Yale Housing

Residential Handbook 2015-2016
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Yale Graduate Residence Life Team

The Yale Graduate Residence Life Team is composed of the Yale Graduate Housing Manager of Programming, the Resident Coordinators, the Special Projects Coordinators, and Building Councils.

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Living in Yale Housing

Welcome to Yale Housing! 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 any inquiries about. We encourage you to go to housing.yale.edu for most concerns or contact us at housing@yale.edu.

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. If you have any questions, please call the Housing Office for clarification. (203.432.2167).

Appliances
Any unit/room equipped with a refrigerator and gas or electric range is the resident’s responsibility to maintain. The operation and maintenance of these appliances is relatively simple, however, if you have any questions, please call 203.432.2167. Dishwashers, washing machines, dryers, etc., are not permitted. Microwaves are not allowed in dormitories.

Automobiles/Parking
Parking is limited to certain apartment complexes: Whitehall, Mansfield & Esplanade apartments. Residents must provide a copy of their car registration to the Graduate Housing Office. Dormitory residents are not provided with parking. Street parking is provided to those with a resident sticker. Unauthorized vehicles or vehicles without a sticker will be towed at the owner’s expense.

For residents with more than one vehicle, or where parking is not available, contact Yale Parking and Transit at to.yale.edu or call 203.432.9790.

■ 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 www.cityofnewhaven.com/assessor/declaration.asp. Location: New Haven Assessor’s Office, City Hall, 165 Church Street.
Call your state DMV and ask them what to do if your registration is due for renewal.

If you want 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.

**Bikes**

Bicycle racks and rooms are provided in or around our buildings for active use of bicycles, not long term storage. Bicycles left on racks for extended periods of time, or which appear to be unusable may be removed per University protocol and discarded. Do not store bikes within stairwells and corridors for safety reasons.

The University recommends:
- use of a u-bolt lock
- registering your bike at to.yale.edu/bike-registration

**Billing**

Your rent and other housing fees are charged to your Student Financial Account. Dormitory fees are charged by the semester and apartments are charged at a monthly rate. Apartment rent is posted 30 days in advance 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.

**Cleanliness & Pest Control**

If personal practices infringe on the rights of other residents, individuals may be required to maintain certain reasonable standards. Pest control, in particular, may require the cooperation of all neighboring residents. It is easier to practice habits which prevent problem with household pests than eliminate the pests once they appear! Call Yale Facilities at 203.432.6888 to report any pest issues. Also please notify the Housing Office that you have reported a problem.

Appliances, kitchen floors, and bathroom fixtures should be regularly cleaned with a diluted mild detergent, floors require only regular vacuuming or sweeping. Water and cleansers will damage the finish. Specific cleaning questions may be directed to the Housing Office.
Common Rooms
There are common rooms in each building for social gatherings. Every resident has access to these spaces and equipment. Residents must respect established community standards regarding use of space.

Only residents and their guests can access common area rooms. Please reserve television time by posting requested notices on designated bulletin boards. Contact the Graduate Housing Office or your Resident Coordinator if you would like to reserve and use a common room space for a social or academic related function. Quiet hours must be observed in common area rooms.

At Mansfield, Whitehall, 68 Mansfield and Esplanade complexes, community rooms are available for resident use. Contact the Resident Coordinator at your complex to arrange for its use. There is no charge and arrangements must be made in advance. Responsibilities for using the community room: leave it cleaner than you found it.

Residents are not allowed to use commons rooms for private lessons and or personal business.

Contract Terms and Conditions:
The Terms and Conditions of Occupancy can be seen viewed at housing.yale.edu/apply-now/housing-renewal. It is a valuable source of information and you should be knowledgeable on its contents. Dormitory contracts will expire on May 29th. Apartment contracts expire on June 30th. Vacating in advance may result in financial penalties. Please review your contract. We are available to clarify any questions you may have regarding eligibility, length of occupancy, cancellation, penalties, vacating, etc.

Fire Safety Codes
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.

Fire drills are randomly scheduled for all dormitories and apartment complexes. When the alarm sounds, everyone must vacate the building. It is not a matter for choice. The Fire and Police Departments are the only ones who can authorize the return to the building.
By law, each apartment contains both smoke detectors and carbon monoxide 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! In case of a building fire alarm, vacate your apartment immediately.

