

Yale *Housing*

Residential Handbook
2016-2017

www.housing.yale.edu

Table of Contents

Graduate Housing Staff	4
Living in Graduate Housing	5
Facilities: How to Use our System	18
Notes	21
Directory of Important Numbers	24

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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 an inquiry about. We encourage you to go to housing.yale.edu/resources 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

Apartments that are equipped with a refrigerator and 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 call 203-432-2167. Dishwashers, washing machines, dryers, etc., are not permitted.

Air conditioners for apartments must be approved by Yale Housing.

Microwaves and air conditioners are not permitted in dormitory rooms.

Automobiles/Parking

Parking is limited to: Whitehall, Mansfield, Esplanade and Divinity apartments. Residents must provide a copy of their car registration to the Yale 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. Parking permits must be renewed yearly.

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 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.

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. Bicycles in stairwells will be removed and discarded.

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 (SFAS). Dormitory fees are charged by the semester and are due on August 1 and December 1. Apartments are charged at a monthly rate and are posted 30 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.

Cleanliness & Pest Control

Apartments: 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 on hardwood floors. Tile and linoleum floors can be cleaned with a diluted mild detergent. Specific cleaning questions may be directed to the Housing Office. Personal property, such as children's toys, should be stored in the basement or inside the apartment when not in use. Halls are not to be used for storage. Any items found in stairwells or hallways will be removed and

discarded. The Yale Fire Marshall's Office conducts random inspections and will tag items for removal.

Dormitories: In HGS, the shared bathrooms in rooms with a semi-private bath or Tower Suites are the responsibility of the tenants.

Yale Housing periodically inspects for bed bugs in their building facilities. For more information on bed bugs and the University's bed bug policy please click on the links below.

- <http://housing.yale.edu/sites/default/files/files/Yale%20University%20Bed%20Bug%20Protocol%20-%20Revised%20April%202016.pdf>
- <http://www.ct.gov/caes/cwp/view.asp?a=2826&q=437580&caesNav=|>

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 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.

Common Rooms

There are common rooms in each building for social and academic gatherings. Every resident has access to these spaces and equipment. Residents must respect the established community standards regarding the use of the space.

If you would like to reserve the common room, please request the space by contacting your Resident Coordinator. There is no charge to use the common rooms. Quiet hours must be observed and the common room must be cleaned by the resident after use.

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

Computer Rooms

There are computer rooms available for all dormitory residents to use. They are located at:

- 254 Prospect – 276 Prospect, Room 105
- 276 Prospect – Room 105
- ES Harkness – 5th floor, Room 517; 8th floor Room 817
- HGS – Basement, B36
- HHH – Ground floor, Room G7

Contract Terms and Conditions:

You are required to read the entire housing contract. 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 at the end of May. 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. 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 apartment and dormitory room 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 fine. In case of a building fire alarm, *vacate the building immediately*.

Furnishings

Apartments are not furnished. All have kitchens and bathrooms. Some have hardwood floors or carpeting. All windows (except in the bathroom) have blinds. Closet doors are not to be removed. Kitchens have either a gas or electric stove and refrigerator. Some apartments have an overhead ceiling fan. Air conditioners for apartments must be approved by Yale Housing.

Dormitories: 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.

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 at HHH, Harkness Hall, Whitehall and Mansfield. 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 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 permitted otherwise in the gym.

Keys & Lockouts

Dormitory residents, in case of a lockout:

- Utilize the Keywatch box which is located in each dormitory to get a spare key to your room. The Housing Office will email your pin code and program your ID the week of your arrival. Directions to access the Keywatch box are located on the box.
- If the Keywatch box doesn't work and you're locked out Monday – Friday, between 9:00 am – 4:00 pm, contact Yale Housing office (203-432-2167). We will provide you with a temporary key.
- After 4:00 p.m. Monday – Friday or on weekends, you may contact Yale Security (203-785-5555) if the Keywatch box is inaccessible.

Apartment residents, in case of a lockout:

- If you're locked out Monday – Friday, between 9:00 am – 4:00 pm, contact Yale Housing office (203-432-2167). We will provide you with a temporary key.
- After 4:00 p.m. Monday – Friday or on weekends, you may contact Yale Security (203-785-5555).

There will be 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 laundry 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 (USPS) 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 the Hall of Graduate Studies (HGS). HGS residents need to set up a P. O. Box at Yale Station, 206 Elm Street. 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.

Packages

Students can have packages sent to the Yale Student Receiving Center located at 135 Prospect Street. Office hours are Monday through Friday 10 a.m. to 4 p.m.

You will receive an email when your UPS, DHL, or Fed Ex package is scanned at Yale Student Receiving Center. Due to limited space, your package(s) must be picked up within 24 hours. Unclaimed packages will be returned to sender.

