



**COLUMBIA UNIVERSITY  
MEDICAL CENTER**

**Welcome To CUMC Apartment Housing**

# **STUDENT/TENANT INFORMATION**



**The Office of Housing Services**

**50 Haven Avenue (Bard Hall)**

**New York, NY 10032**

**212-304-7000 #2**

# CONTENTS

1.....	Welcome
1.....	Keeping In Touch
2.....	Signing your Rental Agreement
2.....	Moving In
3.....	Renter's Insurance
3.....	Floor Covering
3.....	Gas & Electric Service, Telephone, Cable TV, Internet
4.....	Lease Terms
5.....	Contracts
5.....	Billing Schedule for Rent Payments
5-6 .....	Subletting your CUMC Unit
6.....	Transferring within CUMC
6-7 .....	Guidelines for Sharing University Apartment Housing
7.....	Resolving Conflict
8.....	Ombuds Office
8.....	Dispute Resolution
8.....	Affiliation Requirements
8.....	Vacating a CUMC Unit
9.....	Security Deposit
9.....	Maintenance Requests
10.....	Emergencies and Off-Hour Problems
10-11 .....	Charges for Damages and Lockouts
11-12 .....	NYC Non-Emergency Information
11.....	Security & Fire Safety Measures
11.....	Shuttle Bus Service
11.....	University Escort Service
12.....	Window Guards for Children
12.....	Extermination Services
12.....	Off-Campus Housing Assistance (OCHA)
12.....	Recycling Mandate
12.....	Contact Us

Welcome to CUMC and the Office of Housing Services. This student tenant guide has been provided to you in hopes of making your transition into CUMC Apartment Housing as easy as possible. The guide includes basic tenant information regarding Columbia's properties managed by the Office of Housing Services, in addition to general information that you may find useful. We suggest that you keep this guide readily available for easy reference during your stay in CUMC Apartment Housing.

For more detailed information on CUMC policies and procedures, please visit our Web site.

## QUESTIONS, COMMENTS, AND SUGGESTIONS

We are interested in continually improving service to all students residing in our housing units. For that reason, we would like to hear from you concerning any problems you encounter, as well as positive experiences. Please email us online at: [www.cumc.housing@columbia.edu](mailto:www.cumc.housing@columbia.edu)

Your message will be forwarded to the correct person in our offices, and we will respond in a timely fashion. If you prefer to contact us by phone, please use the following numbers:

CUMC Housing    212-5-HELP #2

CUMC may periodically need to contact you by e-mail with necessary information regarding your housing. Therefore, it is extremely important that you keep your Columbia University e-mail account active and current. For more detailed information on CUMC policies and procedures, please visit our Web site.



## SIGNING YOUR RENTAL AGREEMENT

In order to make an appointment to sign your CUMC Lease or Student Housing Contract, please call 212-5-HELP #2 between 9 a.m. and 5 p.m., Monday through Friday. Appointments can only be made once we have received your acceptance and payment for a unit. You may choose the date and time you wish to sign with the exception of Sundays, and holidays, when the CUMC Housing office is closed; it is not possible to move into an apartment at those times. Plan your travel arrangements to coincide with your lease and move-in date.

The required monies must be paid before you will be able to sign your rental agreement. Acceptable forms of initial payment will be outlined in your offer of assignment.

- You will be billed from the day you sign your lease/contract and obtain a key release authorization.
- Rental Agreements must be signed by the prospective tenant in the presence of a CUMC employee at the Housing office; Monday through Friday, from 10:00 a.m. to 4:00 p.m. and 9:00 a.m. to 1:00 p.m. Saturday.
- Rental Agreements will not be mailed or faxed and keys will not be mailed. Only the tenant of record may sign the lease and make rent payments. Keys will not be provided nor move-in permitted before you sign your lease and move into your assignment.

Columbia University Medical Center employees may not accept any packages on your behalf before a tenant actually moves in. Please keep this in mind when sending packages prior to your move-in date.

- Eligibility for student housing requires a full-time affiliation in a housing eligible degree program.