**Furnishings**

All apartments have tiled kitchens and bathrooms, and some have wood floors and no carpet. All windows have blinds on the windows. All kitchens have a gas stove and refrigerator. An overhead ceiling fan is installed in each apartment. For those residents who wish to install a personal air conditioning unit, please note the following: the unit must be purchased by the resident and cannot be any larger than 8,000 BTU. Once you have purchased it, contact the Housing Office, and we will make arrangements to have it installed. Dormitory furnishing is provided and is not to be removed.

**Guests in Dormitories**

You may have a guest stay with you for a 3-day, 2-night period occasionally. All guests are to sleep in student rooms, not in common rooms or any other space outside of the student’s room. Keys are not issued to guests.

You must register your guest with the Housing Office. Please email 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.

**Gym**

There are a few small gyms located within our buildings. 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.

1. Keep the gym clean and neat.
2. Proper attire including shirts and shoes are required.
3. Wipe perspiration off equipment.
4. Place all trash in receptacles.
5. Return newspapers and periodicals to their proper place.
6. Use a spotter when lifting weights.
7. Do not slam the weights down when putting them back.
8. Return all weights to their proper location.
9. No running permitted in the gym.
10. Keep sharp objects such as keys away from upholstery.
11. Do not provide access to persons not permitted otherwise in the gym.
12. Do not leave weights on bars.
13. Be respectful of all users.
14. Wearing of scrubs is not allowed in the gym.
15. Do not remove weights from the gym.

Keys & Lockouts
Keywatchers lockout boxes are located in each dormitory. Please contact Yale Housing for your personal code to access them before calling Security.

Students who are locked out of their units can call Yale Security at 203.785.5555 for assistance to get into their room. If a student has lost their keys, please notify the Housing Office to obtain a set of keys. There is a fee for replacing each lost key.

Lost ID cards must be reported to Yale Security at 203.785.5555. 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 offices on campus. There will be a fee for replacing your lost ID card.

Laundry Services
Card operated machines are located in each complex. Requests for the repair of washers and dryers should be made directly to Mac-Gray Co., by calling toll-free 1.800.622.4729 or online at www.macgray.com/laundrylinx. 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 others’ 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. 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.

A live feed of the usage of the laundry machines can be tracked online so that you know when a machine is free: www.laundryview.com.

Mail Delivery
Apartments: Residents receive mail through the U.S. Postal Service, delivered directly to an assigned mailbox or door slot at the street address.

Dormitories: Mail from the USPS is received Monday through Friday in all halls except HGS. Mail is sorted and placed in individual mailboxes each day. Only mail that has your name on it will be delivered to your box. Mail accidentally delivered to the wrong box should be placed in the “misdirected mail” bin.

It is the responsibility of each resident to notify the post office of a change of address. Contact Yale Station if you would prefer your own mailbox at 203.773.3454.

Personal Property Insurance
Personal property insurance will be purchased for each resident. A non-refundable fee of $60.00 (sixty US Dollars) will be applied towards your SFAS account to cover the insurance. Residents with proof of insurance may opt out.

Planning to Vacate
Dormitory contracts expire at the end of May. Apartment contracts expire on June 30th each year. Early cancellation will result in penalties specified in the contract. Vacating instructions are provided to residents prior to the end of the contract in preparation for vacating.

The vacating day stated on the Housing Intent Form will be used to schedule
inspections in June. A vacating packet is delivered to each unit thirty days before departure. Instructions and responsibilities are outlined in the brochure enclosed. All units are inspected once and all decisions are final. Failure to follow through with vacating procedures may result in the partial forfeiture of the security deposit. Be sure to follow the checklist below before vacating your unit to avoid deductions from your security deposit.

Remove all your personal furnishings and belongings from your unit and storage area. The university reserves the right to dispose of these items without further notice. You are charged for removal of anything you leave behind.

- Remove all trash and garbage from units and storage area/basement.
- Refrigerators must be cleaned thoroughly inside and out and defrosted.
- Clean your stove (also under burners) and oven removing all grease/oil build-up.
- Kitchen and bathroom countertops, and cabinets (inside and out) must be thoroughly cleaned with an all-purpose cleaner.
- Bathroom tile should be washed removing all soapy build-up.
- Mini blinds must be dusted.
- Windows must be closed and locked.
- All temporary fixtures must be removed, i.e. shelf lining, picture hooks, etc.
- All floors must be swept or vacuumed and tile or linoleum floors washed.
- Walls, ceilings and trim should be free of dust and dirt.
- All nail holes in walls need to be spackled.
- Remove all food from freezers in dormitories

**Playgrounds**

Whitehall and Mansfield have playground facilities for our students and their families. 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.

