circumstance does not qualify as a Transfer. Please refer to pages 11-12, **Transferring to another Harvard University Housing Apartment**.
- The roommate applicant must not hold a current dormitory or residence hall contract. Proof of cancellation may be required. (Cronkhite Graduate Center residents should contact the HUH Leasing Office.)
- Should a co-tenant/roommate request permission to have a service animal or an assistance animal live with them in the HUH apartment and the co-tenant's/roommate's eligibility for the animal has been verified by appropriate University staff, please be aware that the presence of the animal must also be agreed to by all other co-tenants/roommates listed on the lease. Refer to page 19, **Service Animals and Assistance Animals**, for additional information.
- The roommate addition lease cannot be backdated or retroactive, and the addition process cannot be used to secure rights to occupy an apartment at a later date. The roommate applicant must take occupancy no later than the first day of the month following approval of the roommate addition. Also, if the new roommate is replacing a vacating roommate, the lease addition start date cannot overlap the departing roommate's vacate date.
- HUH will not perform turnover painting and cleaning of the apartment or room when a roommate is being added to the lease. By signing the lease documents, the roommate agrees to accept the apartment or room in "as is" condition.
- HUH reserves the right to deny the addition of a roommate applicant taking illegal occupancy and, in such cases, the right to terminate the lease and deny access to the apartment.

The Process

- Once a prospective roommate(s) is found, both the current tenant(s) and the prospective roommate(s) must notify the Leasing Office of their intention to be roommates via email at leasing@harvard.edu. Additionally, tenants must inform HUH if an existing co-tenant/roommate will be vacating the apartment. The Leasing Office will direct you regarding next steps in the roommate addition process. When process updates are available, they also will be posted at <http://huhousing.harvard.edu/living-huh/important-information-residents/roommates>.

Rent Charges and Credits

- We encourage prospective roommates NOT to exchange rent money in advance. **HUH Accounts Receivable will not reconcile accounts to reflect payments made between roommates privately.**
- After the signed documents are executed by the Leasing Office:
 - All the roommates take equal responsibility for the apartment lease.
 - Rent charges will be evenly split between all remaining and new roommates' student, payroll, or rent ledger accounts. For the tenants' convenience, in the case of multiple tenants, HUH will bill rent on a prorated basis, per each roommate tenant's lease start date, but be aware that the obligations of the tenants is joint and several with respect to the entire rent due under the lease. Any return of rent payment due to the remaining roommate(s) will also be applied.
 - Please note that split billing may take up to two to three months to go into effect. This may delay the appearance of charges or credits on each tenant's student account or employee payroll account and may affect a student's September registration.
 - Roommates are advised to review their bills or paychecks carefully and to contact HUH Accounts Receivable with any billing questions at 617-495-1612 or CS_AR@harvard.edu.

Keys, Key Fobs, and Swipe Access Cards

- **The new roommate(s) must obtain his or her authorized keys/key fobs/swipe access cards from the Property Management Office** and provide emergency contact information for the management office's hard files at that time. HUH will issue one set of keys/key fobs/swipe access cards per tenant/roommate. Additional key sets may not be purchased. The new roommate(s) as well as the current roommate(s) also should log in at www.huhousing.harvard.edu (click "Resident Portal" at the top right of the page) to update their tenant profile and emergency contact information.
- **If applicable, any vacating roommate(s) must return all keys/key fobs/swipe access cards to the Property Management Office on the vacate date** indicated on the Roommate Lease Termination Form, online Lease Termination Request, or paper Termination/Extension Change form.

Note: Swipe access cards and University-issued ID cards for building access are not transferable. Tenants/authorized occupants are responsible for the card and for the consequences of its misuse. Lost or 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. Refer to page 24, **Lost Keys, Key Fobs, Swipe Access Cards and Replacements** for important information regarding replacement and fees. Also, be sure to report a lost HUID to the Campus Service Center I.D. Office (617-496-7827, id_services@harvard.edu). Visit <http://www.campusservicecenter.harvard.edu/services/id-cards> for information. A fee may be charged.

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, family members, or guests known to members of our community as specifically authorized in your lease/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 and eviction. Violations will be communicated to the Dean of Students of the resident's School (if applicable).

To list your apartment you **MUST** obtain and use the HUH Sublet Kit available at <http://huhousing.harvard.edu/residents/important-information-residents/subletting-your-apartment-or-room>. Read through the Sublet Kit carefully. The Sublet Kit

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

If you have questions that are not answered in the kit, or if you are not sure about who is eligible to sublet your apartment, be sure to contact the **HUH Leasing Office**.

Important notes:

- 1) You cannot end your lease on a sublet. Sublets are not allowed if you elect to vacate on any date during your lease term, including the expiration date specified in your current lease, or the expiration date of your short-term lease extension. For example, during the Termination/Extension period, if you elect to terminate your lease and you are not extending your lease for the next academic year, you are not allowed to sublet all or part of your apartment, even if you will be away from your apartment temporarily and will return before your elected vacate date. However, if you are transferring to another HUH apartment, you do have the option to sublet your new/transfer apartment on or after the lease start date prior to your moving into it.
- 2) Residents holding an HUH lease or housing contract and their affiliated authorized occupants are not permitted to sublet another HUH apartment/unit during the term of their lease/contract.
- 3) Sublet periods may not overlap; you cannot sublet more than one HUH apartment at the same time.
- 4) Only an HUH tenant (holder of a valid HUH lease) may sublease an apartment/room. Their approved subtenants are not permitted to sublease the apartment/room to another subtenant.
- 5) Sublet periods ordinarily are restricted to the winter recess (late December—late January) and the summer recess, as defined by the University Academic Calendar.
- 6) At times other than summer and winter recesses you may sublet your apartment only if you are leaving for academic reasons and will return to finish your lease term. For example, if you plan to go abroad for study or research and then come back to finish your program at Harvard. This option requires a letter of confirmation from your school.
- 7) The **minimum** stay required for each subtenant is two weeks. Lesser lengths of time will not be approved under any circumstances.
- 8) Tenants are responsible for showing their apartment to prospective subtenants. HUH will not issue viewing passes for this purpose.
- 9) Tenants 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.

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.

- 10) Be sure to allow sufficient time for processing of your sublet application to avoid your subtenant arriving before access to your apartment can be issued.