Once you have signed a lease or Student Housing Contract you will receive your key (s). You may only pick up your key and move in only after signing your rental agreement in the CUMC office, not before. Only the person whose name is on the lease/contract may pick up the keys, and an acceptable form of identification, preferably a photo ID, is required.

Your CUMC unit should be clean and in good condition upon move-in. All fixtures and appliances should be in working order. If you have questions or need assistance, contact your Superintendent or Office of Housing Services, whose name and contact information will be provided to you upon signing your rental agreement.

## RENTER'S INSURANCE

During your occupancy in CUMC Apartment Housing, it is important that you protect yourself financially against personal property losses by acquiring renter's insurance. Renter's insurance can provide you with coverage for damaged, lost, or stolen personal items as well as personal liability (in the event that someone is injured in your apartment or you damage property that belongs to others). Renter's insurance can also provide you with the financial means for acquiring temporary living facilities in the event that your residency becomes inhabitable due to severe weather damage or some other form of disaster.

Although CUMC does not offer renter's insurance, you can find information on how to determine your coverage, survey your items, and find a provider by visiting the Insurance Information Institute's Web site at [www.iii.org/media/publications/brochures/rentersins/](http://www.iii.org/media/publications/brochures/rentersins/).

## FLOOR COVERING

Students are responsible for providing rugs that cover 80 percent of the floor area, to comply with the terms of the lease and also minimize noise to surrounding neighbors.

## GAS AND ELECTRIC SERVICE

Charges for gas and electric are not included in your rent, you are responsible for making arrangements with Con Edison for service. It generally takes a few days to have service turned on and Con Edison will agree to accept applications for most tenants at 1-800-752-6633 or online at [www.coned.com](http://www.coned.com). Any questions concerning your gas and electric bill should be addressed to Con Edison. If you are experiencing problems or delays in getting your gas and electric service turned on please call Con Edison directly.

## TELEPHONE SERVICES

All tenants are responsible for establishing their own telephone service. We provide one telephone jack per tenant. All other tenants are responsible for providing their own. Please contact Verizon to make arrangements for local phone service, 212-890-2350 or visit them at [www.verizon.com](http://www.verizon.com)

## CABLE TV SERVICE/INTERNET

Tenants who wish to have cable TV service, should contact Time-Warner at 212-358-0900 or [www.twnyc.com/](http://www.twnyc.com/).

At this time, the majority of CUMC buildings have Ethernet service. For information on computing and e-mail at Columbia, please visit the Columbia University Medical Center Information Technology (CUMC IT) Web site at: [www.cumc.columbia.edu/it/](http://www.cumc.columbia.edu/it/) For questions regarding CUMC IT Ethernet installation and schedules for CUMC buildings, please visit: [www.columbia.edu/acis/networks/aptnet/](http://www.columbia.edu/acis/networks/aptnet/).

## LEASE TERMS

Student/Tenants, except those in dormitory-style accommodations and certain predetermined student apartments, receive the standard New York City lease with additional riders particular to Columbia. All student leases expire on May 31 and can be automatically renewed with a standardized increase on June 1 for a one-year term, provided that the tenant remains a full-time eligible student in the current degree program and is otherwise in compliance with the terms and conditions of the lease. An Extension of Lease schedule will be mailed to you. Students are responsible for the rent throughout the term of their lease, including the summer months. If you expect to be out of town for the summer you may wish to make arrangements to sublet your apartment for this period. Procedures for subletting are discussed in the section on that topic. You will need to notify housing 30 days prior to June 1.

Questions regarding your lease or lease extension should be addressed to a representative from the Housing Department at 212-5-HELP #2. Please indicate whether you are billed monthly (lease) or by term (contract) so that we may direct your call accordingly.