*Please do*

- Pick up all toys before leaving the play area.
- Keep the playground gates closed at all times.

**Quiet Hours**

Always be respectful of others. Quiet hours are from 11:00 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. 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. Playing musical instruments is not allowed in common areas or dormitory rooms.

**Recycling & Trash**
The university is strongly committed to recycling and sustainability programs. Recycling bins can be found at all complexes; are designated for paper, cans, bottles, and cardboard; and are located at central trash location. Cardboard must be flattened in order to be collected. For more information about the University practices visit [www.recycling.yale.edu](http://www.recycling.yale.edu). Questions or concerns regarding these services should be directed to Facilities at 203.432.6888.

**Safety & Consideration of Others**
As outlined in the Housing contract, please show respect and consideration for your neighbors. At the apartments, personal property such as children's toys, should be stored in the basement or inside the apartment when not in use. Please be considerate of your neighbors whether they are next door, upstairs, or downstairs. Residents are encouraged to use area rugs on the hardwood floors to soften noise. Halls are not to be used for storage. The Yale Fire Marshall's Office conducts random inspections and will tag items for removal.

**Security Deposit Deduction Charges for Dormitories**
Security deposits are refunded within 30 days of vacating. Full refunds will be posted to your SFAS account. Please log into: 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 SFAS account. Schedule a unit inspection prior to leaving. Charges for non-compliance with the vacating standards are listed below:

The following costs are the minimum charges. These may be adjusted for various reasons depending on the severity of the problem.

**Cleaning Fees & Charges**
The cost for excessive cleaning will be charged according to material cost and hourly rates.
Damage Repairs
Repairs and/or replacements may delay the return of the security deposit until final costs have been determined.

Holes in wall or ceiling $50.00 and up
Screens or Windows $100.00
Shades or blinds $200.00
Smoke Detectors $10-44.00

Missing Furniture
Mattress $100.00
Bed frame $170.00
Desk/table $250.00
Desk chair $75.00
Lounge chair $75.00
Filing cabinet $150.00
Dresser unit $250.00
Book shelves $250.00

Other Fees
Furniture Removal $30.00 per item
Key $250.00

*Maintenance repairs above the normal wear and tear to the room will be assessed additional charges.

Smoking
There is NO SMOKING in any campus building, including the residence halls. Respectfully stand at least 25 feet away from entrances and exits. Use smoking receptacles to discard cigarettes and cigars. Any resident or guest found smoking within the residence hall is subject to immediate termination of their housing contract.

Storage Areas
Many apartments have assigned storage areas. All items must be stored inside the cage/basement room, labeled with the student’s name and apartment number and locked securely. Do not store food items, valuables or flammable items in storage areas. It is recommended that items not be stored directly on the floor. Storage is not available at the Mansfield Apartments. Residents are not permitted to store belongings in the utility closet, where the boiler and hot water units are located. The university is not
Each dormitory building has at least one storage area for residents to utilize to store a few of their personal items not able to fit into their rooms during the academic year, or during the summer, only if they are returning residents for the next academic year.

- All items must be boxed, labeled/taped with the resident’s name, room number, and year.
- No item larger than 2’x3’ is to be put in any storage room.
- No furniture, mattress/spring box or food is to be put in a dormitory storage room.
- Remove and discard ‘popcorn’ or peanut type packing material from boxes before putting them in storage. Flatten empty boxes or put them inside each other to maximize space.
- Be considerate of other residents’ items. Do not block or stack items that could damage their items or prohibit them from retrieving them.
- If there is no room to put your belongings in dorm storage, then you must use an off campus self-storage unit.

Periodic inspection and removal of any of the above items, non-labeled items or belongings of former residents may take place at any time by the Housing Staff and Resident Coordinators. Yale assumes no responsibility for items placed in storage. The Yale Housing Office will purchase renters insurance on your behalf. That option may be waived after showing proof of coverage.

