

Yale University

**Undergraduate
Tenant Manual**

2025-2026

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BUILDING SERVICES

Maintenance/Cleaning Staff

The Facilities Superintendent's office hours are Monday through Friday from 7:00am – 4:00pm (See **Yale Facilities Directory of Important Numbers on the back of your room door for specific contact information for your college or Old Campus Dorm**).

Cleaning of the facility is performed 5 days a week between the hours of 6:00 a.m. – 4:00 p.m. Please direct any issues pertaining to the cleaning of your college or Old Campus Dorm to the Facilities Superintendent.

GBM's (General Building Maintainers) perform minor repairs between the hours of 7:00am – 3:30pm Monday through Friday.

Work Request Procedure

Please report all **EMERGENCY** repairs to The Customer Service Center at 203-432-6888, which is manned 7 days a week, 24 hours a day.

Please report all **ROUTINE** repairs by going online to: <http://www.facilities.yale.edu> - you will be directed to the Office of Facilities home page.

[Yale Office of Facilities | Office of Facilities](#)

Once at this page, click on **Facilities Work Request (FWR)** and follow these steps:

1. Enter your NetID & password. You will be directed to a Yale Maintenance Management Work Request intro page.
2. On this page, select the college/residence hall, floor & room number for which you are reporting the problem.
3. Your name and email address will be populated on this page. Please be sure to add your phone number. Simply fill in the rest of the information requested as thoroughly as possible, being sure to identify the exact location and a clear description of the problem you are reporting. **REMEMBER: THIS WEBSITE IS FOR REPORTING OF ROUTINE REPAIRS ONLY. FOR EMERGENCIES OR FOR ANYTHING THAT NEEDS IMMEDIATE ATTENTION, CALL THE CUSTOMER SERVICE CENTER AT 203-432-6888.**

Trash & Recycling Procedures

Remove trash and recycling from your suites and bring it to the designated trash and recycling locations in your residential college or on Old Campus.

- Single Stream Recycling – Use the blue or green bin provided in your suite. For specifics on what items can be recycled, visit: [Home | Yale Recycling](#)
- Cardboard – Empty and flatten. **DO NOT RECYCLE PIZZA BOXES BECAUSE OF THE GREASE.**
- Computers – Visit: <http://recycling.yale.edu> and follow the prompts to have broken or working computers collected for recycling.
- Clothing, usable items – place in specially marked containers at the end of the school year.
- Recycling bins are to be kept in your dorm room. **DO NOT LEAVE THEM IN THE HALLWAYS OR AT THE RECYCLING CENTERS.**

For further information, visit [Home | Yale Recycling](#)

Suite Entry Procedure

The University reserves the right to enter and inspect any student room without prior notice. Student rooms may be entered to perform reported maintenance and/or to perform inspections.

Suite Security

We ask that you follow some basic common-sense guidelines to ensure your safety and the safety of your suitemates:

- Do not prop open or leave your suite door unlocked.
- Do not prop open or leave your bathroom door unlocked.
- Do not lend your keys or ID to anyone.
- Do not allow anyone access to the building unless you know them.
- Become familiar with Security Blue Phone locations in and around your Residential College or on Old Campus.
- Report all problems with locks or burnt out lights immediately.
- Report any suspicious looking or acting persons immediately to Yale Police at 203-432-4400.
- Do not leave your keys unattended.
- Do not leave personal items in common areas.

SUITE INFORMATION

Dormitory Furnishings

Each student in residence in a Yale College room will be supplied with a bed, mattress, bureau or wardrobe, desk, and chair. The University does not provide computer desks or additional tables. A recycling bin for cans/bottles and recyclable paper will be allocated to each suite. In addition, some rooms or suites are furnished with nightstands, desk storage units, bookshelves, fire screens, curtains, window screens, window shutters, or storm windows. Some buildings are also furnished with common room furniture. At the beginning of each term, students will receive a Dorm Furniture Inventory & Room Condition Report listing the furniture that has been provided; the property listed becomes the student's responsibility. Students must inform the Facilities Superintendent within five days of the opening of school if the report contains mistakes.

Keys

Residents must request replacement keys from their Head of College office.

