



Housing Policies and Procedures
for
Harvard University Housing Tenants
(Including Rules and Regulations for Harvard University Housing)

If you have questions regarding these policies and procedures:

Contact:

Harvard Real Estate Services
Harvard University Housing – Leasing Office
7 Holyoke Street – Upper Level
Cambridge, MA 02138
617-495-1459
leasing@harvard.edu

If you are a faculty member:

Faculty Real Estate Services Office
7 Holyoke Street
Cambridge, MA 02138
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
46 Blackstone Street
Cambridge, MA 02139
617-495-3772
parking@harvard.edu
<http://www.uos.harvard.edu/transportation/>

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 Trilogy Garage
180 Brookline Avenue
Boston, MA 02215
617-236-5558

If you have questions about parking at the Harvard Medical School, Longwood Campus:

Longwood Medical Campus Parking Office
617-432-1111
<http://parking.med.harvard.edu/>

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

If you have questions concerning subletting or roommate listings:

Harvard Housing Office
7 Holyoke Street
Cambridge, MA 02138
617-495-3377 (Eastern Massachusetts and international callers)
800-252-5020 (domestic callers outside Eastern Massachusetts), hhousing@harvard.edu

If you are a student and have a question about rent charges on your University term bill (E-bill):

Harvard Real Estate Services
Accounts Receivable Office
Holyoke Center 1012
1350 Massachusetts Avenue
Cambridge, MA 02138

All tenants: If you have questions regarding building maintenance, contact your Property Manager at the telephone number listed on your lease.

These policies and procedures and rules and regulations are subject to change.

Revised February 11, 2009

Welcome to Harvard University Housing! This handbook will answer most commonly asked questions about policies and procedures and also sets forth the rules and regulations for all tenants living in Harvard University Housing. *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 (see 2).

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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. If approved, the lease documents will be emailed to you within three business days.

Once you have received your lease, you may not alter it. This includes writing in any additional names. (To add a domestic partner/spouse, minor children, or roommates, refer to page 5, below.)

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

- Abiding by all of the provisions and agreements in the lease
- Abiding by all of 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.

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.

Federal and State laws require that tenants of apartments built before 1978 are to be issued two copies of the *TENANT LEAD LAW NOTIFICATION* and the *TENANT CERTIFICATION FORM*. Tenant(s) must sign and return both copies of the Tenant Certification Form to the Leasing Office. After countersignature, one copy will be returned to tenant(s).

RENT PAYMENTS

- The first or initial rent due is paid by check and returned with your lease. If your lease begins before the 15th of the month, the amount is prorated for that month. If it begins after the 15th, the amount due includes the prorated first month and the entire next month as well.
- Subsequent rent payments are due on or before the first day of each calendar month and must be paid by check to Harvard Real Estate Services until term billing or payroll deduction commences (refer to page 1 of your lease). To ensure proper credit to your account, note your Harvard University Housing address on your check.
- Students—Rent due during summer months or prior to registration is to be paid by check and sent to the HRES Accounts Receivable Office (refer to page 1 of your lease). During the academic year, rent charges are applied monthly to student accounts via the University's electronic term billing system and are payable by the due date noted on your E-bill. To ensure proper credit to your student account, print your Harvard ID number on your check. **Please note that students with unpaid rent charges on their accounts at the end of a semester are not allowed to register for the next semester and/or to graduate.**
- Faculty / Employees—Rent is billed and paid via payroll deduction, which can take up to two months to go into effect. Once deductions start, deductions are applied to the following month's rent. Rent due prior to the commencement of deductions is to be paid by check directly to the Harvard Real Estate Services (refer to page 1 of your lease).
- Roommates—Rent charges are divided evenly among cotenants, but each tenant is jointly and severally liable. If your roommate does not pay his or her portion of the rent, you are responsible for the entire amount. There is no paying "just your part."

LATE PAYMENT OF RENT

- If you fall two weeks behind in rent, you will receive a late payment notice.
- Failure to respond to a late payment notice will result in a 14-Day Notice to Quit and will ultimately lead to eviction.
- Information on any outstanding rent balance will be filed with a credit reporting agency following termination of your lease.