**Utilities**

United Illuminating 1.800.722.5584  [www.uinet.com](http://www.uinet.com)
Southern Connecticut Gas Company 1.800.659.8299  [www.soctgas.com](http://www.soctgas.com)
Frontier (telephone company) 1.800.921.8101  [www.frontier.com](http://www.frontier.com)
Comcast Cablevision 1.800.266.2278  [www.comcast.com](http://www.comcast.com)
Facilities: How to Use Our System

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.

Inspection Checklist

Dormitory residents will receive a Residential Room Inventory and Condition Report with their move-in packet. Apartment residents will receive an Inspection Checklist. This report must be filled out and returned to the Housing Office. Residents will note the condition of the room on move-in and the condition of the furniture in the room.

Reporting Maintenance Issues

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

It is the residents’ responsibility to report all maintenance requests to the appropriate area. 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 Facilities website at http://www.facilities.yale.edu. Select ‘facilities work request’ in the center of the page and complete the request form.
- Problems with laundry equipment should be report to MacGray Laundry Services at 1.800.622.4729 or online at www.macgray.com/laundrylinx. Password: yalebulldogs
- Issues with window blinds/shades can be directed to the Housing Office at 203.432.8270 or email 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.

Dormitories: Monday through Friday services by our custodial staff include mopping the kitchen floor, emptying common area trash containers, common area vacuuming, and bathroom cleaning, including replenishing paper towels, soap dispensers, and toilet paper containers.

Certain buildings may receive brief weekend services to help maintain trash and bathroom products. On the weekend, if the trash bag gets full, please remove it and place it in the outside garbage dumpster. Extra bags can be found on the side or the bottoms of the trash cans.

**Gas Leaks**

If you suspect a gas leak, leave your apartment immediately and call the Southern Connecticut Gas Co. (1.800.659.8299) from a neighbor’s telephone. Also, call and inform the Housing Office of any problems (203.432.2167).

**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.

**Heat**

When heat is included in the rent cost, the university follows certain standards of operation. All furnaces are turned on in the early fall and shut off in late spring. By law, all landlords must provide 68 degrees F minimum heat, the temperature recommended for comfort and economy. When leaving your apartment during vacations, 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. Your conservation efforts are appreciated. If you should have a problem, please call Yale Facilities at 203.432.6888 and report the problem.
LIVING IN YALE HOUSING

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 the Customer Service Center and the Yale Housing Office 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 7 for more information on this subject.

- Store rice and pasta products in seal-tight containers.
- Non-refrigerated food leftovers and fruit also attract other 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 can have their contracts cancelled.

Power Loss
When you lose power you should:

- Call the Yale Facilities control center at 203.432.6888.
- Unplug sensitive electronic equipment (computers, TV’s, stereos, VCR’s, etc.).
- Keep refrigerator and freezer doors closed.

Yale Security offers the STOP Program National Registry for the life-time of your laptop. Students can call 203.436.6736 for more information.

Yale Information Technology Services
If you need assistance with a computer or networking problem, online help is available at http://www.yale.edu/its/stc. Student Technology staff can be reached at 203.432.5242 or email student.technology@yale.edu.
Attention:
Yale University 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.

Yale University Housing
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Listing of Important Phone Numbers

Police/Fire/Medical Emergency (City of New Haven)  911

Yale Housing Office  203.432.2167

Physical Plant Customer Service
(including Night and Weekend Emergency Repairs)
Central Campus  203.432.6888
Medical Campus  203.785.4620

University
Yale Police (111 from campus phones)  203.432.4400
Victim Services  203.432.9547
Yale Health Services Emergency  203.432.0123
Yale Fire Marshall  203.432.9923
Yale Security (5.5555 from campus phones)  203.785.5555
Escort Service (2-WALK)  203.432.9255
Nighttime Shuttle  203.432.6330
Associated Student Agencies  203.432.1888
Yale Dining Services  203.432.0420
Office of International Students and Scholars  203.432.2305
http://www.yale.edu/oiss
Parking and Transit  203.432.9790
www.to.yale.edu/drive

Utilities
United Illuminating  1.800.722.5584
Southern Connecticut Gas Company  1.800.659.8299
Frontier (telephone company)  1.800.921.8101
Comcast Cablevision  1.800.266.2278