Lockouts

Lockouts are handled by the Head of College office during regular working hours. After hours, please call Yale Security at 203-785-5555.

Pest Problems

Contact the Customer Service Center at 203-432-6888.

Pets

In accordance with the Undergraduate Regulations, pets are not allowed in on-campus residences.

Suite Inspections

Fire safety room inspections will occur twice a year. Room inspections will be made of each suite. Every member of the suite is responsible for the compliance of all students in the suite with the fire safety rules as detailed in the Undergraduate Regulations.

Campus Safety & Security

From the Safety Office

While you travel to classes, participate in extracurricular activities, and take part in social events, please keep your own safety a priority. Campus security is the primary responsibility of the University Security Programs Department. The Security Department, with a staff of 80 security officers, is responsible for the physical security of Yale's buildings, including residence halls.

The Safety Office has provided the following information to reacquaint you with safety practices and services the University provides to help create and maintain a safe environment.

- Use common sense. Try not to walk alone or appear distracted by wearing headphones or talking on your cell phone.
- At night, always walk with a friend and use lighted pathways to navigate throughout the University.
- Use the campus transportation services and security escorts.
- If you see something, say something.
- Report any questionable activity or crime right away.
- Do not carry or display large amounts of money or jewelry.
- If approached by someone demanding money, do not resist. Turn over the money, then call the police immediately.
- Obey the law: Avoid illegal drugs and alcohol.
- Identify visitors through a window or peephole before opening the door.
- Request service people to show proper credentials before you let them into your apartment.
- Never hesitate to contact the police if you have been a victim of a crime.
- When well-lit areas are not available, use the campus transportation services and security escorts by calling 203-432-6330 or 203-432-WALK.

Police Services

The Yale University Police Department is a full-service police agency. Yale Police officers are armed and have full police powers, including the authority to make arrests throughout the City of New Haven. The Police Department is comprised of 87 sworn officers and provides the same police services typically found in all urban communities. YPD is located at 101 Ashmun Street, at the corner of Lock Street in New Haven, Connecticut.

Important Phone Numbers

Emergencies on and off campus - **911**

Non-emergencies – 203-432-4400

Patrol Operations Coordinator – 203-432-4415

Assistant Shift Coordinator – 203-432-4421

Investigative Services Unit (detectives) -203- 432-4406

Lost & Found – 203-432-4400

Security Blue Phones

Approximately 500 exterior security blue phones are strategically located throughout the campus and are readily identified at night by blue lights hanging above or near them. The phones are equipped with red emergency buttons for direct connection to the University Police for police, fire, or medical emergencies and a keypad for dialing any campus number.

Getting Around: 2-WALK

Yale University employs a staff of trained Security Officers who work under the direction of University Security Programs. Easily identified by their fluorescent yellow shirts and navy blue pants, Security Officers perform a variety of services. One of the most popular is the Escort Service. You may request an escort directly by calling 203-432-WALK (203-432-9255). The officer will walk or drive you to and from any point on campus 24 hours per day, seven days per week. Security Personnel carry two-way radios and are in continuous contact with the Central Alarm Station at 100 Church Street South.

Yale University Bus Services

The Parking and Transit Services Department, 221 Whitney Avenue (203-432-9790) is responsible for bus service provided to the Yale community via the Yale Shuttle Bus, and the Special Services Van available 24-hours Monday through Friday and Saturday/Sunday in the evenings. The daytime shuttle operates from 7:00 am to 6:00 pm Monday through Friday. To view buses in real time please download the doublemap app. Choose Yale, and then choose the routes you wish to track.

Nighttime Service

The Nighttime Shuttle operates between 6:00 pm to 1:00 am, making regular stops every 15 minutes between Central Campus, Science and the Medical School.

Door-to-door service is also available between 6:00pm to 6:00am – For best service, download and sign up on the “tapride” app. It is user friendly and looks and feels just like Uber. Or you can call 203-432-6330.

