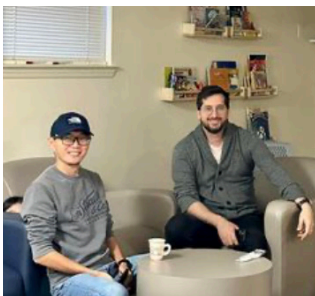




# Yale Graduate Housing Residential Handbook 2024 - 2025 [www.housing.yale.edu](http://www.housing.yale.edu)



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# Living in Yale Housing

Welcome to Yale Housing! In addition to your license agreement, we hope that this handbook will answer any questions you might have, whether you are living in our dormitories or apartments. It is alphabetized according to each subject that you might have an inquiry about. We encourage you to go to [housing.yale.edu/resources](https://housing.yale.edu/resources) for most concerns or contact us at [housing@yale.edu](mailto:housing@yale.edu).

Residents living in master-leased University Properties buildings should refer to the section titled Policies and Procedures for Residents living in Master-leased University Properties for specific areas as noted that differ from Yale Graduate Housing properties; all other policies and information in this Handbook apply.

## **Agreement Terms and Conditions:**

You are required to read the entire housing license agreement and this handbook. It is a valuable source of information, and you should be knowledgeable of its contents. The housing license agreement for furnished units begins on August 15 and expires at the end of May. The housing license agreement for unfurnished units begins on August 1 and expires on June 30th. Vacating in advance may result in financial penalties. Please review your housing license agreement. Residents may not move any belongings into a unit or storage area prior to the start of the housing license agreement. We are available to clarify any questions you may have regarding eligibility, length of occupancy, cancellation, penalties, vacating, etc. If you have a December graduation, we encourage you to seek off campus housing.

## **Alcohol Policy**

Resident sponsored/hosted gatherings where alcohol is being consumed whether in a community space, your room or outdoor courtyard, are the responsibility of the resident host including, but not limited to:

- Not letting intoxicated persons drive while under the influence.
- Seeking medical help/assistance if someone shows signs of alcohol poisoning.
- Being held responsible for any property damages or cleaning charges resulting from this gathering by you or your guests.

## **Alterations to Your Unit/Room**

You may not make any alterations to the unit/room without the prior permission of the university. University personnel and their agents are the sole

providers who are authorized to perform alterations, maintenance or repairs to the unit, building, and grounds. Violation of this condition can result in charges to your YalePay account. If you have any questions, please call the Housing Office for clarification (203.432.2167).

### **Appliances**

Units that are equipped with a refrigerator and/or gas or electric range are the resident's responsibility to maintain. The operation and maintenance of these appliances is relatively simple, however, if you have any questions, please email [housing@yale.edu](mailto:housing@yale.edu) or call 203.432.2167. Dishwashers, washing machines, dryers, etc., are not permitted. Washer/dryer use in ADA units at Esplanade and Mansfield apartments will be conditional depending on occupants.

There are communal refrigerators and/or freezers at 254 Prospect, 276 Prospect, and Harkness Hall. Food items stored in these units should be labeled with your name, room number and the date. The refrigerators and freezers are periodically cleaned and food items not properly marked will be disposed of. Please be mindful of the amount of food you are storing so that there is room for everyone. Harkness residents may not leave any personal belongings in the shared kitchens. Respect other's food and do not take food that does not belong to you. Harkness Hall has a mini fridge and portable air conditioner in each room and they may not be removed by the resident. At 272 Elm and Baker Hall, there are individual kitchens in each unit and are maintained by the residents.

Air conditioners for apartments must be approved by Yale Housing.

Microwaves and air conditioners are not permitted in dormitory rooms. Appliances such as rice cookers, electric steam pots, pressure cookers, etc. may only be used in the kitchen and not in your dormitory room. Fines will be assessed for the discovery of an appliance and may include termination of the housing license agreement.

Bidets are not permitted to be installed in bathrooms. Any water damage to the unit or surrounding units caused by a bidet will be assessed to the student's YalePay account.

### **Automobiles/Parking**

Parking is available for residents of Whitehall, Mansfield, and Esplanade only. There is no additional fee. Parking permits must be renewed yearly. Residents must provide a copy of their car registration to the Yale Housing Office to



receive a parking sticker. Unauthorized vehicles or vehicles without a current sticker will be towed at the owner's expense. Residents who park in unauthorized spaces (handicapped, etc.) will be assessed a fine. Repeat offenders will be towed at owner's expense.

All other residents should contact Yale Parking and Transit at [parking@yale.edu](mailto:parking@yale.edu) or call 203-432-9790 for student parking options.

Master-leased UP Residents: please see separate parking policy at the end of handbook.

For street parking options within the city, contact the City of New Haven, (203) 946-8075. Their website is: <https://www.newhavenct.gov/gov/depts/traffic/parking/regulations.htm>.

- New Haven Declaration of Personal Property: Motor Vehicles are subject to a local property tax, whether registered or not. If you do not register a vehicle but retain ownership, you must annually file a declaration form with your assessor between October 1 and November 1. Even if your car is not registered in CT, you may be liable for local tax if you operate it here. See New Haven assessors info and declaration form online at [https://www.newhavenct.gov/gov/depts/assessor/motor\\_vehicle\\_assessment\\_info.htm](https://www.newhavenct.gov/gov/depts/assessor/motor_vehicle_assessment_info.htm). Location: New Haven Assessor's Office, City Hall, 165 Church Street.
- Call your state Department of Motor Vehicles (DMV) and ask them what to do if your registration is due for renewal.
- If you would like to register your car in Connecticut, call the DMV office at 1.800.842.8222 to find out their office hours and what paperwork you need to complete. Their website is [www.ct.gov/dmv/site/default.asp](http://www.ct.gov/dmv/site/default.asp).

### **Battery Powered Micro Mobility Devices**

Due to the risk of fire, all battery-powered micro-mobility devices (e-scooters, e-skateboards, e-bikes, etc.) are prohibited from Yale University residential properties (e.g. Yale College housing, Yale Graduate Housing, University Properties, and all other Yale owned or leased residential buildings). This prohibition includes storage and charging. Approved mobility devices for people with disabilities are exempt from this policy. Any battery-powered micro-mobility devices found will be confiscated by the University Fire Marshal's Office.