- 11) Any subresident not approved by the Harvard Housing Office will be deemed an unauthorized occupant. 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.
- 12) 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 tenant a \$200.00 lock/core replacement fee or a \$250 key fob/swipe access card replacement fee, as applicable to your property.
- 13) The Property Management Office will provide keys, key fobs, and swipe access cards (as applicable to the property) to all HUH-approved subtenants. Any fobs or temporary swipe card issued (if needed or applicable to the property) will expire at the end of the sublet period. The first temporary card is issued free of charge.
- 14) All issued keys/fobs/swipe cards should be returned to the Property Management Office at the end of the sublet period.
- 15) If lost or not returned by five days after the sublet expiration, you (the tenant) will be charged a lost/unreturned fee of \$25 per key/fob/swipe card.
- 16) HUH does not inspect or clean your apartment after your subtenant has vacated.
- 17) Non-compliance with these and additional policies listed in the Sublet Kit constitutes a lease violation and is cause for termination of your lease.

TRANSFERRING TO ANOTHER HARVARD HOUSING APARTMENT

If you are considering a transfer to another HUH apartment, you must contact Leasing 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. When updates to the transfer process become available, they also will be posted on www.huhousing.harvard.edu.

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

- You must meet all Harvard University Housing eligibility requirements.
- Your current apartment rent must be up to date.
- You must not be in violation of any terms of your lease.
- Your lease must have been in effect for at least three months.
- After the spring lease termination/extension period has started (typically early March), you must request extension of your current lease to be eligible to transfer to another HUH apartment.
- Upon selection of a new apartment, you must submit a \$300.00 Transfer Fee to HUH, payable by check, money order, or credit card (accepted **in person only** at the Harvard Campus Service Center). Please note that being added to an existing lease does not qualify as a transfer.
- You must pay the new market rent rate for the transfer apartment, effective on the lease commencement date.
- If your current apartment will become vacant, contact the Leasing Office at www.leasing@harvard.edu immediately to complete a Lease Termination Request so you are not held responsible for two apartments. Your obligation to pay rent for your current apartment will end on your vacate date. (See Note 3 below for important policy conditions.)
- Damage beyond normal wear and use to your current apartment and/or not removing your personal property from your apartment may incur additional charges. Please note that personal property may NOT be left for an incoming tenant.
- If you have roommates, contact the Leasing Office. BOTH you and your roommate(s) must complete a Roommate Lease Termination form, on which the remaining roommate(s) agrees to assume the obligation to pay the entire monthly rent after you vacate and until a replacement roommate is added to their lease.
- Participants in certain block rental housing programs (e.g., Harvard Law School Graduate Student Housing block,) ordinarily are not allowed to transfer without continued rent obligation during the lease term. Contact your program administrator for details.
- There must be no more than a one-month gap between the date you are vacating your current apartment and the date the lease starts for the transfer apartment. Also see Note 2, below.
- If bedbug activity in or adjacent to your apartment occurs, you may not transfer to another HUH apartment or room until the bedbug activity has been resolved. Refer to page 27 for more information about bed bugs.

Notes:

- 1) If you are submitting a transfer application for the spring Self Service rental period, you must request extension of your current lease to be eligible to transfer to another HUH apartment. *Otherwise, you might find yourself with no place to live if your current lease expires before you sign a lease for another apartment.*
 - If you have no intention of remaining in your current apartment for the next year and/or you do not need Harvard University Housing during the summer, but you do want to rent a new HUH apartment, you may want to terminate your current lease. In

this circumstance, you should submit a new application at www.huhousing.harvard.edu, but you should **not** list your HUID. Instead click the Letter of Admission/Appointment box and upload proof of your affiliation and note your current HUH address. If you your HUID that is linked to your current tenant record, the online system will reject your application. The processor will input your Harvard University ID number.

- 2) Apartment availability is not guaranteed.
- 3) In the circumstance where two (or more) current tenants living in *separate* Harvard University Housing apartments wish to become roommates and transfer together into *one* new apartment, the following will apply:
 - Obligation to pay rent will be ended *on the primary applicant's current apartment only* as of the vacate date. The primary applicant is the person who will submit the transfer application for the roommate group. Roommates should decide in advance who is to be the primary applicant.
 - Obligation to pay rent will **not** be ended on the secondary applicant's/roommate's current apartment(s) on the vacate date(s). Obligation to pay rent will continue until the date the apartment is re-leased to a new tenant or until the expiration date specified in your current lease, whichever date is earlier.

LEASE EXTENSION (Request to Extend your Lease for another Year)

If you wish to remain in your apartment for another year, you **MUST** submit a "Request for Extension" in March, once you receive your Termination/Extension (T/E) email notification from HUH. Your request for a lease extension will then be reviewed in consideration of the following:

- You fulfill all Harvard University Housing eligibility requirements.
- Special conditions do not preclude extension of the lease.
- Your rent payments and student account (if applicable) are up to date.
- You are not in violation of any terms of your lease and you abide by all HUH riders and policies.
- Your apartment is in clean and healthful condition.

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

LEASE TERMINATION (Apartment Vacate Notice Submitted During the Annual Spring Termination/Extension Period)

If you do **NOT** wish to remain in your apartment for another year, you **MUST** submit a vacate notice in March, once you receive your Termination /Extension email notification from HUH. Notice is required, even if you intend to leave on the expiration date specified in your current lease or you are graduating. You are expected to move out by your selected vacate date, even if the apartment is not re-leased.

Failure to move out by your selected vacate date may result in additional charges and commencement of eviction proceedings. Also refer to pages 15-16, *MOVING OUT AND DROPPING OFF YOUR KEYS, KEY FOBS, AND SWIPE ACCESS CARDS*.

Notes:

- 1) Unless otherwise stated on a lease or Termination/Extension Rider, the majority of Harvard University Housing leases typically expire on June 30. This expiration date will be printed on your lease or on your "Request for extension" approval form/email if you are a continuing tenant with an extended lease.
- 2) If the expiration of your lease varies from our typical dates, you may receive your Termination/Extension form at a different time of year. Your leasing coordinator will provide you with full details.

Vacating your Apartment Prior to your Current Lease Expiration Date (Early Surrender)

- Notice of at least 30 days prior to your requested vacate date is required.
- Enter the date you intend to vacate your apartment and submit your form.
- HUH will schedule turnover maintenance of your apartment for re-leasing. Scheduling is dependent upon apartment turnover volume and staff and vendor availability and takes into account HUH's normal business hours and the **Harvard University Holiday Calendar**. *You are responsible for the rent during the painting and cleaning period.*
- Your apartment will be made available for re-leasing through our online leasing system unless there is a University need. Its listed availability/lease start date will be based on the date the apartment would be ready for occupancy by a new tenant after painting and cleaning is completed. Apartments with vacate dates between March 1 and May 31 will be marketed on our Currently Available list. Apartments with vacate dates on or after June 1 will be made available through the View and Select

Windows (active May through early June), then moved to Currently Available only if they remain unrented when the View and Select Windows close.