RETURN OF ADVANCE RENT

If you sign a lease and then change your mind, notify HRES right away. Your initial rent payment will be returned in full only if we rerent the apartment before the scheduled start of your lease. If we rerent the apartment after the lease start date but during the initial rent time period, you will receive a prorated refund. If we cannot rent the apartment during this period, you will forfeit your entire initial rent payment and you will be held liable for rent until the apartment is rerented or the expiration date of your lease, whichever date is earlier.

RENT INCREASES

Harvard's policy is to set rents at fair market value. Information on several thousand non-Harvard-owned apartments, market indicators from outside sources, and historical demand trends in the local market are used to determine fair market rents.

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, effective on July 1. Your new rent amount is provided when Lease Termination Notice/Extension Request notices are emailed in the spring of each year.

LISTING A SPOUSE/DOMESTIC PARTNER OR MINOR CHILDREN

Only a Harvard affiliate may be named as a tenant on the Harvard University Housing lease. To add your spouse/domestic partner and/or minor children (under age 18) to our tenant files as authorized occupants, you must complete and submit a *Statement of Marriage/Domestic Partnership/Authorized Occupant* form to the Leasing Office as soon as possible.

A non-affiliated spouse/domestic partner 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.

Domestic Partnership constitutes the following:

- The couple is involved in a committed relationship for their mutual support and benefit.
- They interact as a family and share expenses of living, including rent, food, and other daily expenses.
- The relationship has lasted longer than six months.
- Both people are over 18 years old.

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

Applicants are encouraged to apply for housing together, whenever possible. However, if a single applicant has rented a double studio or a one-bedroom convertible or larger apartment, he or she can add a roommate through the *lease assumption process*.

You may post or view roommate listings using the HRES Roommate Center at <http://hres.roommateclick.com>. Choose your roommate carefully as HRES does not match roommates or mediate roommate disputes.

The following restrictions apply:

- Harvard University Housing eligibility and apartment occupancy requirements must be met.
- The lease assumption request deadline is November 15.
- If the roommate applicant is a current Harvard University Housing resident, he or she must obtain approval from HRES to terminate his or her lease (or file a Roommate Termination Request form, if in another roommate situation) to qualify for a lease assumption. He or she must return all keys to the Property Management Office on the vacate date.
- The roommate applicant must not hold a current dormitory or residence hall contract.
- The lease assumption 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 lease assumption.

To add a roommate, follow these steps:

1. Both the current leaseholder and the prospective roommate(s) must notify the Leasing Office of their intention to be roommates via email at leasing@harvard.edu.
2. The prospective roommate(s) must complete and submit an application at <https://shs.harvard.edu/voyager/shexternal/forms/> and must submit any required documents (i.e., Letter of Acceptance or Appointment) to the Leasing Office by mail or fax (see page 2).
3. If approved, new leases will be prepared and emailed to the current leaseholder.
4. Each affiliate MUST sign and return the new set of leases.
5. The new roommate(s) must pick-up their authorized set of keys from the Property Management Office.
6. When the new lease is received and processed, rent charges will be split between all roommates as of the requested lease start date. **This may take up to two months, so please be aware that this may delay charges and credits on each tenant's term bill or payroll account and may affect September registration.**

NOTE: HRES reserves the right to deny the addition of a roommate applicant taking illegal occupancy and, in such cases, the right to terminate the lease.

SUBLETTING

To sublet your apartment or room you **MUST** request a Sublet Kit from the Harvard Housing Office. This will outline all the policies regarding subletting, give you advice on how to advertise your apartment to the Harvard community, and provide you with the required Sublet Application form to submit for approval.

NOTE: Any subtenant not approved by the Harvard Housing Office will be deemed an unauthorized occupant, which is cause for termination of your lease. HRES reserves the right to deny an unauthorized occupant access to your apartment in the event of a lockout and to deny requests for maintenance.