## Bikes

Bicycle racks and rooms are provided in or around our buildings for active use of bicycles, not long term storage. Use of the bike storage spaces requires an ID tag. Tags should be obtained from the Housing Office. Bicycles without a Yale Housing ID tag will be removed per University protocol and discarded. Do not store bikes within stairwells and corridors for safety reasons. Bicycles in stairwells will be removed and discarded. Do not secure bicycles to handrails.

The University also recommends:

- use of a u-bolt lock
- registering your bike at [to.yale.edu/bike-registration](http://to.yale.edu/bike-registration)

## Billing

Your rent and other housing fees are charged to your YalePay account. Rental charges for furnished units are posted each semester on June 25 and October 25. Rental charges for unfurnished units are charged monthly and are posted 45 days in advance throughout the year, except for the month of July. In July, you will be billed for July and August per university policy. Our office forwards the rental charges to the SFAS office where they are included on your monthly statement. Payments are made directly to SFAS. Questions regarding billing and special payment arrangements should be made at their office located at 246 Church St., 203.432.2700.

## Businesses

Residents are not permitted to operate a business from their room, apartment, or building.

## Care of the Premises

You are responsible to maintain the unit in a decent, safe, orderly and sanitary condition with particular attention paid to pest control. Day-to-day clutter should be kept to a minimum. Garbage and waste should be enclosed in plastic bags and be disposed of on a regular basis. 'Food stuff' should not be left lying around; this creates a health and safety risk. Inspections are done several times a year to note any maintenance and facility concerns as well as the overall condition of the unit. Fines may be imposed. Area rugs are permissible. No wall-to-wall carpeting should be installed.

## Cleanliness & Pest Control

Unfurnished units should be maintained and cleaned on a weekly basis by



the resident. This includes flooring, appliances, the bathroom and kitchen. Specific cleaning questions may be directed to the Housing Office. Personal property, such as children's toys, should be stored in your apartment or your basement storage space when not in use. Hallways are not to be used for storage. Any items found in stairwells, hallways, or courtyards will be removed and discarded. The Yale Fire Marshall's Office conducts random inspections and will tag items for removal.

Residents living in 272 Elm and Baker Hall are responsible for cleaning their own units, including the bathroom and kitchen, which includes gasstove stoves and microwaves. Residents living in Harkness Hall, 254 Prospect, and 276 Prospect are responsible for cleaning their own rooms. Residents are responsible for cleaning up after using the community kitchens, wiping down stovetop, cleaning their own dishes, and cleaning spills or splatters in the microwaves. There are communal bathrooms in these halls and residents must be respectful and not leave behind soap, shampoo, etc. Please clean up after yourself. Repeated instances of abuse or deliberate dirtying of the space will result in floor-wide fines.

Yale provides dumpsters and trash rooms at all buildings. You must dispose of your trash at least once a week. Pest control, in particular, may require the cooperation of all neighboring residents. It is easier to practice habits that prevent problems with household pests than to eliminate the pests once they appear. You are required to report any pest issues to Yale Facilities at 203.432.6888. Also, please notify the Graduate Housing Office that you have reported a problem. Failure to report will result in a fine.

For more information on bed bugs and the University's bed bug policy please click on the links below.

- [housing.yale.edu/sites/default/files/files/YaleUniversityBedBugProtocol\\_April2016.pdf](https://housing.yale.edu/sites/default/files/files/YaleUniversityBedBugProtocol_April2016.pdf)
- [ct.gov/caes/cwp/view.asp?a=2826&q=437580](https://ct.gov/caes/cwp/view.asp?a=2826&q=437580)

## Community Spaces

There are community spaces in each building for social and academic gatherings. Community Fellows will host events in the community spaces at your building. Children's coordinators will host children's events at the Esplanade and Whitehall community spaces. In accordance with Yale University's policy on programs for minors (<https://programs-minors.yale.edu/policy-health->

and-safety), Graduate Housing requires someone over the age of 18 to accompany a child or children to these children's programming events. Every resident has access to these spaces and furnishings. Residents must respect the established community standards regarding the use of the space.

If you would like to reserve the community room, please request the space by contacting your Community Fellow. There is no charge to use the community rooms. The resident must be present during the entire time of the reservation. Quiet hours and courtesy hours must be observed and the community space must be cleaned by the resident after use. The community space is not exclusive and other residents will have access to the room. Quiet hours are from 10 pm to 8 am.

Residents are not allowed to use the community space for private lessons or for running a personal business operation.

### **Computer Rooms**

There are computer rooms available in the following dormitories for residents. They are located at:

254 Prospect – 276 Prospect, Lobby

276 Prospect, Lobby

ES Harkness – Room 517 and Room 817

### **Conduct and Consideration of Residents**

It is essential that all residents in University housing show mutual respect for one another and help to foster an environment conducive to research and study in reasonable comfort, quiet and privacy. Discrimination of any kind is prohibited and not welcomed within Yale Housing or the University.

### **Fire Safety**

You will not disconnect, disable or tamper with any life-safety devices (i.e. smoke detectors, carbon monoxide detectors, fire extinguishers, sprinkler heads, etc.), which are installed in the building, room, or apartment. You will not possess, store or maintain any flammable or combustible material, explosives, fireworks, ammunitions or weapons (including but not limited to firearms, air rifles, swords, and crossbows), in, on, or around the building. The University will impose a fine in addition to any costs incurred for work performed to correct any hazards. Burning of candles, incense or other incendiary or open flame items is prohibited. There are fireplaces in some buildings. At no time is the fireplace to be used. Only units with approved installed cooking appliances are allowed to be used for this purpose. Do not

block emergency exits.

It is a violation of the State and Local Connecticut Fire Safety codes for belongings to impede entries and exits of residential housing. Therefore, it is essential that all bikes, strollers, shoes, toys, etc. be removed from stairwells and hallways and placed inside the unit or in alternate storage areas in your building. Any items found in stairwells or hallways will be removed and discarded.

Fire drills are randomly scheduled for all dormitories and apartment complexes. When the alarm sounds, everyone must comply and vacate the building. The Fire and Police Departments are the only ones who can authorize the return to the building.