- 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 tenant.***
- Turnover painting/cleaning and the assignment of a Ready/Lease Start Date cannot take place as scheduled if you do not move out by the vacate date you submitted on your vacate notice and may result in additional cost to you.
- Re-leasing of your apartment prior to the expiration date specified in your current lease is not guaranteed. You must pay the rent and meet all HUH tenant obligations until the apartment is re-leased or until the specified expiration date of your current lease, whichever date is earlier.

Vacating your Apartment on your Current Lease Expiration Date (Timely Surrender)

- If you do not wish to make any change and plan to vacate your apartment on your current lease expiration date, enter that date and submit your form.
- 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 tenant.***

Vacating your Apartment between July 1 and July 31 (After your Current Lease Expiration Date)

- The option to choose a vacate date up to July 31 also is available unless your lease is designated as non-extendible.
- You must be a tenant in good standing and your rent payments and student account (if applicable) must be up to date to qualify for this option.
- Rent for the additional days must be paid in advance and ordinarily is nonrefundable (refer to ***Changes to your Lease Extension Request or Apartment Vacate Notice***, below). Please note that rent rates for the new lease year will be in effect.
- 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 tenant.

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 lease. If you have requested a termination date between July 1 and July 31, the rent charge for the additional days (at the new lease year rate) will also appear if we receive your request by the deadline listed in the Termination/ Extension Request Instructions. If you miss the deadline, you will be required to pay the additional rent directly to Harvard University Housing by check, money order, wire transfer, or credit card (accepted in person only at the Harvard Campus Service Center).

Roommates with Different Vacate Dates

- All roommates are responsible for paying rent through the expiration date specified in your current lease, unless the apartment is rented to a new tenant prior to that date. If the apartment will become vacant, scheduling of painting/cleaning and marketing of the apartment for re-rental is based on the date the LAST roommate leaves.
- If one roommate vacates on the expiration date specified in your current lease and the other roommate(s) selects a later vacate date or extends the lease for another year, the remaining roommate(s) is held solely responsible for paying the full rental amount starting on the day after the current lease expires. Rent rates for the new lease year will then be in effect.
- Each vacating roommate(s) must return their complete set of keys/key fobs/swipe access cards (if applicable) to the Property Management Office on their vacate date.
- Remaining roommates who have extended the lease for another year are responsible for finding a replacement roommate and will be responsible for paying the full rent until the new tenant(s) is added. Refer to pages 8-9, ***ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR LEASE (ROOMMATE ADDITION)***.

Termination/Extension Riders

- A Rider is an addition to the lease that indicates a specific condition that varies from the standard printed terms of the Harvard University Housing lease. Examples: Notice of a building coming offline in the future, acknowledgement of renovations scheduled to take place during the current or new lease term, etc.
- By submitting a lease extension request (for a full year) or a vacate date between July 1 and July 31, you agree to the terms indicated by the rider.

Changes to your Lease Extension Request or Apartment Vacate Notice

If you need to change the lease extension request or the vacate date you submitted during the T/E period, 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

apartment and want to change your submitted full-year or short-term extension election to either a lease 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. Change requests made with less than 10 days' notice must also be approved by HUH Property Management.
- A change to a vacate date may be permitted only if your apartment has not been re-leased or "selected" for rental by a housing applicant.
- If your change request is approved, you must sign a Termination /Extension Change form (TEC) and submit a \$300.00 TEC processing fee, payable to HUH by check, money order, or credit card (accepted in person only at the Harvard Campus Service Center).
- If you originally selected the expiration date specified on your current lease or a later vacate date up to July 31 *but then change to an earlier date*, you must pay the rent and meet all HUH tenant obligations until the originally submitted and approved vacate date or the date your apartment is re-rented, whichever date is earlier.
- If you originally requested to vacate your apartment, but now wish to request a lease extension, *you must be a tenant in good standing and must meet HU Housing eligibility* requirements to qualify for renewal. Additionally, renewal may be permitted only if your apartment has not been re-leased or "selected" for rental by a housing applicant. Landlord has no legal obligation to extend or renew your lease. Refer to 11, *LEASE EXTENSION*.
- If you originally requested an extension of your lease, but now wish to vacate your apartment, you must submit a Lease Termination/Extension Change form, pay the \$300.00 processing fee, and must pay the rent and meet all HUH tenant obligations until the expiration date specified on your extended lease or the date your apartment is re-rented, whichever date is earlier.

VACATING YOUR APARTMENT DURING THE LEASE TERM (Early Surrender – Notice Submitted Prior to the Annual Spring Termination/Extension Period)

If you need to vacate your apartment during the academic year, prior to the expiration date specified on your current lease:

- Contact the Leasing Office to speak with your leasing coordinator regarding the process to submit your vacate notice.
- Notice of at least 30 days prior to your requested vacate date is required. Participants in certain block rental housing programs (e.g., Harvard Law School Graduate Student Housing block) ordinarily are not allowed to vacate during the lease term. Contact your program administrator for details.

Some Tenants Will Remain in the Apartment

- If you live with a roommate(s) and your roommate(s) will remain in the apartment, all of you must complete and sign a Roommate Lease Termination Request and submit it to the Leasing Office.
- The monthly rent will be split between you and your roommate(s) until your mutually agreed upon vacate date.
- The remaining roommate(s) will be responsible for paying the entire rent amount after you vacate and until a new roommate is found and added to the lease and/or the expiration of the lease, as applicable. Refer to pages 8-9, *ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR LEASE (ROOMMATE ADDITION)*.

All Tenants are Vacating the Apartment

- All tenants must complete and sign a Termination/Extension Change form (TEC). Payment of a \$300.00 TEC processing fee is required at the time you complete your form. Payment to Harvard University Housing may be made by check, money order, or credit card (accepted in person only at the Harvard Campus Service Center).
- HUH will schedule turnover painting and cleaning of your apartment for re-leasing. Scheduling is dependent upon apartment turnover volume and staff and vendor availability and takes into account HUH's normal business hours and the **Harvard University Holiday Calendar**. You are responsible for the rent during the painting and cleaning period.
- Your apartment will be made available for re-leasing through our online leasing system unless there is a University need. Its listed availability date will be based on the date the apartment would be ready for occupancy by a new tenant after painting and cleaning is completed. Re-leasing of your apartment prior to the expiration date specified in your current lease not guaranteed.
- You are not charged for the cost of 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 property may NOT be left for an incoming tenant.***
- Turnover painting/cleaning and the assignment of a Ready/Lease Start Date cannot take place as scheduled if you do not move out by the vacate date you selected on your TEC form and may result in additional cost to you.
- You must pay the rent and meet all HUH tenant obligations until the apartment is re-leased or until the expiration date specified in your current lease, whichever date is earlier.

