

## **I. Frequently Asked Questions Regarding Housing**

### **1. What should I do in case of an EMERGENCY?**

For a facilities/maintenance type of emergency (e.g., flood, severe electrical problem, elevator breakdown) contact the Housing Office at 746-1001. If this type of emergency occurs outside of working hours, contact the Olin Door Station at 746-1009. For all other emergencies requiring immediate assistance (e.g., fire, medical, crime in progress) call 911. For cases of known fire, remember to pull the nearest fire alarm and notify the Olin Door station immediately.

### **2. What can I do to enhance the SAFETY/SECURITY of my building and apartment/room?**

Building security requires the cooperation of everyone. All residents are required to display their valid Weill Medical College ID when they enter Housing buildings. Please report all security breaches and needed security-related repairs to the Housing Office. Incident report forms are available at the Housing Office and both Front Desks.

Many thefts and safety problems are the result of careless disregard of simple security precautions. We urge you to observe the following precautions:

- Keep your door double locked whenever you are out and chained when you are asleep.
- Identify visitors through the peephole before opening your door.
- DO NOT keep unnecessary valuables or large sums of money in your room.
- Engrave equipment and items of value for identification.
- Keep an accurate list of your valuables.
- Insure your possessions (see "Property Insurance").
- All guests must sign in.
- Support your community by following all Medical Center security/access procedures.

### **3. How do I make a MAINTENANCE REQUEST?**

If you would like to make a request for maintenance or repairs, complete a service request form on line at <http://maintenanceexpress> from a WCMC computer. Be sure to be specific and to include your phone number on the service request. Maintenance workers will let themselves into your apartment/room to complete any requested repair work; appointments for service cannot be arranged.

No charges will be assessed for damages due to normal wear and tear. You will be charged, however, for damages and repairs caused by misuse, abuse, alteration, or accidental breakage. Please do not attempt any repairs yourself.

### **4. What should I know about my HOUSING AGREEMENT?**

The agreement you signed outlines the Terms and Conditions of your stay in housing. We urge you to carefully review this important document. You are responsible for its content. Please contact the Housing Office if you have any questions regarding your housing agreement.

### **5. What function does my HOUSING REPRESENTATIVE serve?**

Each year, Medical, Graduate & MD-PhD students elect fellow classmates to serve as their Housing Representatives. In addition, a Postdoc representative may be chosen to serve that constituency. These representatives work directly with the administration to provide input concerning Housing policies, assignments, etc. Also, several campus-wide committees include student representatives in the process of formulating policy recommendations related to Housing and Security. If you are interested in serving on one of these committees, please contact the Director of Housing.

6. Should I carry **PROPERTY INSURANCE**?

*Personal property of residents is not covered by university insurance, and WCMC will not reimburse residents for any personal property loss or damage.* The Housing Office strongly urges all occupants to obtain personal property insurance.

7. What type of **LOBBY SERVICES** is provided?

At least one staff member is scheduled 24 hours every day in both Lasdon and Olin Halls. They monitor and control access, and provide information and assistance. They also distribute mail, equipment, and keys.

During evening hours they are assisted by a New York Presbyterian Hospital Security guard who tours the areas surrounding the housing facilities and provides escort service between the front door of 1300 York Avenue and the on-campus housing buildings. In emergency situations, staff are instructed to contact NYPH Security, the local police precinct or 911 for assistance.

8. What rules and procedures must I follow when I have **VISITORS**?

Visitors to Lasdon and Olin must register and be announced. Residents must be at home to accept visitors. You are responsible for any individual who may be visiting you. If you would like to have your guest stay overnight, you must have the consent of your roommates/suitemates. Long-term visitors must be approved by and registered with the Housing Office. Generally visitors are restricted to 7 consecutive days. For special request beyond 7 days please contact Housing. Allow 3 weeks for special processing.

9. What happens if I lose my **KEYS** or lock myself out?

The keys you received are very valuable. If you lose any keys, notify the Housing Office immediately. Please be advised all lock cores within the series of the lost key must be changed the cost to the resident is \$100. If you lock yourself out of your apartment, you may obtain a loan key for 24 hours from the Olin desk.

10. How do I receive my **MAIL**?

The United States Postal Service delivers mail for Olin and Lasdon residents to the front desks of these buildings. The staff is responsible for placing residents' U.S. postal mail in the appropriate mailboxes. In 77<sup>th</sup> street U.S. mail is delivered directly by the mail carrier. An inter-office mail system and a hanging folder system (Olin Hall) also facilitate inter-office deliveries. U.S. mail and express delivery packages are held at the main desk in each building.

To receive mail at your new address, letters should be addressed to you as follows:

Name  
Street Address  
Apt./Room Number  
New York, NY 10021

11. Can **FOOD DELIVERIES** be made to my door?

To maintain security within on-campus buildings, delivery personnel are not allowed past the lobby. Residents must come to the lobby to receive the delivery. Staff is not permitted to accept keys from residents to allow vendors, guests, or family access to rooms or apartments.

12. What about **DELIVERIES AND OTHER SERVICES** other than food?

Deliveries and other services that require access to your apartment will be consider being your guest. They must register and the resident must be present.

13. How can I get **DIRECTORY ASSISTANCE**?

The most efficient way to get another student's phone number is to consult your student directory or dial 411 for operator assistance. Laws protecting personal privacy prohibit the staff from giving out telephone numbers.