## CONTRACTS

CUMC housing contracts are provided for all dormitory-style rooms and certain predetermined student apartments; contracts are billed by term to the Student Financial Services Account (SFS). CUMC Student-housing contracts are renewed (with a standardized rent increase) annually in April for the term of the student's eligibility, provided that full-time student status in the same degree program is maintained and all other terms and conditions of the lease or contract have been complied with. If a student violates the terms and conditions of the student housing contract, or other University policies, the contract will not be renewed. When a student graduates or otherwise ceases to maintain the same full-time student Medical Center affiliation, the contract automatically terminates and the student must vacate the unit.



All student-housing Contracts terminate at the end of May. Students who are eligible for and require CUMC housing for the following academic year are required to renew their contract and can stay for the summer months if registered for summer classes. Students will need to fill out a summer application.

Students who elect not to renew their leases/contracts and who later desire CUMC accommodations must file a new application and will be placed on a wait list for continuing students.

Questions regarding your student housing contract, except billing questions, should be addressed to a representative from the Housing Department at 212-5-HELP #2.

## NO PETS ALLOWED

Dogs or animals of any kind shall not be harbored and are not permitted in any apartment or residence hall. Unless there is written permission from the Office of Housing Services or the Office of Disabilities, there are no exceptions.

**Leases** - Most student tenants receive standard New York City apartment leases, and are billed monthly for their rent. The University Office of the Controller bills all monthly rent charges. Rent payments are only accepted from the tenant of record. Questions regarding your monthly rent bill or the balance of your account should be addressed to the University Office of the Controller at 212-854-1009. Each tenant who signs a lease is responsible for making the rent payment on the first of each month. Failure to make rent payments in accordance with the terms of your lease may result in legal action as provided for by law, including eviction from CUMC housing.

**Contracts** - Student Administrative Services provides the billing for all contract buildings. These charges are billed on a per-semester basis. Questions regarding room charges should be addressed to Student Administrative Services at 212-342-4790. Questions about payments and account balance should be directed to Student Administrative Services at 212-342-4790. Student Administrative Services is also on the Web: [www.cumc.columbia.edu/student/admin/](http://www.cumc.columbia.edu/student/admin/)

## SUBLETTING YOUR CUMC ACCOMMODATION

You may sublet your room or apartment during University intercession/ summer or during the academic year provided that you are on an approved leave for research, and will return as a full-time student to live in your CUMC unit for at least one semester after the end of the sublet and can only be sub-leased to a CUMC affiliate. Sublets are permitted during the summer months provided you intend to return for the Fall semester.

In apartment shares accommodations, where students will be sharing a living space with other students, we require that students sublet only to a subtenant of the same gender as the tenant. Example: A male tenant may sublet only

to another male, and a female only to another female. There are no exceptions to this policy. Subletting Applications are available at the Office of Housing Services. **Bard/Georgian Tenants: You cannot sublet your dormitory/apartment style share.**

Please allow at least one week to process and approve a completed subletting application. In the event you sublet without the OHS consent, you and your subtenant may be subject to legal action. Please be aware that you, as the tenant of record, remain liable for payment of rent and compliance with the other terms and conditions of your lease during the sublet period.

## TRANSFERRING WITHIN CUMC

We expect that your accommodation will be suitable for the duration of your studies at CUMC. However, should you have a reason to transfer to another unit, you may submit a Request to Transfer application. Filing an application for transfer does not guarantee that the request will be approved; transfers are granted depending on unit availability, number of applicants, and individual eligibility considerations. For all leaseholders that wish to transfer, you must maintain CUMC apartment housing for one year. Transfer applications are available on October 1 through Jan 1, annually.

## NO SMOKING POLICY

All Columbia University owned and operated housing spaces (including, but not limited to), residence halls, and other group residential facilities has adopted a Smoke Free Policy. Smoking is prohibited within individual apartments, bedrooms, single-family homes, group houses, restrooms, community rooms, lounges, common areas, balconies, porches and external stairways. Smoking is also prohibited in courtyard and in between residential buildings at CUMC.