Each furnished and unfurnished unit contains smoke detectors. The Yale Fire Marshall's Office is responsible for the correct operation of the unit and provides yearly inspections. If the unit "beeps" periodically, that indicates the battery needs replacement. Call Yale Facilities customer service at 203.432.6888 to report the problem. An employee of the Fire Marshall's office will replace the battery. Do not remove batteries or tamper with the smoke detector! Smoke detectors found disabled or removed will result in a \$250 fine for the first offense. A second offense will result in termination of your license agreement. In case of a building fire alarm, *vacate the building immediately*.

Master-leased UP residents: please see separate policy regarding Fire Safety at end of handbook.

### **Furnishings**

Unfurnished units: All have kitchens and bathrooms. Kitchens have either a gas or electric stove and refrigerator. All windows (except in the bathroom) have blinds. Some have an overhead ceiling fan. Flooring is either hardwood or hardwood laminate. The bedrooms in the one-bedroom units at York Crown are carpeted. Closet doors are not to be removed. Air conditioners for unfurnished units must be approved by Yale Graduate Housing.

Furnished units: rooms have standard University-provided bedroom furniture: extra-long twin-sized bed frame and mattress, desk and desk chair, three-drawer dresser, bookshelf, sitting chair, built-in closet, or a wardrobe unit for clothing. Furniture is not to be removed. Baker Hall has twin extra-long beds in the two bedroom units and queen size beds in the single units. 272 Elm has full size beds in all the units.

Please see specific building pages on our website for specific furnishings in the units.

### **Guests**

Yale Housing will follow University guidelines regarding visitors. For more information visit <https://covid19.yale.edu/visitor-policy>.

Single occupancy or shared units: You may have a guest stay with you for a 3-day, 2-night period occasionally. Guests must be registered with the Housing Office.

All guests are to sleep in student rooms, not in community spaces or any other space outside of the student's room. Keys and ID cards are not issued to guests.

Family housing: Guests must be registered with the Housing Office. Please email [housing@yale.edu](mailto:housing@yale.edu) including your name, your room number and building, as well as the name of your guest and the dates of their stay.

Failure to register your guests or complaints against a guest can result in loss of guest privileges. Guests should conduct themselves in a manner that is respectful to the other residents. It is your responsibility to let your guest know about the campus regulations and housing expectations. Guests should not be left in student rooms and buildings when their hosts are not with them.

In a 2-, 3- or 4- bedroom shared unit, whether furnished or unfurnished, any guests to the unit must be discussed with your roommate prior to the visit.

### **Gym**

There are a few small gyms located at Harkness Hall, 272 Elm, Whitehall and Mansfield. York Crown and 254 Prospect have some gym equipment. Please contact the housing staff if you have questions about location or access to the gyms located within the residence halls.

*Exercising has risks and you should consult with a physician before starting an exercise program. Become familiar with the equipment and techniques. Yale is not responsible for any injuries.*

#### *Gym/Gym Equipment Rules*

1. Be respectful of all users.
2. Keep the gym clean and neat.
3. Wipe down equipment after use.
4. Keep sharp objects such as keys away from upholstery.
5. Proper attire including shirts and shoes are required.

6. Wearing of scrubs is not allowed in the gym.
7. Use a spotter when lifting weights.
8. Do not slam the weights down when putting them back.
9. Do not leave weights on bars.
10. Return all weights to their proper location.
11. Do not remove weights from the gym.
12. No running permitted in the gym.
13. Return newspapers and periodicals to their proper place.
14. Place all trash in receptacles.
15. Do not provide access to persons not otherwise permitted in the gym.

Residents using gyms that are located where other residents might be living above them should be mindful of only using equipment that would not violate quiet hours and disturb those neighbors.

### **Holiday Decorations**

Natural Christmas trees are not permitted. Only use holiday lights when you are at home and awake. Do not overload outlets. Worn-out electrical cords and plugs should be replaced. Never attach or hang anything from a sprinkler pipe or sprinkler head. Significant water damage can result. Keep your fire egress paths clear when installing any holiday decorations or furnishings. Please do not install any lights or other decorations in the common areas outside your apartment or room.

### **Individual Garden Plots**

Individual garden plots are not allowed. University-sponsored community gardens are permissible.

### **Inspections**

The Graduate Housing Office conducts health and safety inspections twice a year. These inspections will be announced via email. You need not be home when we conduct these inspections. You will be notified of any deficiencies and given a period of time to make corrective action before a fine is issued.

Master-leased UP residents: please see separate language regarding Inspections at end of handbook.

### **Keys & Lockouts**

Please visit the Yale Graduate Housing Office if you have damaged or lost your key(s). A replacement fee of \$50 per key will be charged to the student's YalePay account. Residents who are locked out of their apartments

can contact Yale Security at 203-785-5555 for an officer to open their doors. Dormitory residents who are locked out of their rooms can borrow a key, free of charge, from the lock-out box located in their dormitory building. The key must be returned to the lock-out box within 48 hours to avoid fees. Students can also contact their Community Fellow for assistance in obtaining a key from the lock-out box or contact Yale Security to be let into their bedroom.

In some cases, lost or stolen keys pose a security risk and may result in replacing the lock mechanism and issuing new keys. Students are assessed a \$350 fee to their YalePay accounts for this service.

Lost ID cards must be reported to Yale Housing Office at 203.432.2167. For those buildings which are card access, your lost card will be deactivated for safety reasons. You can obtain a new card from the ID Office on campus. There will be a fee for replacing your lost ID card.

Master-leased UP residents: please see separate Key and lock-out policy at end of handbook.

### **Late Departure**

All Yale Graduate Housing contracts have an expiration date. Staying in the housing beyond this date is not permitted. Departure after the end date without permission will be subject to a \$500 fine plus \$50 per night charge, which is assessed to the student's YalePay account.

### **Laundry Services**

Card operated washers and dryers are located in each complex. Download the app CSCPay Mobile to pay for laundry cycles from your account. You can purchase credit from the app and use that credit for your laundry. It will track all of your purchases. You can check availability of washers and dryers through the app and receive alerts when your laundry cycle is complete.

For service issues related to campus laundry rooms, please contact Associated Student Agencies: [asa@yale.edu](mailto:asa@yale.edu).

Please make note of the following guidelines:

- Please remove your clothes promptly from the washer & dryer.
- Be aware that leaving your clothes in the machines longer than necessary might tempt others to remove them for you.
- Do not remove other people's clothes while the machines are still running.
- If clothes are left beyond the time the machines require, please treat oth-



ers' clothes as you would want them to treat your own. Give the person a chance to retrieve the clothes or if necessary, please put them in his/her laundry basket or on the table.