- You are expected to move out by the vacate date you selected on your TEC form, even if the apartment is not re-leased.
- Failure to move out by the by the vacate date you submitted may result in additional charges and commencement of eviction proceedings.

Loss of Affiliation during the Lease Term

- Typically, tenants who know they will lose affiliation during the lease term (i.e., November degree) should not request an extension of their lease or sign a new Harvard University Housing lease.
- If loss of affiliation occurs unexpectedly during the lease term, you should contact the Leasing Office to speak with your leasing coordinator.
- If you decide to vacate your apartment, the above rules under *VACATING YOUR APARTMENT DURING THE LEASE TERM* apply (refer to pages 14-15).
- If HUH (the Landlord) does not terminate your lease and you choose to remain in Harvard University Housing until the expiration date specified in your current lease, rent must be paid directly to Harvard University Housing on or before the due date, which is the first day of each month, consistent with lease terms. (Example: Rent for the month of April is due by April 1.)
- Rent paid by check, money order, or bank check should be sent to Harvard University Housing Accounts Receivable, 46 Blackstone Street, Cambridge, MA 02139-3710. (Note: this office cannot accept in-person payments.) To ensure proper credit to your account, be sure to reference your full name as it appears on your lease and your Harvard University Housing address in your payment.
- Credit card rent payments must be made in person at the Harvard Campus Service Center, 1350 Massachusetts Avenue – Room 807, Cambridge, MA 02138-3846. This office also accepts checks and money orders. (See website for hours: <http://campusservicecenter.harvard.edu/>.)

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

Moving Out

- Please note that incoming tenants may not waive apartment painting and cleaning to facilitate the purchase of furniture and household items from a prior tenant.
- You must remove all your personal belongings (your own furniture, personal items, etc.) and vacate your apartment by midnight of the vacate date you selected on your short-term lease extension request, apartment vacate notice, or TEC form, whether or not the apartment has been re-leased. Failure to do so may result in additional charges and commencement of eviction proceedings.
- You may not leave your own furniture or other personal belongings behind in the apartment or building storage area (if available) for incoming tenants. If vacating and incoming tenants 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).
- If you fail to vacate on time, you may also be held responsible for paying (1) rent for each additional day or part thereof, if you selected an early vacate date (prior to the expiration date specified on your current lease), or (2) daily use and occupancy in the amount equal to \$150.00 for each additional day or part thereof, plus the cost of all other expenses incurred by HUH due to your late move-out, which may include hotel, storage, and moving costs for an incoming tenant.
- You must remove food, rubbish, etc. and leave the apartment in clean condition or you may be required to pay for additional maintenance costs.
- 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 management is not responsible for collecting or forwarding any mail or packages that may arrive after you vacate.

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.
- After hours, place all swipe access cards and keys/key fobs, except the apartment key, on the kitchen counter. Use the apartment 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. Please note this is applicable only if all tenants are vacating.
- If a tenant/roommate will remain in the apartment, any tenant/roommate who is vacating must either drop off their keys/key fobs/swipe access cards to the Property Management Office during business hours or make arrangements for their timely return.

- 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

- After HUH receives your vacate notice and has scheduled turnover painting and cleaning of your apartment, your apartment will be made available for re-leasing through our online leasing system unless there is a University need.
- HUH will incur certain costs associated with cleaning and preparation of the apartment for re-leasing.
- Even if your apartment is not re-leased, you will not be permitted to re-occupy the apartment without prior notice to HUH.
- If you elect to re-occupy the apartment for any period prior to its re-lease, (1) you must file a Termination/Extension Change Form (TEC) and you will be required to pay the \$300.00 change processing fee, and (2) your apartment will be removed from HUH available apartment listings.

RETURN OF PRO-RATED RENT AFTER MOVE-OUT

The following applies if your vacant apartment is re-leased prior to the expiration of your lease term /rent payment obligation.

- 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 to request your prorated refund. Visit <http://sfs.harvard.edu/refunds> for further information.
- If you are a departing faculty member or employee, you must contact HUH Accounts Receivable at CS_AR@harvard.edu or at 617-495-1612 to request your prorated refund. Please be sure to provide a forwarding address.
- All prorated refunds are based on the actual number of days in that month.
- Rent refund processing can take several weeks.

APARTMENT AND BUILDING RULES AND REGULATIONS

APARTMENTS

Furnishings and Appliances

Majority of apartments are unfurnished. Where furniture is provided, no substitution of items will be made, and furniture may not be removed from the apartment.

- Large or heavy furniture items (i.e., queen- or king-size box springs) may not fit into some apartments, particularly at Peabody Terrace and entries 3—5 and 7—15 at Soldiers Field Park. Check with your Property Management Office in advance of your move.
- Pianos require written consent from HUH Leasing Office and cannot be accommodated at all buildings. Send email to leasing@harvard.edu or call 617-495-1459. If permitted, tenant must sign a Piano Lease Addendum. Countersignature of the addendum by the HUH Leasing Office constitutes written consent. You must then notify the Property Management Office for your building.
- Refrigerators; stoves; other provided appliances, if applicable, such as dishwashers, disposals, washers, dryers, or microwaves; window treatments; furniture and lamps (if provided) must not be removed or relocated.
- Unless supplied by Harvard, washing machines, dryers, dishwashers, refrigerators, disposals, and other major appliances or like equipment are not permitted and may not be used or stored in apartments. Installation, use, or storage of these items in your apartment is considered a violation of the terms of your lease.

Heat and Air Conditioning

- Heat is included in the rent at all complexes. 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.
- 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. Tenants who fail to comply may be charged for the cost of any damages that may occur.
- Air conditioning is provided at the following properties:
 - 10 Akron Street
 - Banks Street 37, 47, and 69
 - 5 Cowperthwaite Street
 - 29 Garden Street
 - Grant Street 2, 3, 5, and 7
 - Harvard @ Trilogy (170 Brookline Avenue)
 - 28 Hingham Street
 - 21 Robinson Street
 - Soldiers Field Park (one window air conditioner)
 - 11-15 Sumner Road
 - One Western Avenue
 - 387 Western Avenue
- 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 October 31 each year.
- You must sign the appropriate air conditioner policy rider for your building and receive prior approval from the HUH Leasing Office before installing any air conditioner. If permitted, size and installation must meet the requirements outlined by the Property Management Office on the Rider and you must contact HUH's approved vendor for service. The number of air conditioners permitted per apartment may be limited, and requests for multiple air conditioners must receive prior approval from your property management office. Rental and/or installation/removal costs and utility surcharges apply. You **MUST** remove your air conditioner by October 31 of each year and may not reinstall it until the following May 1. Through-wall air conditioners must be winterized and rendered inoperative by October 31 and until the following May 1 of each year. Standard window air conditioning units do not fit in all buildings, and some apartments/buildings can only accommodate free-standing air conditioners (e.g., Peabody Terrace). Please note that Property Management Office staff members do *not* install or remove air conditioners.