TRANSFERRING TO ANOTHER HARVARD HOUSING APARTMENT

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.
- You must have resided in your current apartment for at least six months.
- You have not transferred previously (only one transfer allowed per tenancy)
- Upon selection of a new apartment, you must submit a \$200 Transfer Fee to HRES, payable by check or money order.
- Damage beyond normal wear and use to your current apartment will incur additional charges.
- Participants in certain block rental housing programs (Harvard Law School Graduate Student Housing block, or the JFK School of Government MPA/ID or Mason Program Housing blocks) are not allowed to transfer during the lease term. Contact your program administrator for details.

NOTE: Faculty members are encouraged to contact the Faculty Real Estate Services Office (see Page 2).

To apply for a transfer within Harvard University Housing, follow these steps:

1. Go to the Harvard University Housing main application page at <https://shs.harvard.edu/voyager/shexternal/forms>.
2. Log in as a Registered User.
3. On the left side of the screen select the "Transfer" tab to complete and submit a new application. This tab will not be visible unless you have lived in your current apartment for at least six months.
4. Once your application is approved, participate in your assigned lottery View and Select period or select an apartment from our Currently Available list. You will be charged the new market rent for the transfer apartment, effective on the lease commencement date.
5. If your current apartment will become vacant, contact the Leasing Office to complete a Lease Termination Request and sign your new lease. Rent liability for your current apartment will end on your vacate date.
6. 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 liability for the full rent after you vacate and until a replacement roommate is added to their lease.

NOTE: If you are submitting a transfer application for the summer lottery, you are strongly encouraged to extend your current lease for the next year during the termination/extension period in March. Otherwise, you might find yourself with no place to live if your current lease expires before you sign a lease another apartment.

EXTENDING YOUR HARVARD UNIVERSITY HOUSING LEASE

If you wish to remain in your apartment for another year, you **MUST** submit a Lease Extension Request e-form in March, once you receive your Lease Termination Notice/Extension Request email notification from HRES. Your request for a lease extension will then be reviewed in consideration of the following:

- You fulfill all eligibility requirements.
- Special conditions do not preclude extension of the lease.
- Your rent payments are up-to-date.
- You are not in violation of any terms of your lease.
- Your apartment is in clean and healthful condition.

NOTE: HRES is under no legal obligation to extend your lease. Any changes in the monthly rent rate or the lease terms will be effective on July 1.

TERMINATING YOUR HARVARD UNIVERSITY HOUSING LEASE (During the Annual Spring Lease Termination/Extension Period)

If you do NOT wish to remain in your apartment for another year, you MUST submit a Lease Termination Notice e-form in March, once you receive your Lease Termination Notice/Extension Request email notification from HRES. This form is required, even if intend to leave on the normal expiration date of your lease or you are graduating. Unless otherwise noted, Harvard University Housing leases terminate on June 30.

Termination Prior To June 30

- 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.
- Painting and cleaning of your apartment for the purpose of re rental is scheduled on a first-come-first-served basis.
- Your apartment will be made available for re rental through our online leasing system. Re rental of your apartment prior to June 30 is not guaranteed.
- You will be billed and held liable for rent payment until the apartment is re rented or until June 30 (or specified lease expiration date), whichever date is earlier.

Termination on June 30 (Lease Termination Date)

- If you are leaving on your lease expiration date, click on that date and submit your form.
- You are not charged for painting and cleaning unless damages beyond normal wear and use have occurred.

July 31 Termination Option

- A July 31 termination option is also available unless your lease is designated as non-extendible.
- We cannot process requests to terminate in the middle of the month.
- July rent (at the new rate) must be paid in advance and is nonrefundable.
- Graduating Students--If we receive your request by the deadline for the final E-bill, your July rent charge will appear on your graduation E-bill. If you miss the deadline, you must submit your July rent by check.

Roommates with Different Termination Dates

- All roommates are liable for rent through June 30 (or the specified lease expiration date) unless the apartment is rented to a new tenant prior to that date. If the apartment will become vacant, rental of the apartment is based on the date the LAST roommate leaves.
- If one roommate leaves on June 30 and the other roommate(s) extends until July 31 or extends the lease for another year, the remaining roommate(s) is held solely liable for the full rental amount starting on July 1.
- The remaining roommate(s) is responsible for finding a replacement roommate and will be charged the full rent until the new tenant(s) is added. Refer to page 5, *ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR LEASE (LEASE ASSUMPTION)*.