Address all UPS, DHL, and Fed Ex packages following the sample below:

(Your Name)
 Yale University
 (Your Residential Hall)
 135 Prospect Street
 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. However, 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.

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 \$60.00 (Sixty US Dollars) will be applied towards your SFAS account to cover the insurance. To increase your coverage, contact Haylor, Freyer & Coon (<http://www.haylor.com/college/yale-university/>) at 1-800-289-1501.

If you show proof that you have your own insurance coverage, we will refund the \$60 fee. Notification must be received by October 1st.

Playgrounds

Whitehall and Esplanade 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. Children should not be left unattended.

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. 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. Questions or concerns regarding these services should be directed to Facilities at 203.432.6888.

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 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.

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	\$50.00

Missing Furniture

Mattress	\$225.00
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. You must 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 a Yale Housing building is subject to immediate termination of their housing contract.

Storage Areas

Apartments:

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. 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 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.

Dormitories:

Each dormitory building has at least one storage area for residents 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/box spring 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 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.

Utilities

Dormitories: all utilities are included.

Apartments: some utilities may be included. Please refer to our website for your specific building and call these utility providers in order to set up the service:

- Electricity: United Illuminating – 1-800-722-5584
(www.uinet.com)
- Gas: Southern Connecticut Gas Company – 1-800-659-8299
(www.soconngs.com)
- Telephone: Frontier – 1-800-921-8101 (www.frontier.com)
- Television: Comcast Cablevision – 1-800-934-6489 (xfinity.com)
- Internet:
 - AOL (www.aol.com) – 1-800-392-5180
 - AT&T (www.att.com) – 1-800-WORLDDNET
 - Comcast (www.comcast.com) – 1-800-COMCAST
 - Verizon (www.verizon.com) – 1-203-869-5222

- Cell Phone Service:
 - Cingular Wireless (www.cingular.com)
3300 Whitney Avenue, Hamden, CT, 1-203-288-9929
 - Sprint (www.sprint.com)
125 Boston Post Road, Orange, CT, 1-203-891-1030
 - T-Mobile (www.t-mobile.com)
109 Church Street, New Haven, CT, 1-203-789-8231
 - Verizon Wireless (www.verizonwireless.com)
116 Boston Post Road, Orange, CT, 1-203-795-6259

Dorms and Apartments:

Connecting to Yale Wired and Wireless Networks

- Yale has three different wireless networks on campus. Visit <http://its.yale.edu/audience/students> to find out how to connect.
- You can use a wired, ethernet connection anywhere there is a port on campus, but you must first *register your computer*. Registration expires over the summer each year, so be sure to re-register!
- Many Yale services are not available from off-campus networks. You can use the *Yale VPN* to access these when you are away.
- For more information, visit its.yale.edu/help/student-support.

IPTV

Yale University provides streaming IPTV services from Comcast 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 <http://its.yale.edu/services/internet-phones-and-television/yale-television/iptv>.

Vacating

Dormitory contracts expire at the end of May. Apartment contracts 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 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.

Dormitories and Apartments:

- Remove all of 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 will be charged for removal of anything you leave behind.
- Remove all trash and garbage from units and storage area/basement.
- 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.

Apartments:

- 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.

Dormitories:

- Remove all food from communal freezers.

Yale Information Technology Services - Student Support

There are a number of IT support channels available for students at Yale University. The key to getting rapid and targeted response is to identify your local support contact. Please refer to: <http://its.yale.edu/help/student-support>. If your school or department is not listed below, please call the *ITS Help Desk* at 203-432-9000 for assistance.

Facilities: How to Use Our System

203-432-6888 or 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.

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: You will receive an Inspection Checklist which must be filled out and returned to the Housing office within one week of arrival. Residents will note the condition of the unit on move-in.

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 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 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 reported 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 203.432.2167 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 (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.

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 can have their contracts cancelled.

Power Loss

When you lose power you should:

- Call Yale Facilities at 203.432.6888.
- Unplug sensitive electronic equipment (computers, TV's stereos, DVD's, etc.).
- Keep refrigerator and freezer doors closed.

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
Physical Plant Customer Service	
<i>(including Night and Weekend Emergency Repairs)</i>	
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 Urgent Care	203.432.0123
Yale Fire Marshall	203.436.2894
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
<i>http://www.yale.edu/oiss</i>	
Parking and Transit	203.432.9790
<i>www.to.yale.edu/drive</i>	
Utilities	
United Illuminating	1.800.722.5584
Southern Connecticut Gas Company	1.800.659.8299
Frontier (telephone company)	1.877.347.5998
Comcast Cablevision	1.800.934.6489