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

<http://www.huhousing.harvard.edu/residents/welcome-and-arrival-information> (select your property from the pull-down menu; at the next page, click “Phones, TV & Internet” in the left menu bar).

- **Telephone Service**

- Landline telephone service *at additional cost* is arranged either through Verizon or XFINITY. Telephones must be connected to existing outlets. Residents must be present to let technicians into the apartment and are responsible for paying installation charges and monthly fees.
- Cell (mobile) telephone service cannot be guaranteed in any apartment. Any contract made for cell phone service is between the tenant and their service provider, not HUH.

- **Internet Service**

Internet service is provided in almost all properties. Please see your property’s **Welcome information** for details (<http://www.huhousing.harvard.edu/residents/welcome-and-arrival-information>).

Users must adhere to all terms of their Internet provider’s Acceptable Use Policy. If Internet service is provided as an HUH amenity, connection and customer service information will be provided in your welcome package upon move-in. HUH is not liable for the impairment or cessation of service interruptions; tenants must contact the appropriate service provider for assistance with any issues that arise. Where applicable, tenant must not tamper with wireless access points.

- **Television**

- Apartments are cable ready, which means a cable television jack is provided in the apartment living room. However, cable television service is not included in the rent; it is available at additional cost from a private provider (typically, Comcast) and you will need to plug either your own or a rented cable television box into the jack. Visit <http://www.huhousing.harvard.edu/residents/welcome-information> for details on how to obtain cable television service at your apartment.
- Satellite television dishes, aerials, or antennas may not be installed without prior written consent from HUH. If permitted, installation and removal must meet all requirements outlined on the required Satellite Dish and Antenna Lease Addendum. Please note that installation may not be possible in many apartments. Please contact your Property Management Office at the telephone number listed on your lease for further information.

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 29 Garden Street and Harvard@Trilogy courtyards, and in any other designated non-smoking areas)

Pets

- Certain apartments at the following HUH buildings have been designated as pet-friendly: 59 Banks Street, Botanic Gardens, 23-25 Flagg Street, 2 Grant Street, 17 Grant Street, Holden Green, 8A Mount Auburn Street, 21 Robinson Street, 5A Sacramento Street, Shaler Lane, Soldiers Field Park Entries 8—15), 17 Ware Street, and 381 Western Avenue.
- At the foregoing apartments, a single dog (no larger than 40 pounds when full grown) or a single cat or two domesticated pet birds are allowed and must be registered with the HUH Leasing Office. Certain breeds of dogs are not permitted, and additional restrictions apply. Reptiles, rodents, and all other types of pets are not permitted. The keeping of birds is subject to the same cleanliness, noise disturbance, and nuisance conditions listed in the HUH Pet Authorization and Policies Rider or the HUH Service/Assistance Animal Authorization and Policies Rider referenced below.
- *A sample Pet Authorization and Policies Rider, and a list of specific apartment numbers where pets are permitted can be found online at <http://huhousing.harvard.edu/apply/policies-and-procedures> (scroll down to the bottom of the policies page).*
- The Pet Authorization and Policies Rider is included in your lease package and/or as a rider with your annual lease termination/extension form. Forms are also available from the HUH Leasing Office. The rider must be completed and returned even if you will not have a pet at your HUH apartment. If a pet cat or dog will live with you, up-to-date veterinary records including rabies vaccination information and a photo of your pet must be returned with your signed lease.
- After initial signature, you may be required to submit an updated Pet Authorization and Policies Rider if HUH changes or amends the Rider or if you request to add a roommate co-tenant to your lease. Additionally, it is your 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 lease.

- In apartments not designated as pet-friendly, only fish in an aquarium not to exceed 50 gallons are allowed in HUH apartments. Animal “guests” and pet-sitting are not permitted.
- In cases of service or assistance animals, reasonable modifications to these rules will be explored. See below.
- Applicants with animal allergy concerns should contact the HUH disability housing coordinator at leasing@harvard.edu as soon as possible after their housing application has been approved and before selecting **any** HU Housing unit. Refer to Accessible Housing Accommodations, below.
- ***The keeping of any unauthorized or unregistered animal is a violation of your lease and is grounds for lease termination.*** Failure to remove the animal after HUH’s request for removal may result in HUH commencing eviction procedures.
- If you choose not to abide by the HUH Pet Authorization and Policies Rider and instead choose to terminate your lease and vacate the apartment, the HUH early lease termination policy shall apply (refer to *VACATING YOUR APARTMENT DURING THE LEASE TERM* on pages 14-15).

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. ***Please contact the HUH disability housing coordinator at leasing@harvard.edu for preliminary information.*** Also refer to Clause 8.B) of the Harvard University Housing Lease.
- No service or assistance animal shall be kept in the Premises until:
 - The applicant’s/tenant’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 lease/housing contract is signed and returned with required veterinary records and a photo of the animal.
 - If you live with a cotenant roommate(s), your roommate(s) must sign the form consenting to the presence of the animal. Their signature on the appropriate HUH authorization form indicates their agreement to share the space with the animal, their understanding that you as the animal owner/handler retain full responsibility for the care and control of the animal, and that if they have concerns about the behavior or care of the animal, they will discuss these concerns directly with you and/or their local disability coordinator or University Disability Services in a timely manner. Should your cotenant roommate(s) need to request a reasonable accommodation, he/she should contact the HUH disability coordinator, who can refer them to their local disability coordinator or University Disability Services, as applicable.
 - If the requester is a subtenant, the primary tenant(s) 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 Harvard@Trilogy and 29 Garden Street.
- After initial approval, you may be required to submit an updated authorization rider if HUH changes or amends the rider or if you submit a request to add a co-tenant roommate to your lease. Additionally, it is your 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 lease.
- 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. You should contact the HUH disability housing coordinator in advance if you believe that your specific circumstances warrant an exception to any of these policies.
- ***The keeping of any unauthorized or unregistered animal is a violation of your lease and is grounds for lease termination.*** Failure to remove the animal after HUH’s request for removal may result in HUH commencing eviction procedures.
- If you choose not to abide by HUH Service Animal or Assistance Animal Authorization and Policies Rider (as applicable) and instead choose to terminate your lease and vacate the apartment, the HUH early lease termination policy shall apply (refer to *VACATING YOUR APARTMENT DURING THE LEASE TERM* on pages 14-15).

Accessible Housing Accommodations

Individuals who need to request accessible housing accommodations related to a disability or serious ongoing medical condition should contact the HUH disability housing coordinator at leasing@harvard.edu for preliminary information. 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.

