



# Yale *Housing*

Residential Handbook

2020—2021

[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).

## Agreement Terms and Conditions:

You are required to read the entire housing license agreement and this handbook. The Terms and Conditions of Occupancy can be viewed at [housing.yale.edu/apply-now/housing-renewal](https://housing.yale.edu/apply-now/housing-renewal). It is a valuable source of information and you should be knowledgeable of its contents. Dormitory license agreements expire at the end of May. Apartment license agreements 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.

## 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 SFAS 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 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, HHH 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. Respect other's food. Harkness Hall has a mini fridge in each room. At 272 Elm and Baker Hall, there are individual kitchens in each unit.

Air conditioners for apartments must be approved by Yale Housing.

Microwaves and air conditioners are not permitted in dormitory rooms.

### **Automobiles/Parking**

Apartment Residents: Parking is available at and reserved for Whitehall, Mansfield and Esplanade apartments. Parking at the Divinity School is available through the Divinity Administration, 409 Prospect Street. There is a parking armgate at Whitehall Apartments. Residents should contact Housing Office for access. 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.

Dormitory Residents: there is no available parking for dormitory residents.

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

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).

## 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 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: The apartments 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 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.

**Dormitories:** Residents living in 272 Elm and Baker Hall are responsible for cleaning their own units, including the bathroom and kitchen, which includes glasstop stoves and microwaves. Residents living in Harkness Hall, HHH, 254 Prospect, and 276 Prospect are responsible for cleaning their own dormitory 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 dormitories 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 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.

- [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)

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 Housing Office that you have reported a problem. Failure to report will result in a fine.

## **Community Spaces**

There are community spaces in each building for social and academic gatherings. 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
- HHH – Ground floor, Room G7

### **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.

### **Covid 19 – Community Living**

- Wear a mask or face covering when in public spaces.
- Maintain at least 6 feet distance from others at all time including in the community rooms, laundry rooms, bathrooms and kitchens.
- Wash your hands often; use hand sanitizer.
- If you have any COVID-related symptoms (<https://covid19.yale.edu/health-precautions>), call Yale Health and begin self-isolation. Call the COVID Resource Line with any questions (203-432-6604).

### **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 autho-

alize 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 \$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*.

### **Furnishings**

**Apartments:** 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. 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.

### **Guests**

*Due to Covid-19, the guest policy is temporarily suspended.*

**Dormitories:** 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.

**Apartments:** 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.

## Inspections

The 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.

## Gym

*Due to Covid-19, the gyms are temporarily closed.*

There are a few small gyms located at HHH, 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.

## 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).

Financial penalties will apply to your SFAS account as appropriate for any lost or stolen keys or for situations that pose a security risk and require a full lock change. Key replacement fee is \$25 per key. A full lock change is \$400. 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.

## 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](http://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. 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.
- 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](http://www.laundryview.com).

## 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 HHH, 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.

## Micro Mobility Devices

All electric charged micro mobility devices (scooters, bikes, etc.) are restricted in any Yale Housing building. Micro mobility devices cannot be charged (juicing) in or around your building. Juicers are not allowed to live in Yale Housing.

## Packages

Apartments: Residents can receive packages directly to their unit.

Dormitories: Residents can have packages sent to the Yale Student Receiving Center located at 250 Church Street. They are open on an academic schedule (August – May). Please contact them directly for specific dates, 203.436.4593.

You will receive an email when your UPS, DHL, or FedEx 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 FedEx packages following the sample below:

(Your Name)  
Yale University  
(Your Residential Hall)  
250 Church 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. This insurance provides \$4,000 of coverage with a \$100 deductible. To increase your coverage, contact Haylor, Freyer, & Coon ([www.haylor.com/college/yale-university](http://www.haylor.com/college/yale-university)) 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 1<sup>st</sup>.

### **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.

### **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. 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 [www.recycling.yale.edu](http://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, 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 Deposit Refunds

Security deposits are refunded within 30 days of vacating. Full refunds will be posted to your SFAS 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 SFAS 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.

## **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. 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:**

Helen Hadley Hall, ES Harkness Hall, 254 and 276 Prospect Street have at least one communal storage area. Returning residents may store a few of their personal items that they are not able to fit into their rooms during the academic year or summer.

- All items must be boxed, labeled/taped with the resident's name, room number and year.
- No items larger than 2 ft x 3 ft are to be stored.
- No furniture, mattress/box spring or food is to be in the storage room.
- 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 in the storage closet to put your belongings, then you must use an off campus self-storage unit.
- Do not use the storage room for disposing of Amazon, Jet, etc. empty boxes, trash or items you no longer want. Dispose of these items by breaking down boxes and leaving them in the trash room.

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 Community Fellows. Yale assumes no responsibility for items placed in storage.

Baker Hall and 272 Elm do not have storage areas.

## Utilities

All utilities are included in the dormitories and apartments.

## Internet

### Dorms and Apartments:

#### 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: <http://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=8b99caacdb273a043514b1c0ef961925](https://yale.service-now.com/it?id=service_offering&sys_id=8b99caacdb273a043514b1c0ef961925).

## Vacating

Dormitory license agreements expire the Sunday after Yale commencement. Apartment license agreements 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 SFAS account.

### Dormitories and Apartments:

- Remove all of your personal furnishings and belongings from your unit and storage area. Failure to fully vacate your apartment, dormitory 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. Unplug the refrigerator and leave the doors open.
- Remove all food from community refrigerators or freezers.

# 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.

## 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 'facilities work request' in the center of the page and complete the request form.

- Problems with laundry equipment should be reported directly to Mac-Gray Laundry Services at 1.800.622.4729 or online at [www.macgray.com/laundrylinx](http://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](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.

Dormitories: HHH, 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. 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 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. Trash cans located in outside courtyards should not be used for daily household trash disposal.

### **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 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.





Attention:

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

Yale Housing

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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  
YPD Victim Services 203.432.9547  
SHARE 203.432.2000  
Yale Health Services Urgent Care 203.432.0123  
Yale Fire Marshall 203.436.2894  
Yale Security (5.5555 from campus phones) 203.785.5555  
Walk/Escort Service (2-WALK) 203.432.9255  
Nighttime Shuttle 203.432.6330  
Yale Hospitality Services (meal plans) 203.432.0420  
Office of International Students and Scholars 203.432.2305  
*www.yale.edu/oiss*  
Parking and Transit 203.432.9790  
*www.to.yale.edu/drive*