Lease 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 lease expiration date earlier than June 30, acknowledgement of renovations scheduled to take place in the future, etc.
- By submitting a Lease Termination/Extension Request, you agree to the terms of termination or extension indicated by the rider.

Changes To The Lease Termination/Extension Request Date

If you need to change the date you submitted on your Lease Termination Notice/Extension Request:

- You must contact the Leasing Office and sign a Lease Termination Notice/Extension Request Change form.
- A change is permitted only if your apartment is not on offer or re rented.
- Only one change per academic year is permitted.
- You must submit a \$100 change fee, payable by check or money order to HRES.
- If you originally selected a July 31 termination date then change to an earlier date, your rent liability will end on July 31 or the date of re rental, whichever date is earlier.

EARLY TERMINATION DURING THE ACADEMIC YEAR (Prior to the Annual Spring Lease Termination/Extension Period)

If you need to terminate your lease during the academic year:

- Contact the Leasing Office to speak with your leasing coordinator regarding your cancellation.
- Notice of at least 30 days prior to your requested vacate date is required.

- Participants in certain block rental housing programs (Harvard Law School Graduate Student Housing block, or the JFK School of Government MPA/ID or Mason Program Housing blocks) are not allowed to terminate the lease 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 Termination Request and submit it to the Leasing Office.
- The monthly rent will be split between you and your roommate(s) until your vacate date.
- The remaining roommate(s) will be responsible for entire rent amount after you vacate and until a new roommate is found and added to the lease. Refer to page 5, *ADDING A HARVARD-AFFILIATED ROOMMATE TO YOUR LEASE (LEASE ASSUMPTION)*.

All Tenants Are Terminating (Apartment Will Become Vacant)

- All of the tenants must complete and sign a Lease Termination Notice. Payment of a \$100 early termination fee is required, payable by check or money order to HRES.
- Painting and cleaning of your apartment for the purpose of re rental is scheduled on a first-come-first-served basis.
- Your apartment will be made available for re rental through our online leasing system. Re rental of your apartment prior to June 30 is not guaranteed.
- You will be billed and held liable for rent payments until the apartment is re rented or until June 30 (or specified lease expiration date), whichever date is earlier.

Loss of Affiliation During Academic Year

- Tenants who know they will lose affiliation during the academic year (i.e., November or March 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 course of the academic year, you should contact the Leasing Office to speak with your leasing coordinator.
- If you decide to vacate your apartment, the above rules for *Early Termination during the Academic Year* apply.
- You may choose to remain in Harvard University Housing until the expiration of your lease term. Rent must be paid by check or money order one month in advance of the due date, which is the first day of each month. (Example: Rent for the month of April is due by March 1.) Make your checks payable to Harvard Real Estate Services and send them to HRES Accounts Receivable, 1350 Massachusetts Avenue - Room 1012, Cambridge, MA 02138.

MOVING OUT AND DROPPING OFF YOUR KEYS

Moving Out

- You must vacate your apartment by midnight of your selected termination date or you will be charged a \$150 per day use and occupancy penalty as well as for all of HRES's expenses and costs resulting from your failure to vacate.
- You must remove all of your belongings (furniture, personal items, food, rubbish, etc.) and you must leave the apartment in clean condition or you will be charged for additional maintenance costs.

Key Drop-Off

- During business hours keys dropped your keys off at your Property Management Office.
- After hours, place keys on the kitchen counter and leave a telephone message with the Property Management Office.
- Failure to return all keys will result in a \$50.00 fee.

RENT CREDIT / RETURN OF PRO-RATED RENT AFTER MOVE-OUT

The following applies if your vacant apartment is re rented prior to the expiration of your lease term/rent liability

- If you are a continuing student, you will receive a prorated rent credit on your E-bill account.
- If you are a departing student (losing affiliation or graduating), you must send a letter to the Harvard University Student Receivables Office, 953 Holyoke Center, 1350 Massachusetts Avenue, Cambridge, MA 02138, requesting a refund for credit due. Please be sure to provide a forwarding address.
- If you are a departing faculty member or employee, you must contact HRES's Accounts Receivables Office at hres_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.
- Credit and refund processing can take several weeks.