Personal Property Insurance

- ***It is your responsibility to insure any personal property.*** Harvard University Housing and Harvard University *do not* provide renters personal property insurance, and they do not cover the cost of replacing tenants' 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, www.CollegeStudentInsurance.com). For example, \$10,000.00 in coverage with a \$100.00 deductible is available for approximately \$16.00 to \$21.00 per month (rates in effect as of December 2019; see website for details and other coverage and deductible options).

Regular full-time Harvard employees who live in Massachusetts may also be able to obtain discounted home/renters insurance through MetLife or Liberty Mutual Insurance. To request a free, no-obligation quote or more information, visit the **voluntary benefits site** (<http://www.crimsonpersonalplans.com/Home.aspx>) or call Mercer at 866-228-3516.

- Students may first want to check if they are covered under their parents' homeowner's policy, if applicable. Also, tenants who live here and own a home elsewhere may want to add renters coverage to their homeowners policy for a small additional fee.
- When submitting your lease, you must acknowledge the above rental conditions and understand and agree to the following:
 - You have been provided information on options for obtaining renters personal property insurance.
 - If you choose not to obtain renters personal property insurance, your personal items will not be covered for damage or loss for any reason during your tenancy in HUH.
 - If you do choose to obtain renters personal property insurance, your personal items claim is limited to your policy coverage and neither HUH nor Harvard University provides additional coverage.

COMMON AREAS AND FACILITIES

NOTE: In light of the unique circumstances of the COVID-19 pandemic, common areas, certain services and/or programming, and other building amenities may be unavailable or available only on a limited basis.

Common Rooms

- **General Policies**
 - Residents of 10 Akron Street, 5 Cowperthwaite Street, 29 Garden Street, Harvard@Trilogy, Peabody Terrace, Soldiers Field Park (opening summer 2020 during two-year Entry 2 renovations), and One Western must reserve building common rooms for private events with ten or more people (non-routine special events, such as networking parties, showers, birthday parties, etc.). There is a \$50.00 room fee and a possible fine if the common room is not left in proper condition or all policies governing Common Room Use are not followed. The access card to the common area must be picked up from the Graduate Commons Program Manager during business hours. After-hours requests made to the on-call team may result in a 100.00 lock-out charge applied to your student bill or tenant account. All residents should submit a request one week in advance of the event and meet with a Graduate Commons representative to discuss the use of these spaces and policies prior to confirmation of the reservation. To reserve the room, please send an email to graduatecommons@harvard.edu or visit <http://huhousing.harvard.edu/living-huh/graduate-commons-program>.
 - Residents can only reserve common rooms in the buildings in which they reside, and residents are limited to one reservation in a seven-day period.
 - Rooms are not available for non-resident reservations.
 - Only one reservation will be accepted per day, per common room. No exceptions.
 - Please be sure to read the new University Policy regarding minors on campus at <http://youthprotection.harvard.edu/policy>. Completing a room reservation with your area Program Manager signals that you have read and understand all aspects of this policy.
 - No reservations larger than the room capacity indicates.
 - Events must end by 11:00 p.m. each evening (all guests out of space) and may not exceed four-hours in length.
 - Set-up and clean-up are part of the four-hour reservation time. Be sure to build this time into your plans.
 - The event host must be present for the duration of the event and accessible via cell phone. NOTE: You must have a copy of the event confirmation email available at your event.

- The event must be confined to the specific room requested. Guests may not loiter in hallways, outdoor spaces, or wander around the building. Hosts may NOT prop any doors (front doors or common room doors), as this is a safety concern.
 - If reserving outdoor space, no alternative rooms will be offered in the event of rain.
 - Hosts are responsible for the conduct of guests. Be sure that your guests are not disturbing residents of the community.
 - Sound enhancing devices (large speakers, subwoofers, etc.) are not allowed. If you require special A/V equipment, please contact your area Program Manager.
 - Be responsive and respectful to other members of the community, including Faculty Directors and staff, regarding noise level, etc.
 - Report any damage to the Property Management Office as soon as possible. Damage is the responsibility of the host. The host's student account may be billed for excessive cleaning expenses or damages.
 - Graduate Commons and HU Housing have discretion over all room reservations.
 - All Common Room policies must be followed; improper use of common spaces will be subject to fines. Fines start at \$100.00 and increase in \$100.00 increments for each policy violated (cleanup, noise, damage, etc.). Fines are assessed via student account or added to the tenant's ledger.
 - There is a \$25.00 fee for all room reservations.
 - There may be "shut down" or "black out" periods during the year for extensive room maintenance or holiday breaks.
- **Alcohol Policy**
 - Alcohol, in the form of beer or wine, is allowed in small quantities (i.e. cans or bottles) in all common spaces of the building that may be reserved.
 - Spirits (whiskey, rye, vodka, gin, tequila, etc.) are not allowed at private events.
 - Charging attendees for alcohol at private events is prohibited, as is charging for event access.
 - All guests must be personally invited, meaning that events where alcohol is served cannot be open to the general public.
 - Large quantities of beer or wine (i.e. kegs, party balls) are not permitted anywhere in the building.
 - All leftover beer and wine must be disposed of properly and packaging must be recycled when appropriate.
 - All adults at the private event must be at least 21 years of age and show proper identification if asked. (Alcohol cannot be served if there are any underage individuals at the event. Children of attending residents are the exception to this rule.)
 - Adequate food and non-alcohol beverages must be served at an event where beer or wine is served.
 - You may be asked to hire a member of the University Beverage Authorization Team depending on the size of your event.
 - An HUPD Detail Officer may be required for large events (50 plus) with alcohol. An officer helps to ensure that non-residents do not enter the residential parts of the building. Tenant is responsible for paying any fee associated with this service. More information may be found at <http://www.hupd.harvard.edu/detail-request-form>.
 - **Cleaning Policy and Checklist**

As host of an event, you are responsible for all items listed below:

 - Please bring your own cleaning materials. Trash bags and Lysol wipes will be provided.
 - Remove all trash and recyclables to the proper location (outside of the room). Please check with Graduate Commons Staff or Property Management if you have questions about the proper location.
 - Clean all hard surfaces in the room (countertops, tables, etc.).
 - Sweep/mop the floor and pick up any food/dirt on the floor.
 - Ensure all stoves/ovens/microwaves have been turned off.
 - Turn off the lights/television/other electronic devices.
 - Remove all personal items from the room.
 - Return furniture to the appropriate position after use.
 - Do not move piano or keyboards from their current location.