Special Services Van

Yale Transit operates a Special Services Van, which transports members of the Yale community who are permanently or temporarily disabled 24 hours a day Monday through Friday, and on Saturday and Sunday from 6:00 pm to 7:30 am. Passengers are picked up on request and transported within the boundaries. For best service, download and sign up on the “tapride” app. It is user friendly and looks and feels just like Uber. Or you can call 203-432-2788 from any campus phone for service. There is **no daytime service** on weekends. Daytime service is also not available during Christmas eve, Christmas day, New Year’s Eve, New Year’s Day, Thanksgiving and Friday, Memorial Day and Independence Day. Nighttime service operates every night of the year except Thanksgiving, Christmas Eve, Christmas night, New Year’s Eve, New Year’s Memorial Day and Independence Day.

Additional Information

If you would like more information or if you have questions, check the website www.yale.edu/shuttle, or you can call any of the following offices for assistance:

University Police 203-432-4427; after hours: 203-432-4400.

University Security Programs 203-737-1937; after hours: 203-785-5555.

Office of Safety and Security Education 203-737-1777.

Emergency Services

Emergency Exit Doors and Stairs

Keep all egress doors, corridors and stairs clear of furniture, boxes, etc. State law requires that these passages be kept clear.

Fire Safety

On first moving into the building, you should familiarize yourself with the location of fire alarm pull stations, stairways and emergency exits. You should also plan primary and alternate means of escape, to use in the event of an emergency.

In case of fire, or if you hear the fire alarm, leave the building in accordance with the following procedures:

- 1 . Stay calm.
- 2 . Activate the building Fire Alarm by pulling a manual pull station.
- 3 . Evacuate the building from the closest available exit. Be aware of the following:
 - a. If you can safely leave your room, immediately do so. Take your keys with you in case you are forced to return.
 - b. Before opening any doors check to see if they are hot, with the back of your hand.
 - c. Close all doors behind you as you exit. This will help prevent the spread of smoke and fire.
 - d. Go to the nearest exit or stairway, do not use the elevators.
 - e. If smoke is present, stay low to the floor. Take short breaths to avoid inhaling more smoke than necessary.
- 4 . If you find a door that is hot, or cannot leave the building due to smoke, fire or any other reason, do the following:
 - a. Try to find an alternate exit, there is always more than one way out of the building.
 - b. If you cannot find another way out, keep the door closed.
 - c. Open a window if there is no smoke present outside.
 - d. Seal the cracks around the door with wet towels, bed sheets, clothing, tape or other similar items available.
 - e. Hang a sheet, towel, jacket, shirt or other object out the window to attract the attention of the Fire Department. Shout for help.

- f. Call University Police at 911 or 203-432-4400 and let the dispatcher know that you cannot get out of your room, they will ask for your location.
 - g. Remain calm until firefighters can reach you from a window or the hallway; their first priority when arriving at a fire is to search for people trapped.
- 5. Call the University Police at 911 or 203-432-4400 from a safe location outside of the building. Give as much information as possible to the dispatcher. Do not assume someone else has already notified the University Police. The University Police will immediately dispatch Yale Police Officers, as well as the New Haven Fire Department, Yale Fire Inspectors, and Yale Security Officers to the scene.
- 6. After leaving the building, stand clear. Follow the instructions of the New Haven Fire Department, the Yale Fire Inspectors, Yale Police Officers, and Yale Security. Do not try to reenter the building for any reason until it has been declared safe by the Fire Department.

For more information on Fire Safety at Yale University, please visit the Yale Fire Marshal's website <https://firemarshal.yale.edu/>.

General Information

Smoking

The Residential Colleges and Old Campus Dorms are smoke free facilities; smoking is not permitted anywhere inside the dorms. For more information visit: <https://tobaccofree.yale.edu/>.

Billable Damage

- Application of wallpaper, borders, paint, markers, ink to any wall or ceiling.
- Use of tape, gummy tack, screws, nails, stickers on walls or ceilings.
- Use of screws, nails, stickers on doors.
- Loss/breakage of any university supplied furniture or window coverings.
- Any vandalism.