APARTMENT AND BUILDING RULES AND REGULATIONS

APARTMENTS

- Majority of apartments are unfurnished. Upon request, Harvard Real Estate Services (HRES) will provide you with the names of furniture rental companies.
- 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.
- 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 of the Leasing Office and cannot be accommodated at all buildings.
- Washing machines and dishwashers (unless supplied by Harvard) are not allowed in apartments.
- Satellite television dishes may not be able to be installed at many apartment complexes. Please contact your Property Management Office at the telephone number listed on your lease for further information.
- 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.
- In apartments with HRES-provided central air conditioning, the systems ordinarily operate from May 15 through October 31. NOTE: Central air conditioning will not function when the outside temperature drops below 60°F.
- You must receive prior approval from your Property Management Office before installing any window air conditioner. If permitted, installation must meet the requirements outlined by the Property Management Office. You **MUST** remove your air conditioner by October 31 of each year and may not reinstall it until the following May 15. Standard window air conditioning units do not fit in all buildings, and some apartments/buildings cannot accommodate any conditioners (e.g., Peabody Terrace). Please note that Property Management Office staff members do *not* install or remove air conditioners.
- If your primary residency is in question, HRES reserves the right to request two forms of proof of residence, such as a bill, tax return, driver's license, bank statement, etc.
- *It is your responsibility to insure any personal property.* Harvard Real Estate Services and Harvard University *do not* cover the cost of replacing residents' personal items (clothing, computers, furniture, stereos, books, etc.) that may be damaged or lost due to theft, fire, water, or vandalism. Renter's insurance may be obtained through local insurance agents (<http://www.yellowpages.com>), National Student Services, Inc. (1-800-256-6774, www.nssinc.com), or CSI Insurance Agency, Inc. (888-411-4911, www.CollegeStudentInsurance.com).
- Where applicable, users of Harvard's RESnet Internet service must adhere to all terms of its use. Please read the policy information provided in your lease package carefully or visit <https://www.noc.harvard.edu/> and click on Documentation/Residential Network Connectivity.
- Smoking is prohibited at certain designated smoke-free buildings (2 and 4 Grant Street) and in designated smoke-free renovated apartments at Holden Green, in all furnished apartments at 1306 Massachusetts Avenue and 10 Akron Street, and in most furnished apartments at Peabody Terrace (a few permit smoking).
- With the exception of the foregoing, tenants who wish to smoke are allowed to do so only inside their apartment.
- Smoking is NOT allowed in common areas, hallways, stairways, elevators, laundry rooms, or any other designated non-smoking areas.
- Human 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://www.hsph.harvard.edu/bedbugs/> 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.

COMMON AREAS AND FACILITIES

- The removal of fixtures, furnishings, equipment, supplies, and any other items from building common areas constitutes theft and the Harvard University Police Department will be notified.
- Common rooms may be rented by residences for private events with a security deposit of \$50. At some buildings a \$25 per hour fee is also charged; deposit and fee are to be paid by check or money order only. All keys must be returned to the office on the next business day. If cleaning expenses exceed \$50 the renter will be charged the difference. If common room keys are lost or not returned a \$100 lock replacement fee will be charged.
- Laundry facilities should only be used during posted hours to avoid disturbing adjacent tenants.

STORAGE

- Storage of items in your apartment or in designated storage areas is not permitted before or after your lease term.
- Storage is not allowed in common areas, hallways, stairwells, or balconies.
- Bicycles can only be locked to bicycle racks or stored in designated areas or your apartment. Registration is required at some buildings.
- Storage in designated storage areas (if applicable) is at your risk. HRES shall not be liable for water or any other damage to or loss of property. We recommend the use of pallets in basement storage areas. Contact your Property Management Office for more information.