Fitness Rooms

- Fitness rooms are available for residents and HUH-approved authorized occupants only at 10 Akron Street, 5 Cowperthwaite Street, Cronkhite Graduate Center, and Harvard@Trilogy. Nonresidents, such as personal instructors, visitors, etc., are not permitted. Restrictions on their use apply, and residents and HUH-approved authorized occupants requesting access must register with their Property Management Office and sign a Fitness Room Rider/Waiver. Guests are not permitted to access fitness rooms.
- Any individual under the age of 14 is considered a child. Children under the age of 14 are not permitted in any of the weight rooms, cardio rooms, or fitness studios, and may not participate in any classes, personal training, or club activities unless designated for children.
- Photography and videoing are not permitted in the fitness rooms.

Playrooms

The Graduate Commons Program (GCP) operates the Children's' Playroom at 10 Akron Street, Peabody Terrace, One Western Avenue, and Soldiers Field Park (opening in summer 2020). All playroom spaces are membership-based, maintained by its members, and managed by GCP. Use of the playrooms is restricted to children ages 0 to 6. The membership process runs from July-December and January-June each year and includes a yearly fee and cleaning responsibilities. Failure to comply with the playroom policies may result in your membership being revoked. Please note that photography and videoing are not permitted in the playrooms.

- The 10 Akron Street playroom is available only to 10 Akron Street residents.
- The Peabody Terrace playroom is available only to Peabody Terrace residents.
- The One Western Avenue playroom is available only to residents of One Western Ave and Soldiers Field Park.

For more information on the playrooms, Visit <http://huhousing.harvard.edu/residents/graduate-commons/childrens-playrooms>.

Other Facilities

- Laundry facilities are provided as a courtesy to building tenants at most locations, and HUH is not liable for any damages or loss that may occur by using the machines. Machines should be used only during posted hours to avoid disturbing adjacent tenants. 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. Machines may not be able to accommodate certain items.
 - 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, 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.
 - Refund requests for coins lost in CSC Service Works machines may be submitted at <https://www.cscsw.com/request-service/>.
 - For problems using your credit or debit card, call Change Point at 877-231-3537.
 - For problems using your Crimson Cash card, visit: <https://cash.harvard.edu/textpage.php?pageid=537&cid=154&expand=1&>.
- Children under the age of 6 must not be left unattended and should be accompanied by a parent or guardian when using equipment provided in outdoor play areas. In all other common building and grounds areas, minor children must not be permitted to cause disturbance or interference to tenants or to damage or deface property.
- Pets and approved assistance animals are not permitted in the common courtyard area at 29 Garden Street.
- The Harvard@Trilogy Courtyard is shared by residents of that property as well those of the adjoining Fenway Triangle Trilogy. The following policies are to be adhered to:
 - Courtyard hours are scheduled to be **8:00 a.m. to 10:00 p.m.** every day of the week.
 - Anyone under the age of 16 must be supervised by an adult at all times.
 - All trash *must* be disposed of in receptacles provided.
 - Glass containers of any type are prohibited.
 - Items such as bikes, skateboards and rollerblades are not allowed in the Courtyard.
 - Running, rough-housing, ball playing, yelling and/or loud music is prohibited.
 - Tables, chairs and lounge chairs should be returned to original setting after use. Once you have finished using them, please clean the area so others can enjoy them.
 - Pets and approved assistance animals are not allowed in the Courtyard and must refrain from entering private patios.
 - There is **no smoking** of any kind in all common area spaces, including the Courtyard.

STORAGE

- Storage of items in your apartment, in designated storage areas, in any other part of the building, or anywhere on the property is not permitted before or after your lease 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 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.
- Bicycles can only be locked to bicycle racks or stored in designated basement storage areas, where applicable. If a storage area or racks are not provided, bicycles must be stored in your apartment. Bicycles must not be left in hallways or attached to stairwell railings, benches, entryways, or gates. Bicycles found in hallways or attached to the foregoing may be removed without notice at the owner's expense. Registration is required at some buildings.

- Limited storage for additional items is available at the following HUH properties:
 - 10 Akron Street - Storage cage provided for every apartment; contact Property Management Office after you have purchased your own padlock.
 - 1-2 Athens Terrace - Requests should be coordinated with the Property Management Office.
 - 4-6 Athens Terrace
 - Banks Street 33-35, 37-39, 41-43, 47, 59 - Requests should be coordinated with the Property Management Office.
 - Botanic Gardens
 - 5 Cowperthwaite Street – Storage cages on the garage level of the building are guaranteed for tenants in studio apartments only. Tenants in larger apartments will be placed on a waiting list until a storage cage becomes available.
 - 27 Everett Street
 - 23-25 Flagg Street - Requests should be coordinated with the Property Management Office.
 - Grant Street 4, 12-12 ½, 16, 17 - Requests should be coordinated with the Property Management Office.
 - Haskins Hall
 - 11 Kirkland Place
 - Mellen Street 10, 12, 14-16
 - 4-6 Mount Auburn Street
 - Prescott Street 18, 20-20A, 22-24, 85-95
 - 21 Robinson Street
 - 5A Sacramento Street
 - Shaler Lane
 - 3 Sumner Road
 - Terry Terrace
 - Ware Street 9-13A, 15, 17, 19
 - Ware Street 15, 17, 19
 - 381-383 Western Avenue
- If storage is provided, storage of personal property in any designated storage area is at your risk, per Clause 12 and Clause 12A of your lease, and is subject to the restrictions listed above or as detailed by your Property Management Office. Tenants may be required to provide their own locks at some properties. HUH recommends the use of pallets and waterproof plastic containers in basement storage areas, as cardboard boxes and their contents can become moldy. HUH does not recommend storage of valuables in the storage areas. HUH is not liable for water or any other damage to or loss or theft of property. You are responsible for insuring your own personal belongings (refer to *Personal Property Insurance* on page 20).
- Property Management staff may require access to locked storage bins or cages to make emergency repairs.
- Any items left outside of the storage area may be removed and recycled or discarded by the Property Management staff without notification, at the tenant’s expense.
- When you vacate your apartment, you must also remove all personal items from the storage area by your indicated vacate date.
- Contact your Property Management Office for more information about the use of provided storage.
- If your building does not have storage available, or if you need additional storage space, search online for a list of local storage companies.

MAIL AND PACKAGES

- Information about the location of the mailroom or mail boxes or the availability of Package Concierge or Amazon Locker service at your property can be found at <http://www.huhousing.harvard.edu/residents/welcome-and-arrival-information>. Select your property from the drop-down menu, then “Mail & Packages” on the left menu bar.
- Be sure to provide your full mailing address, including your unit number, for all items you are mailing/shipping or expecting to receive.
- At Harvard@Trilogy, residents should make sure to label the inside of their mailbox with their names.
- The Property Management Office does not accept or store packages for residents at any time. If you are shipping items to your HUH apartment prior to your move-in or you will not be at home to receive packages upon delivery, please arrange for packages to be held by the Post Office or shipping company, use a locker service (such as Amazon) when available, or make arrangements with a friend or neighbor to receive and hold your packages. Another option is to rent a PO Box from the U. S. Postal Service (<https://www.usps.com/manage/po-boxes.htm>). However, non-US Postal Service deliveries such as UPS may not be accepted at the Post Office (check with your shipper).
- We recommend that you put a hold on your mail if you plan to be away for an extended period. Visit www.usps.com to learn how you can do so.