Fire Violations

1. Hot plates, toasters, toaster ovens, broilers, griddles, rice cookers, coffeepots, any appliances that are in poor condition, and any appliances deemed hazardous by Yale officials.
The following items may be used in dormitory rooms:
Microwaves, small electric teakettles, and Keurig-type beverage makers.
2. Other prohibited items.
 - a. Halogen lamps.
 - b. Space heaters, except when issued in emergencies by Physical Plant. Only liquid-filled space heaters issued by Physical Plant are allowed. Space heaters must be returned to Physical Plant immediately after the emergency is mitigated.
 - c. Any electrical appliance with defective wiring or of an improper current rating.
 - d. Kerosene lamps, camping cooking equipment, or other open-flame devices.
 - e. Fabric or fishnet textiles hung from the ceiling or more than 20% of the walls in a room.
 - f. Cork boards more than four square feet in size.
 - g. Flammable fluids and gases such as kerosene, gasoline, and propane.
 - h. Candles and incense.
 - i. Live holiday trees and decorations.
 - j. Residential-grade extension cords and power strips are prohibited. Only UL-approved commercial-grade extension cords and power strips are allowed.
 - k. Storage of bulk items, such as lumber or other flammables.
 - l. Wires on floors/under carpets.
 - m. NO LOFTS/PARTITIONS of any sort are permitted in dormitory rooms.

Toiletries

Students may only leave personal belongings on the bathroom shelves. No items may be left in shower stalls, countertops, floors etc.

1. Toiletries left in bathroom, shower stalls, floors, sink countertops, etc. will be dealt with in the following manner:
 - A warning notice will be posted for the first violation.
 - For subsequent violations, the items will be discarded.
2. Students living in suites with in-suite bathrooms are responsible for maintaining a clean bathroom.

Bicycles

- Do not lock bicycles to railings in the college. Use the bicycle racks. If a bicycle is found attached to anything other than a bicycle rack within the college, it may be removed and the owner will be charged accordingly.
- Per Fire Code Policy: Do not leave bicycles or scooters in hallways, elevators, or stairway landings.

CHARGES FOR DAMAGES AND CLEANING

Charges for cleaning and damage will be assessed in the following manner.

When the responsible party can be identified, they will be assessed the charge.

When the responsible party cannot be identified, the charges will be assessed in the following manner:

Charge for cleaning and/or damage within the common space of a student suite will be assessed equally among all occupants of the suite.

Charge for cleaning and/or damage within an entryway will be assessed equally among all occupants of the entryway.

Charge for cleaning and/or damage within a Common Space will be assessed equally among all those residing in the college or Old Campus Dormitory.

Fee Schedule for Damages:

Physical Plant Repair Costs

Students responsible for damage to their rooms or to other University property will be charged for the actual cost of repairs.

Painting Cost

Cost to paint 1 wall	\$100 - MINIMUM
Cost to paint ceiling	\$100 - MINIMUM
Cost to paint entire room	\$500 - MINIMUM

Cleaning Cost

Cleaning Cost	\$78 per hour - MINIMUM
Trash Removal	\$100 fine, plus cost to remove
Recyclable Material Removal	\$ 50 fine plus cost to remove

Dormitory Furnishings

Replacement Cost	
Desk	\$625
Bureau	\$515
Wardrobe	\$1725
Bed	\$490 (245 per end)
Mattress	\$175
Desk Chair	\$255
Desk Storage Unit (Pedestal)	\$299
Sofa	\$2300
Loveseat (Settee)	\$1975

Coffee Table	\$312
End Table	\$220
Upholstered Chair	\$1215
Storm Window	\$ 2000
Screen	\$ 500
Curtains, Rods and Window Shutters	\$ REPLACEMENT COST
Recycling Bin	\$ 50
Overhead light covers	\$242.00

Fire Safety Cost

Discharge of Fire Extinguishers	\$100 fine plus cleanup cost plus subject to disciplinary action
Setting Off Fire Alarm	\$100 fine plus prosecuted to the full extent of the law plus subject to disciplinary action
Damaging/removal of Smoke Detectors	\$100 fine plus subject to disciplinary action
Damage to Sprinkler Head	\$100 fine plus cleanup cost plus subject to disciplinary action
Unauthorized Appliances	\$100 fine
Obstruction of Fire Exits	\$100 fine plus subject to disciplinary action
Unauthorized Wall Hangings	\$100 fine