PETS / SERVICE ANIMALS

- You must have prior written consent from the University Disabilities Coordinator to keep a service animal in your apartment. Consent so given may be revoked at any time.
- Certain apartments at Botanic Gardens have been designated as “pet-friendly.” At these apartments, a single dog (no larger than 40 pounds when full grown) or a single cat is allowed and must be registered with the Botanic Gardens Property Management Office. Certain breeds of dogs are not permitted, and additional restrictions apply. HRES Pet-Friendly Housing Policies are available online at <http://www.hres.harvard.edu/RRE/NewWeb/Brochure/Affiliated/PetAuthsample.pdf>. Pet Authorization forms are available from the Botanic Gardens Property Management Office (28 Fernald Drive, Rear Basement, 617-495-5534). The keeping of an unregistered pet in a “pet-friendly” apartment is grounds for lease termination.
- Except for the above, only fish in an aquarium not to exceed 50 gallons are allowed in Harvard University Housing apartments.
- The keeping of any unauthorized or unregistered pet is a violation of your lease and is grounds for lease termination. Failure to remove the pet after HRES’s request for removal will result in HRES commencing eviction procedures.
- If you choose to terminate your lease and vacate the apartment, the HRES early lease termination policy shall apply (refer to *EARLY TERMINATION DURING THE ACADEMIC YEAR* on pages 7-8).

LOCKOUTS

- If you are locked out of your apartment, contact your Property Management Office. The fee for after-hours lock-out calls is \$50.00, payable by check or by term bill (registered, term-billed students only). Only current tenants and authorized occupants with a valid I.D. may request lock-out assistance.
- Only current tenants and authorized occupants with a valid I.D. may purchase additional keys and swipe cards (if applicable). These cost \$5.00 each and may be purchased from your Property Management Office during regular business hours only. NOTE: one business day is required to make new keys.

CONSTRUCTION AND OTHER NOISE

- Please be considerate of your neighbors and keep noise at a reasonable level. We cannot guarantee that any apartment will be soundproof, so it is not uncommon to hear sounds from neighboring apartments.
- Harvard University residential areas are located in a city environment and are subject to typical urban noise.
- There may be noise from nearby construction being performed by the city, Harvard University, HRES, or private construction companies.
- Some apartment complexes have on-site or nearby child care centers and/or outdoor play areas. The sounds of children playing outside at these complexes are to be expected.

SAFETY

- 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. All device batteries are replaced annually by Property Management staff during unit inspection visits. Residents may also test their CO detectors at their discretion. Each device has a test button, and a CO detector that works properly will emit four short alarm sounds (beep, beep, beep, beep) when the test button is pressed. If your detector fails to sound when you press the test button, please contact the Property Management Office for maintenance.
- 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 <http://www.epa.gov/iaq/co.html>
- Do NOT tamper with smoke or carbon monoxide detectors.
- Some 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 off of sprinklers or their pipes and 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. 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.
- Space heaters are prohibited.
- You must keep your apartment in a clean and healthful condition, in compliance with municipal laws, ordinances, and building fire codes. 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 HRES's regular schedule for the performance of such measures, you will be charged for the additional cost of such treatment.
- 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.
- HRES reserves the right to photograph apartment conditions for documentation purposes and, if necessary, to contact the city inspectional services and fire department.
- 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; no clothes or other objects (excepting standard window treatments) may be hung from them or project outside of the building.
- Nothing may be hung from or placed on edges of balconies or stored on balconies (this includes plants or any obstructions).
- Barbecue grills, hibachis, etc. are banned on porches, balconies, and roofs under Chapter 148, Sections 10A and 24 of the Massachusetts Statutes. HRES further restricts their use on patios and outdoors at most complexes. Contact your Property Management Office to ask if grilling is allowed at your complex.
- Firearms and ammunition are prohibited, even with a license.

MISCELLANEOUS

- Clause 10 of your lease grants HRES 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 make any improvement deemed appropriate by Landlord or required by law (including inspection for and abatement of lead paint), or to exterminate insects, rodents, and other pests, and otherwise perform pest control measures. You will be notified in advance when possible
- HRES provides a list of tenants' names and addresses to the Harvard University Police Department.