14. What should I know about **HOUSEKEEPING**?

Residents are responsible for cleaning their rooms and disposing of their garbage. The Housing Office requests that students properly dispose of their garbage on a regular basis. The likelihood of developing roach/rodent problems greatly increases with an accumulation of trash. To receive exterminating services, occupants should file a service request.

15. How can I **RECYCLE** my newspapers, cans, bottles, etc.?

Existing laws require all residents to recycle. Recycling facilities are available on every floor in Lasdon House and Olin Hall. Recycling areas are located in the basement areas of Livingston-Farrand apartments. Information on New York City's recycling laws is available in the Housing Office.

16. What **KITCHEN FACILITIES** are available?

All apartments are equipped with kitchen units. In Olin Hall, central kitchen facilities are located on the 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup>, and 9<sup>th</sup> floors. Because of fire safety concerns, cooking in Olin Rooms is strictly prohibited. Fifteen-minute timers control Ranges/ovens in Olin Hall. Residents must remain in the kitchens while cooking and reset the timer every fifteen minutes. To reduce sanitation and infestation problems, all residents are required to thoroughly clean kitchen facilities they use and to return all dishes, pots, and pans to their rooms immediately after use. Food and items used for food preparation are subject to confiscation and disposal if left in public kitchens for longer than 48 hours.

17. Where do I do my **LAUNDRY**?

Laundry facilities are available in the basement areas in Olin and 77<sup>th</sup> Street. The Lasdon laundry room is located off the lobby. Please report any washer or dryer malfunctions to the Housing Office.

18. What **APPLIANCES OR DECORATIONS** may I use?

Small refrigerators (under 4 amperes) and personal care appliances (e.g., hair dryers, electric shavers) are permitted. Restrictions concerning the use of appliances are based on fire safety concerns and infrastructure capabilities within the Housing facilities. Prohibited items include hot plates, toaster ovens, microwave ovens (except Lasdon), immersion coils, hot pots, halogen lamps, washers/dryers, dishwashers, and other appliances with open heating coils are prohibited. *Lit candles or open flames are also prohibited.* Questions about appliances not listed should be directed to the Housing Office before such items are purchased or delivered.

19. How do I obtain **TELEPHONE SERVICE**?

To receive telephone service, occupants must contact Verizon at (212) 890-2350. Rooms are equipped with jacks for phone, data, and cable television.

20. How do I arrange for **CABLE TV**?

Anyone interested in obtaining cable TV may contact Time Warner Cable at (212) 674-9100. When access to the room is necessary for cable hook-up, residents must be present with the Cable representative.

21. How do I arrange for **INTERNET SERVICE**?

Although residents may obtain services from commercial vendors, each space in on-campus housing has been pre-wired with a data connection to WCMC's computer network. Applications for service are available from ITS. Contact User Support (by phone at 746-4878 or e-mail at support@med.cornell.edu). User fees apply.

22. How do I arrange for **UTILITIES**?

Residents of 77<sup>th</sup> street must contact ConEdison at (800) 75CONED [(800) 752-6633] to initiate utility service. Those living in Olin Hall and Lasdon House do not need to make such arrangements as utilities are included

23. What type of **FURNITURE** will my room have?

**Olin**

All rooms are provided with a twin bed, desk, chairs, dresser, and bookcase. We highly recommend that you do not bring or purchase your own bed while residing in Olin. Since there is no summer storage and a move date to Lasdon in the second year cannot be guaranteed, you will need to secure private storage for your personal belongings.

**Lasdon**

All rooms are provided with a twin bed, desk, chairs, dresser, bookcase, and a kitchen table with chairs. Residents may request to keep their room furniture or to have all of the furniture removed. We regret that we can not accept request for partial furnishings.

24. Are **PETS** allowed in on-campus Housing facilities?

The keeping or presence of any pets in on-campus housing is *strictly prohibited*. Failure to comply with the pet policy will result in a \$500 fine and possible termination of housing.

25. May I **SUBLET** my apartment/room? WCMC's **TEMPORARY OCCUPANCY** policy

Under certain conditions (approved academic leaves away from the NYC metropolitan area), apartments in Lasdon and Livingston-Farrand may be approved for temporary occupancy (no temporary occupancy is allowed in Olin Hall). All Applications for Temporary Occupancy must be submitted to the Housing Office at least one month in advance of the requested start date. No temporary occupancy can take place without written authorization from the Housing Office. Rules and restrictions regarding temporary occupancy are complex, so please contact the Housing Office prior to making any temporary occupancy plans (substantial penalties apply for policy violations).

26. May I **SMOKE** in my room or apartment?

Smoking is prohibited in all public and private areas of Olin and Lasdon. Failure to comply with this policy will result in a \$500 fine.

#### **IV. PHONE DIRECTORY**

<b>Emergencies</b>	<b>911</b>
<b>Graduate School</b>	<b>746-6565</b>
<b>Housing Office</b>	<b>746-1001</b>
<b>Lasdon Desk</b>	<b>746-1005</b>
<b>Lasdon Door</b>	<b>746-1008</b>
<b>Maintenance emergencies after hour's</b>	<b>746-1009</b>
<b>NYP Hospital Security</b>	<b>746-0911</b>
<b>Olin Desk</b>	<b>746-1006</b>
<b>Olin Door</b>	<b>746-1009</b>
<b>Police (19th Precinct)</b>	<b>452-0600</b>
<b>Student Accounting</b>	<b>746-1648</b>
<b>Student Affairs</b>	<b>746-1062</b>