- Please clean up after yourself! Make sure you recycle empty bottles, throw out any trash and clean lint traps. Dryer lint is to be placed in the trash and not left in sinks. The tables and shelves are available for everyone's use.
- Prices may increase from year to year.
- Payments for use of the machines can be done by credit card.

### **Mail Delivery**

**Apartments:** Residents receive mail through the U.S. Postal Service (USPS) delivered directly to an assignment mailbox or street address.

**Dormitories:** Mail from the USPS is received Monday through Friday in Harkness Hall, 254 Prospect Street, 272 Elm and 276 Prospect Street. Mail is sorted and placed in individual mailboxes each day. Mail accidentally delivered to the wrong box should be directed to the correct recipient or the Housing Office. **Baker Hall:** There is no mail delivery to Baker Hall. Residents can rent a P. O. Box at Yale Station Post Office, 206 Elm Street upon arriving.

### **Narcotics**

You will not use, sell or distribute any narcotics or other controlled substances in, on, or around the premises or allow others to do so.

### **No Signs or Graffiti**

You will not place, draw or write anything, including signs or advertising notices, on or have visible from the outside of the building or its common areas, windows, or doors, including those of the unit except in the areas, if any, designated by the University for this purpose.

### **Noise**

You will not play loud music or television, musical instruments, or create other noises, which can be heard outside of your room or apartment. Quiet hours are to be respected from 10 PM to 8 AM. Courtesy hours are in affect at all other times.

### Occupancy Restrictions

Single occupancy dormitory rooms may be occupied only by the student who signed the license agreement . There are two-, three-, and four- bedroom shared units. Those room types may only be occupied by students who signed the license agreement. No other occupants (including family members) are permitted to live in these unit types at any time. Violation of this clause may result in fines up to and including termination of the license agreement.

### Packages

Unfurnished units: Residents can receive packages directly to their unit.

Furnished units: Residents can have packages sent to the Barnes & Noble Student Package located at 77 Broadway, New Haven. They are open on an academic schedule (August – May). You will receive an email when your UPS, DHL, or FedEx package is scanned at Barnes & Noble Student Package. Once packages are received, they will be held for 3 days for pickup and will be returned to sender on the 4th day. Address all UPS, DHL, and FedEx packages following the sample below:

(Your Name)  
 Yale University  
 (Your Residential Hall, Room #)  
 Barnes & Noble Student Package Center  
 77 Broadway, Lower Level  
 New Haven, CT 06511

Yale Housing does accept packages and mail in some of our locations. Residents must be aware that having packages or mail delivered to these locations is at their own risk. Yale Housing cannot be held responsible for any loss or theft of packages that may have been delivered, whether or not they are signed for by a university employee. Residents are required to have personal liability insurance and encouraged to have theft included in their coverage. Insurance purchased on behalf of the student, pursuant to our regulations, has this coverage included. There is a \$100 deductible that is the responsibility of the resident. All residents are strongly encouraged to use the Yale Student Receiving Center or open a P.O. Box at Yale Station for the purpose of safeguarding mail and package delivery.

Master-leased UP residents: please see separate language regarding Packages at back of handbook.

## Personal Property

Personal property including bicycles, strollers, umbrellas, children's toys, shoes or grills may not be left at any time in hallways or stairways. No gas-powered vehicles may be stored, chained or repaired in the building. Items found in hallways will be removed and discarded or donated.

## Personal Property Insurance

It is required that every resident have personal property insurance. Personal property insurance will be purchased for each resident. A non-refundable fee of \$144 will be applied to your YalePay account to cover the insurance. This insurance provides \$4,000 of coverage for personal belongings with a \$100 deductible and \$100,000 personal liability coverage. To increase your coverage, contact Haylor, Freyer, & Coon ([www.haylor.com/college/yale-university](http://www.haylor.com/college/yale-university)) or call them at 1-800-289-1501.

If you show proof that you have your own insurance coverage, you can opt out of the insurance. Notification with proof must be received by September 1st each year.

Master-leased UP residents: please see separate language regarding Personal Property Insurance at back of handbook.

## Pets

Pets are not permitted in Yale Graduate Housing. Confirmation that the pet policy has been violated will result in a daily fine of \$25 until the issue is resolved and may include immediate termination of the housing license agreement.

## Playgrounds

Whitehall and Esplanade have playground facilities for our students and their families. Parents are responsible for the behavior of their children. Children should not be left unattended. Please keep the playground gates closed at all times and pick up your child's toys before leaving the play area. Let's keep our playgrounds safe, social, and most of all fun. The EBJ playground at Whitehall can be used after hours and on weekends. Please put back their outdoor toys where you found them and leave the space as you found it.

## Quiet Hours 10:00 pm – 8:00 am

Please show respect and consideration for your neighbors whether they are next door, upstairs, or downstairs. Quiet hours are from 10:00 pm to 8:00

am; noise (voices, music, etc.) should be kept to an absolute minimum. At other times, courtesy hours are in effect—please respect any requests to limit noise that is affecting others in the community. Residents are encouraged to use area rugs on the hardwood floors to soften noise. Parents should be aware that when children who live on any floor drop toys, run around, etc., the noise could disturb neighbors living below or above. Problems should be discussed between residents in a friendly and open manner. Quiet hours and courtesy hours should be observed in all community rooms. Playing musical instruments is not allowed in common areas or dormitory rooms.

### **Recycling & Trash**

The university is strongly committed to recycling and sustainability programs. You will adhere to the University's recycling program. Recycling bins can be found at all complexes; are designated for paper, cans, bottles, and cardboard; and are located at a central trash location. Cardboard must be flattened in order to be collected. For more information about the University practices visit <http://recycling.yale.edu>. Questions or concerns regarding these services should be directed to Facilities at 203.432.6888.

Master-leased UP residents: please see separate language regarding Recycling and Trash at back of handbook.