- Packages that are delivered and left in the building vestibule or mail area and not picked up within a period determined by the Property Management Office will be returned to the sender by Harvard University Mail Services.
- 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, we recommend visiting 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 Policy Department to initiate an investigation.

LOCKOUTS

If you are locked out of your apartment, contact your Property Management Office. Only current tenants and authorized occupants 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; see list at <https://hr.harvard.edu/holiday-calendar>), please call your Property Management Office directly for apartment access. 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, management 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 tenant ledger.

After Hours

- Operations on-call staff will provide you access to your apartment.
- The fee for after-hours lock-out call service is \$100.00, payable check, student account (registered students with an active student account only), or tenant ledger.

LOST KEYS, KEY FOBs, SWIPE ACCESS CARDS AND REPLACEMENTS

- If it is determined that a primary tenant has allowed the use of an apartment for any unauthorized purpose, or if an HUH-approved subtenant does not return keys to the primary tenant, HUH will change the apartment door lock/core and the tenant may be required to pay a sublet access administration fee of \$200.00 for keyed apartments or \$25.00 per key fob/swipe access card for key fob buildings, by check, student account (registered students with an active student account only), or tenant ledger. This fee will be applied jointly and severally to all tenants.
- 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 key/key fob/swipe access card replacement fee of \$25.00 by the management office. Also be sure to report a lost HUID to the Campus Service Center I.D. Office (<http://www.campuservicecenter.harvard.edu/services/id-cards>, 617-496-7827, id_services@harvard.edu). A fee is charged for replacement.
- After a second replacement key/key fob has been given to any tenant/authorized occupant, management will notify all tenants listed on the lease that 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 check, student account (registered students with an active student account only), or tenant ledger.
- When a third lost key/key fob request has been received, management will inform all tenants listed on the lease 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 jointly and severally to all tenants, who will receive new keys with each lock change and is payable by check, student account (registered students with an active student account only), or tenant ledger.
- 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.

TENANT, CONSTRUCTION, AND OTHER NOISE OR DISTURBANCE

Tenant Noise or Disturbance

- In keeping with the expectation of mutual respect within the Harvard community, we request that you show consideration for your fellow tenants' concerns regarding noise. Please be considerate of your neighbors and keep all sound within reasonable limits. Per Clause 7 of the Harvard University Housing lease, tenants 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, we recommend that tenants using exercise equipment (bikes, treadmills, etc.) in their apartment install sound and vibration reducing mats or rugs under the equipment.
- Tenants 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. Tenants 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, tenants of HUH Cambridge, Allston, and Somerville properties should direct noise complaints to the Harvard University Police Department at 617-495-1212 for a response. Tenants at Harvard@Trilogy should direct noise complaints to the Boston Police by calling 911 (alternatively, the Boston Police Party Line 15 617-343-5500 for loud parties) and to the Trilogy Concierge Desk at 617-351-2880.

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 tenancy you may experience the following types of noise:

- Typical urban and commercial noise, such as sounds from traffic and delivery, 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, such as but not limited to Haskins Hall, Terry Terrace, 85-95 Prescott Street, and 9-13A Ware Street).
- Sounds from neighboring apartments, such as footsteps overhead, children, ringing alarm clocks, etc., particularly in buildings with hardwood floors (for example, Terry Terrace, 27 Everett Street, and 9-13A Ware Street).
- Noise occurring in nearby apartments in your building during HUH’s performance of turnover maintenance to prepare vacant apartments for occupancy by new tenants. 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 contract or Lease Termination/Extension form or may be found on Harvard University’s Construction Mitigation website at <http://www.construction.harvard.edu>.
- Noise occurring from emergency repairs that must be performed by HUH or other Harvard University departments. Advance notification to residents, such as that provided in lease/housing contract or Lease Termination/Extension riders, 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 tenants to stay informed about 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 apartments 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.
- Many apartments are equipped with carbon monoxide detectors. 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.
- Except for 15 Hawthorne Street, 17 Ware Street, and part of Soldiers Field Park, apartments 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.** Tenants 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 apartments 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.** We make 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.

Note: At Harvard@Trilogy, inspection and testing is performed quarterly. Management cannot schedule testing to accommodate residents' schedules but will be onsite during the inspection process.

Safety Hazards

- Candles and similar open flame devices are not allowed in apartments.
- 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 fireplaces, stoves, ovens, 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 apartment 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 lease violation. If any such violation of the lease by the tenant results in HUH being fined by a municipal or government agency, the tenant may be charged and required to pay the amount of the fine.
- Any items left outside your apartment 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. No clothes or other objects (excepting supplied window treatments) may be hung from them or project outside of the building. Removal of supplied window treatments is not permitted.
- No items may be 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 management. 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. Tenants in these single family homes must abide by **Cambridge ordinances** banning the use of grills on porches, balconies, and roofs.
- Firearms and ammunition are prohibited, even with a license.

Cleanliness

- You must keep your 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 apartment 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.
- Wire mesh bird netting is installed on Peabody Terrace balconies to protect surfaces and promote sanitary conditions. This netting may obscure views and cannot be removed. Tenants may be held responsible for the cost of repairing damage they cause to the netting.

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.

MISCELLANEOUS

- The HUH lease specifies that your apartment shall be occupied as your primary residence. No business of any kind shall be conducted on or from the Premises. If your primary residency is in question, HUH reserves the right to request two forms of proof of residence, such as a bill, tax return, driver's license, bank statement, etc.
- Residents and 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 tenants' 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 tenant information to an authorized census enumerator, if the enumerator is unsuccessful in contacting a tenant directly.
- Clause 3 of your lease 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.
- Clause 10 of your lease grants HUH the right to enter your apartment at reasonable times, or in cases of emergency, to conduct inspections, to show the apartment to prospective purchasers or tenants, to make repairs, to correct anticipated or unanticipated building or mechanical issues, to make any improvement deemed appropriate by Landlord or required by law (including inspection for and abatement of lead paint, making apartment 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 lease). In some circumstances, tenant may be required to move possessions to allow complete access to the work area. You will be notified in advance when possible.
- Communications regarding work orders initiated by one roommate in a roommate group may be shared with all roommates.
- 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 at http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Bed_Bug_Harvard_Housing_Flowchart.pdf 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.