### **Respect**

Yale Housing asks all our residents to display respectful behavior towards all members of the Yale Community at all times. Yale Housing residents are also required to be mindful of the role that the Yale Public Safety Office plays and are required to be respectful towards Yale Police and Security Officers and to comply with their instructions. Complaints requiring the response of Yale emergency personnel, including the Fire Marshall, or local law enforcement, are subject to internal investigation and possible action. Excessive noise is not tolerated and quiet hours must be honored. Smoking, illegal drug use, excessive alcohol intake and drunkenness will not be tolerated. Violations of Respect are subject to termination of the license agreement or the University's decision not to honor the renewal of your license agreement.

### **Roommate Agreements**

In apartment splits and dormitory shared units, residents will be expected to complete the Roommate Agreement.

### **Security**

You will keep your unit doors, building entry doors and windows within your unit secured. You will not affix additional locks or alarm systems to your room or apartment. You will not prop open building entry or individual unit doors.

Master-leased UP residents: please see separate language regarding Security at end of handbook.

### **Security Deposit Refunds**

If you have a security deposit on file with Yale Graduate Housing, it will be refunded within 30 days of vacating. Full refunds will be posted to your YalePay account. Please log into: [yale.edu/sis](http://yale.edu/sis) to request a refund if you have a credit balance.

If damages or fees are noted, they will also be reflected on your YalePay account. Maintenance repairs above the normal wear and tear to the room will be assessed for additional charges.

### **Smoking**

Yale University is a tobacco-free campus. There is NO SMOKING in any of the campus buildings or grounds:

- The use of smokeless tobacco products, and the use of unregulated nicotine products (e.g. “e-cigarettes”) are prohibited in indoor and outdoor spaces, including parking lots, and any property owned or leased by the University.
- The sale or advertising of tobacco products is also prohibited in University owned or occupied buildings.

Yale University including Yale Graduate Housing, is dedicated smoke-free and tobacco free. There are no exceptions for smoking within any Yale Graduate Housing buildings. A fine for each occurrence noted will be assessed to the student’s YalePay account. Repeated infractions can result in termination of the housing license agreement.

### **Storage Areas**

68 Mansfield, Esplanade and Whitehall have assigned storage areas. All items must be stored inside the cage/basement room; labeled with the student’s name, apartment number and academic year; and locked securely. It is recommended that items not be stored directly on the floor. Storage is not available at the Mansfield Apartments or York Crown. Residents are not

permitted to store belongings in the utility closet, where the boiler and hot water units are located. The university is not responsible for loss, damage or theft of stored items.

There is no storage available in the furnished halls.

### **Transfer/Room Change Policy**

Transfer/room changes are permitted. Information on this policy will be provided during annual Housing Intent. All transfers are subject to a \$350 fee and based on availability and approval by the Yale Graduate Housing Office.

### **Utilities**

All utilities are included in furnished and unfurnished units.

Master-leased UP residents: please see important information regarding Utilities at end of handbook including the Internet.

### **Internet**

Connecting to Yale Wired and Wireless Networks

- You can log into the Yale wireless network using your Yale NetID and password.
- Connecting Smart devices to the network requires registering your devices. Contact the Yale ITS Help Desk for support 203.432.9000.
- Yale Information Technology Services – Student Support  
There are a number of IT support channels available for students at Yale University. Please refer to: <https://studenttechnology.yale.edu>. If your school or department is not listed, please call the ITS Help Desk at 203.432.9000 for assistance.

### **IPTV**

Yale University provides streaming IPTV services from Xfinity to graduate students living on campus. The service provides 100 channels of content, including HBO Go, which can be accessed on up to five personal internet-enabled devices. To learn more, go to [https://yale.service-now.com/it?id=service\\_offering&sys\\_id=8b99caacdb273a043514b1coef961925](https://yale.service-now.com/it?id=service_offering&sys_id=8b99caacdb273a043514b1coef961925).

### **TV Antennae or Satellite Dishes**

TV antennae or satellite dishes are prohibited. No wires or other implements of any kind may be placed on the outside of the building or through



the hallways.

### **Vacating**

The license agreement for furnished units expire the Sunday after Yale commencement. The license agreement for unfurnished units expire on June 30th of each year. Early cancellation of your license agreement will result in penalties specified in the license agreement. Vacating instructions are provided to residents approximately 30 days prior to vacating.

All units are inspected and all decisions are final. Failure to follow through with vacating procedures may result in the issuing of fines. Be sure to follow the checklist below before vacating your unit to avoid additional fines to your YalePay account.

- Remove all of your personal furnishings and belongings from your unit and storage area. Failure to fully vacate your unit, and/or storage area will result in a \$500 fine.
- The University reserves the right to dispose of any items left behind without further notice. You will be charged for the cost of removal of any items left behind.
- Remove all trash and garbage from units and storage area/basement. All trash and garbage must be disposed of properly. Do not leave trash in hallways or stairwells.
- Windows must be closed and locked.
- Remove all food from apartment and dormitory refrigerators. Do not unplug the refrigerator.
- Remove all food from community refrigerators or freezers.

Master-leased UP residents: please see separate Move-Out Policies & Procedures at end of handbook.

### **Waterbeds**

Waterbeds are prohibited.

# Facilities: How to Use Our System

203.432.6888 or [facilities.yale.edu](http://facilities.yale.edu)

The Housing Office monitors and tracks apartment and dormitory maintenance and repairs. Understanding how to use our system will help you receive the best possible service. Residents are not permitted to obtain services from a private contractor.

Master-leased UP residents: please see separate information on submitting Maintenance Service Requests at end of handbook.

## Inspection Checklist

Dormitory Residents: Upon arrival you are required to submit a Room Condition Report through your Self Service portal within the week. Please indicate the condition of all furnishings.

Apartment Residents: Upon arrival you are required to submit a Room Condition Report through your self service portal within the week. Residents will note the condition of the unit on move-in.

## Types of Maintenance Requests

There are two types of maintenance requests: Emergency and Routine. Emergencies include situations such as no heat or hot water, broken window, power failure, lack of single light source, unsecured doors, flooding and stolen keys. Routine maintenance requests consist of non-life threatening situations such as a leaky faucet, appliance repair, etc.

## Reporting Maintenance Issues

Submitting a maintenance request assumes a Yale Facilities maintenance personnel (or their designee) will be given access to your unit whether you are home or not and without prior notice. You cannot turn away a Facilities maintenance worker for your requested repair. Maintenance requests cannot be scheduled.

It is the resident's responsibility to report all maintenance requests to Facilities. The numbers are as follows:

- Report all emergency requests to Facilities at 203.432.6888. Personnel are available 24/7 to assist you. If you suspect a gas leak, leave your apartment and call the Southern Connecticut Gas Company at 1.800.659.8299.

- Routine requests for maintenance should be directed to the Yale Facilities website at [www.facilities.yale.edu](http://www.facilities.yale.edu). Select 'Submit a Request' in the right hand side of the page and complete the request form.
- Problems with laundry equipment should be reported to Associated Student Agencies ([asa@yale.edu](mailto:asa@yale.edu))
- Issues with window blinds/shades can be directed to the Housing Office at 203.432.2167 or email [housing@yale.edu](mailto:housing@yale.edu).
- If you think you have a pest problem, contact Yale Facilities at 203.432.6888 and provide a full description of the issue.

### **Custodial Services**

Apartments: Responsibilities include cleaning the common areas and hallways of the building. Cleaning of individual apartments is the responsibility of the resident.

Dormitories: Harkness Hall, 276 Prospect and 254 Prospect: Monday through Friday services by our custodial staff include mopping the community kitchen floors, emptying common area trash containers, common area vacuuming, and communal bathroom cleaning, including replenishing paper towels, soap dispensers, and toilet paper containers.

Dormitories: Baker Hall and 272 Elm: Custodial responsibilities include cleaning the common areas and hallways of the building. Cleaning of individual units is the responsibility of the residents.

Certain buildings may receive brief weekend services to help maintain trash and bathroom products.

### **Gas Leaks**

If you suspect a gas leak, leave your apartment immediately and call the Southern Connecticut Gas Company (1.800.659.8299). Also, call and inform Yale Facilities (203.432.6888).

### **Grounds Maintenance**

Responsibilities include trash removal, snow removal and landscape maintenance. Residents are required to place all trash in garbage bags before disposing in dumpsters. Trash cans located in outside courtyards should not be used for daily household trash disposal.

## Heat

The University follows certain standards of operation. All heating systems are turned on in the early fall and shut off in late spring. Heating systems are designed and operated to provide 68 degrees F minimum heat, the temperature recommended for comfort and economy. When leaving your apartment during vacations or breaks, be sure the thermostat is turned down but not shut off. Some heat is required to prevent the water pipes from freezing in cold weather. Thermostats are simple to use but if you have any questions, please call the Housing Office at 203.432.2167. Your conservation efforts are appreciated. If you should have a problem, call Yale Facilities at 203.432.6888 to report.

## Pest/Insect Control

The university has a pest/insect control contract, which requires periodic treatment of all buildings for roaches. Additional extermination will occur as needed. Inform Yale Facilities (203.432.6888) and the Yale Housing Office (203.432.2167) immediately if you observe any pest activity in your room or other areas. It will be addressed within 24 hours. Do not accept insect or pest activity in your room as normal. See page 6 for more information on this subject. If pests are found during the move-out inspection, fines will be issued.

- Store rice and pasta products in seal-tight containers.
- Non-refrigerated food leftovers and fruit also attract insects.
- Discard old and rotting food items in a timely manner.
- The pest control company will advise Housing of any resident rooms contributing to a problem; appropriate measures will have to be taken.
- Residents who do not keep their room clean enough to prevent or discourage pest activity may have their housing license agreements terminated.

## Power Loss

When you lose power, you should:

- Call Yale Facilities at 203.432.6888.
- Unplug sensitive electronic equipment (computers, TVs, stereos, DVDs, etc.).
- Keep refrigerator and freezer doors closed.

# Policies & Procedures for Residents Residing in Master-leased University Properties

## Fire Safety

In the event of fire, exit the building and summon the fire department (Dial 911) as quickly as possible. Do not delay by bringing personal possessions; nothing is more important than your safety.

## Fire and Life Safety Systems

Smoke detectors are installed in every apartment and carbon monoxide detectors are installed near every relevant mechanical system. If you ever suspect that there is a problem with your life safety systems, please call Elm Campus Partners immediately at 203-776-4466, and they will visit to service your unit 24 hours a day, 365 days a year at no charge to you. These devices are in place to SAVE YOUR LIFE. NEVER TAMPER WITH A SMOKE DETECTOR, CARBON MONOXIDE DETECTOR, HEAT SENSOR, OR SPRINKLER HEAD. DO NOT HANG ITEMS FROM SPRINKLER PIPES. Tampering with a life safety device will result in a minimum fine of \$100 per occurrence. Elm Campus Partners, LLC conducts regular inspections of building life safety systems. Please consult the Yale Fire Marshal's Office at 203-432-9923 for more information on these systems.

## Inspections

Elm Campus Partners will conduct a move-in inspection of your apartment prior to your lease commencement date. This move-in inspection will be used to note the condition of the residence before you take occupancy.

A pre-move-out inspection will be conducted about 30 days before the end of your leasing term. This inspection will determine the general scope of work we will need our contractors to perform once you vacate your apartment. You will be notified by E-mail in advance of this inspection.

A final move-out inspection will be performed when you have vacated your apartment at the end of your lease term. This inspection provides a basis for determining what portion, if any, will be deducted from your security deposit as compensation for damages to the apartment.

**Keys**

Your apartment keys will be included in your move-in packet. You may not add or change locks or install any security systems without written authorization from Elm Campus Partners. You must return all keys upon vacating the premises. **YOU WILL BE CHARGED A FEE OF NO LESS THAN \$50 FOR ANY KEYS THAT ARE NOT RETURNED.**

**Lock-out Policy**

Please remember to bring your keys with you at all times. If you are locked out, call Elm Campus Partners at 203-776-4466. The charge is \$15 for lock-out requests placed between 8:30 am and 4:30 pm during business days. On weekends, holidays, and evenings (between 4:30 pm and 8:30 am) tenants will be charged \$75 per lock-out for the additional overtime cost. A member of our maintenance crew will meet you at your apartment and ask to see a photo ID card to provide access. Lockout charges are billed to residents' YalePay account.

**Locks and Security**

For your safety, keep your doors locked at all times and bring your keys with you! If Elm Campus Partners encounters an unlocked door during an apartment tour or service call, it is our policy to lock it. Lock out fees will occur if they need to let you back in.

**Maintenance Service Requests**

If you smell gas in your apartment, please vacate the premises and call 911 and Elm Campus Partners, LLC right away; nothing is more important than your safety. Routine maintenance service requests can be entered on-line 24 hours a day at [www.elmcampus.com](http://www.elmcampus.com). Maintenance requests are resolved by their service crew, CB Maintenance, as time and materials allow. Response time is dependent on the volume of requests and the priority of your need. In case of an emergency such as a power outage, leak issue, or heating problem, service requests should be placed directly by telephone at (203) 776-4466. A live operator is available 24 hours per day. Please limit calls outside of normal business hours to emergency calls only. When placing a maintenance request, please provide the following information:

- Your name
- Your property address and apartment number
- A phone number where you can easily be reached
- A full description of the problem



By placing a service request, it is presumed that we have your permission to enter your home if you are not present. If you specifically request to be home for the service, please be prepared to set aside a window of four hours for Elm Campus Partners to address the issue.

## Move Out Policies & Procedures

### Procedure for Vacating your Apartment

As you approach the end of your license agreement term, once you determine when you will vacate your unit, send an email to Elm Campus Partners with the date of your departure so we can schedule our move-out inspection after you have left. They will compare the condition of your apartment to the move-in inspection on file.

1. Your residence must be left clean and free of trash and restored to its original condition, excluding normal wear and tear. This means the floors must be “broom clean,” the kitchen and bathrooms must be mopped to remove any surface dirt. You must clean and remove all items from the cabinets, stove, and refrigerator. You may not leave any furniture or personal items in the apartment for future tenants (any such items will be disposed of at the resident’s expense).
2. Notify the relevant utility companies of your license agreement termination date so that they can provide you with a final bill and settle your account. Be sure all bills are paid up to the end of your license agreement term.
3. If you have a security deposit on file with Elm Campus Partners, LLC, please notify them of your new address so they can process your security deposit refund. Elm Campus Partners, LLC will refund a single security deposit check to a party and address designated by you, net of any deductions. In the event that you fail to give Elm Campus Partners your forwarding address, your check will be held for you at the Elm Campus Partners’ office.
4. Notify the post office of your new address to ensure that your mail is forwarded to you. Please note that Elm Campus Partners, LLC is not responsible for forwarding your mail.
5. Be sure to return all keys to avoid key charges. Keys must be left in the unit or returned to Elm Campus Partners, as arranged.

**Cleaning and Repair Charges**

At the end of your license agreement term, you are responsible for leaving your apartment in “broom clean” condition. If, prior to moving out, you do not clean the items listed below and leave them in satisfactory working order, or if any items are missing or damaged to the point that they must be replaced, the following charges will be charged to your YalePay account. You will be charged for each instance in which a listed item must be cleaned or repaired beyond normal wear and tear.

These are estimated prices only; if Elm Campus Partners incurs a higher cost for cleaning or replacing an item, you will be responsible for the higher cost.

<b>Kitchen Cleaning</b>	<b>Cost</b>
Oven/Stovetop/Vent Hood .....	\$ 75
Drip Pans .....	\$ 50
Refrigerator .....	\$ 50
Dishwasher .....	\$ 25
Cabinets/Counter .....	\$ 50
Floors .....	\$100

<b>Bathroom Cleaning</b>	<b>Cost</b>
Tub/Shower.....	\$100
Toilet .....	\$ 25
Sink/Counter .....	\$ 25
Cabinet .....	\$ 35

<b>Item Replacements</b>	<b>Cost</b>
Door Key (lost or not returned) .....	\$75 - 100
Prox Card or Main Door Key .....	\$ 50
Mailbox Key (lost or not returned).....	\$ 50
Countertop .....	\$350
Window Glass.....	\$150
Window Screens .....	\$ 75
Door (interior).....	\$150
Mirrors (bath) .....	\$100
Light Fixture .....	\$ 50
Refrigerator Shelves/Racks .....	\$ 50

<b>Miscellaneous Cleaning</b>	<b>Cost</b>
Carpet Cleaning .....	\$250
Wood Floor Damage/Refinish .....	\$300
Carpet Repairs .....	\$150
Trash/Furniture Removal (per truck load) .....	\$100
Parquet Floors.....	\$ 50
Holes in Walls.....	\$100
Painting .....	\$750-1000

### **Package Deliveries**

There is no guarantee that packages delivered in common areas or left outside buildings will still be there when you arrive home. If you are expecting an important delivery, it is advised that you be home to receive it or have it redirected. Both UPS and FedEx will allow packages to be redirected to their respective downtown New Haven Stores. Students also have access to the Yale USPS Station located at 206 Elm Street. Yale has partnered with Amazon to provide lockers throughout campus to allow for convenient pick up of orders placed by the Yale community. When placing an order from Amazon, you have the option to select a campus location for delivery. Some lockers have restricted times and ID access may be required.

### **Painting**

When you begin a new lease, your walls should be coated in Dover White paint in good condition. Please notify Elm Campus Partners if you discover any damage to your paint in the form of chipping, peeling, cracking or water damage, and Elm Campus Partners will address issues of damaged paint using lead-safe work practices, as necessary. Please do not paint your walls or any other part of your apartment. If you paint your apartment you should expect a charge to your YalePay account to repaint the apartment, as repainting goes beyond normal wear and tear. This cost can exceed \$1,000.

### **Parking**

At properties where parking is provided, please be considerate of other residents and use only designated parking spaces or a garage that is assigned to you. Please do not block or park in front of doors, driveways, fire lanes, garages or dumpsters. Park only in designated or assigned areas. Garages are not to be used for storage but only to park vehicles. Surface parking is only allowed with an Elm Campus Partners, LLC parking permit. Any cars without a valid parking permit may be towed without notice at the owners' expense. If issues arise with other residents or visitors abusing parking privileges, please contact Elm Campus Partners. Recreational vehicles, commercial vehicles, boats, trucks, storage pods, un-registered or unused vehicles cannot be parked without written consent from Elm Campus Partners, LLC. Vehicles in violation of these policies will be towed at the owner's expense without notice.

### **Protecting Wood Floors**

To prevent damage penalties for wood floors, Elm Campus Partners, LLC

recommends the use of area rugs, or adhesive/fabric furniture pads under sofa legs and chair legs where rugs are unavailable.

### **Renter's Insurance**

Each tenant on this lease is required to obtain general liability insurance with limits no less than \$100,000 per occurrence, naming Yale University and Elm Campus Partners as additional insured, and property insurance covering your personal property with limits no less than \$2,500. General liability insurance protects against damage done to the property by you or your invitees. Property insurance covers your personal possessions. This insurance must be maintained during the entire term of the lease. Proof of this insurance coverage, as evidenced by a Certificate of Insurance or Binder of Insurance, must be provided at least ten days prior to your occupancy, otherwise we will obtain insurance on your behalf and charge your account our cost (currently estimated at \$140 per lease signatory) for this annual coverage.

## **SECURITY**

### **Safety at Home**

The vast majority of thefts occur in unlocked areas as crimes of opportunity. Be sure to keep your doors and windows locked, especially when you leave your home. Virtually any item, if left in plain view in an unattended or unlocked area, is apt to be stolen. To reduce the possibility of crime, make it as difficult as possible for a thief to gain entry to your home. It is a good idea to keep drapes and shades drawn when not at home. If your unit has a garage door, please keep it closed and locked so that it does not attract unwanted attention. We encourage you to visit the Yale University Public Safety website: <https://your.yale.edu/community/publicsafety#safetyservices>

### **Safety Tips**

- Suspicious or unusual behavior should be reported to the police by calling 911. Do not confront a stranger, let the police do it.
- Lock your doors! No lock works unless you lock it.
- Be sure all outside lights are in working condition. If any lights are inoperable, please notify Elm Campus Partners.
- Please keep your valuables locked when not in use, or in your possession whenever possible.
- Never leave a door propped open, even for a friend. Identify visitors

through a window or peephole before opening the door.

- Do not give your house keys to service workers.
- All members of the CB Maintenance staff have CB Maintenance ID's on display. In the event that an outside vendor is needed to provide a service, the vendor will be escorted through your home by a member of the Elm Campus Partners staff or the CB Maintenance staff. If you are unsure about any service personnel, contact Elm Campus Partners for verification.
- When Leaving your Residence for any Length of Time
- Be sure to stop deliveries of mail, newspapers, etc.
- Ask a neighbor to watch your home and report any suspicious activity.
- Use an automatic timer to activate lights, radios, or televisions at night.
- Double check to be sure all doors and windows are locked.
- Do not turn off your heat. Leave heat to no lower than 60 degrees to prevent frozen and burst pipes.

### **Bulldog Mobile (LiveSafe) APP**

Bulldog Mobile is an app that gives students, staff, and faculty on campus an effective way to communicate with Yale Police (YPD) via a mobile device. With Bulldog Mobile, you can use your smart phone as a personal security device to provide the YPD with accurate information about yourself and your GPS location. More information on the Bulldog Mobile App can be found at:

<https://your.yale.edu/community/public-safety#safety-services>

### **Trash and Recycling**

Trash and Recycling information for your building is listed on our website. Please log in to [www.elmcampus.com](http://www.elmcampus.com) and click on the Tenant Services menu and then the Building Information submenu to see general building information. Click "Trash" on the sidebar and collection information and can locations will display for both trash and recycling. Note that all recycling at our properties is "single-stream", meaning you can co-mingle paper, glass, plastics, and metals. Please visit the City of New Haven website for further information on what you can recycle.

### **Utilities**

If your lease agreement does not include electricity or gas service in the rent, you will need to transfer these utilities into your name before moving into your new home. Service will not be active until you contact these utility companies. Please note that we do not provide telephone, internet and/or

cable television. If you filled out a gas or electric Service Activation Form as part of your leasing package, Elm Campus Partners will fax this form to the gas and/or electric company on your behalf, but it is your responsibility to ensure the company actually switches the bill to your name.

The transfer of utilities should coincide with your license agreement start date.

United Illuminating (electricity) . . . . .	1-800-722-5584
Southern Connecticut Gas Company . . . . .	1-800-659-8299
Comcast Cable (cable TV & Internet) . . . . .	1-888-266-2278
Frontier Communications Telephone . . . . .	1-800-921-8101
Frontier Communications DSL Internet . . . . .	1-800-921-8101

If your license agreement requires you to pay for gas or electricity and you do not activate your utilities for the date your lease term starts, you will be assessed a \$50 charge per utility company per month for which Elm Campus Partners receives a bill, in addition to the charges themselves. At the end of your license agreement, the transfer of utilities must coincide with your license agreement end date. We cannot end your electric and/or gas service for you. Please keep in mind that the utility companies require between twenty-four (24) and seventy-two (72) hours notice to make utility transfers.







Attention:

Yale Housing is providing this information as a courtesy to Yale's community of graduate students. Yale makes no representations or warranties regarding the completeness or accuracy of this material or the availability of the amenities described in this packet. The material does not reflect the opinion of the University and the University does not endorse any of the products or service providers listed in this packet. This information may not be used for advertising or product endorsement and is protected under copyright law.

*Updates to this manual can be made without notification.*

Yale Housing

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## Important Phone Numbers

<i>Police/Fire/Medical Emergency (City of New Haven)</i>	911
<i>Yale Housing Office</i>	203.432.2167
<i>Harkness Housing Office</i>	203.785.7253
<i>Elm Campus Partners, LLC</i>	203.776.4466
<i>Facilities Customer Service</i>	
<i>(Including Night and Weekend Emergency Repairs)</i>	
Central Campus	203.432.6888
Medical Campus	203.785.4620
<i>University</i>	
Yale Police (111 from campus phones)	203.432.4400
YPD Victim Services	203.432.9547
SHARE	203.432.2000
Yale Health Services Urgent Care	203.432.0123
Yale Fire Marshall	203.432.9925
Yale Security (5.5555 from campus phones)	203.785.5555
Walk/Escort Service (2-WALK)	203.432.9255
Nighttime Shuttle	203.432.6330
Special Services Van	203.432.2788
Lost & Found	203.432.4405
Yale Hospitality Services (meal plans)	203.432.0420
Office of International Students and Scholars	203.432.2305
<i>www.oiss.yale.edu</i>	
Student Parking	203.432.9790
<i>parking.yale.edu</i>	
Student Financial Services	203.432.2700
<i>www.student-accounts.yale.edu</i>	
Yale IT Support	203.432.9000
Yale Shuttle	203.432.9790