## GUIDELINES FOR UNIVERSITY SHARES

When you signed your rental agreement, you completed a form called “Guidelines for Sharing University Apartment Housing.” Many students find that it is helpful to sit down with their roommates and clearly discuss and come to a mutual understanding on:



1. The impact of guests, friends, and classmates visiting the apartment.
2. Shared cleaning schedules.
4. Household expenses and methods of payment.
5. The use of headphones when listening to music or watching T.V after 11 p.m.
6. Cleaning the kitchen after each use and storing of dishes afterward.

Roommate conflicts may arise because of undisclosed expectations. Students come from a variety of lifestyles, backgrounds and vastly divergent prior living experiences.

**Note:** The CUMC Guidelines for Sharing an Apartment state that the kitchen should be cleaned after each use and dishes should not be left in the sink but instead cleaned and put away.

Have regularly scheduled times to sit down and discuss new situations that may arise. Don't rely on just leaving notes for each other. Writing notes is not dialogue and does not promote healthy communication.

If you have a problem with your roommate(s), consider the following options:

1. The direct approach: Talk with your roommate, explaining what behavior bothers you. Make constructive suggestions about improving relations. Be open to compromise. If you need suggestions for preparing for negotiation, you may speak confidentially with a CUMC Housing Staff member, the Ombuds Officer, or your school's Dean or Housing Liaison.
2. Report the complaint to an RA: The RA Program acts as an extension of the Office of Housing Services during non-business hours and weekends. The RA Program is ready to assist residents with any interpersonal problems with fellow residents, room mates, or staff, and directing you to proper service providers should you need assistance. There is always an RA on duty each business day after 5pm. The RA on duty can be contacted via the Public Safety desk in the lobby of 50/60 Haven Ave (Bard/ Haven Towers) or 650 W. 168th st.(Black Building).
3. Report the complaint to OHS: Meet with OHS staff to obtain more information about CUMC policies and procedures, for suggestions about solving conflicts, or information on transferring to another CUMC unit.
4. Meet with the Ombuds Officer: The Ombuds Office provides neutral, confidential, informal information and helps you assess various options, including negotiation in which the Ombuds Officer acts as an intermediary, or cooperative mediation. Please see the information on the following page.
5. Talk with the Dean of Student Affairs: The Dean of Students Affairs of your school can help you examine your goals and priorities, and can offer options for resolving conflicts.

## OMBUDS

The Ombuds Office offers help to all members of the University community in solving problems that range from overcoming practical difficulties to handling sensitive ethical conflicts and responding to experiences of rudeness, abuse, or stigmatization.

We all know that misunderstandings can occur. The ombuds officer can assist you in seeking fair, equitable, and effective solutions to your problems through informal processes. The ombuds officer also provides referrals to sources of expertise or decision making on particular problems or procedures.

### Call the Ombuds Office:

1. If you are baffled or frustrated by bureaucratic procedures.
2. If you feel misunderstood, mistreated or harassed.
3. If you have a dilemma and don't know how or where to turn.

At the Ombuds Office you can confidentially voice your concerns, evaluate your situation and plan your course of action - if any. The ombuds officer will listen, offer information about Columbia University Medical Center policies and procedures, and present a range of options for resolving a problem.

### The Ombuds Medical Center office is located at:

101 Bard Hall, 50 Haven Ave

Telephone: 212-304-7026

Fax: 212-854-6046

### Office Hours:

Wednesday, 10:30am-2:30pm

And by appointment at other times and other places

Email: [ombuds@columbia.edu](mailto:ombuds@columbia.edu)

### For more information:

[www.columbia.edu/cu/ombuds](http://www.columbia.edu/cu/ombuds)

Bathabile K.S. Mthombeni-Njenga

*Associate Ombuds Officer*

## VACATING YOUR CUMC UNIT

If you intend to vacate your room or apartment, please file a Notice of Vacancy Form with the Housing office. Vacancy forms can be picked up from the Housing office. Keep a signed copy of the form as your receipt. In order for your unit to be confirmed as vacant, you must:

1. Remove all personal belongings from unit
2. Leave unit clean
3. Empty refrigerator and cabinets
4. Remove all trash
5. For Furnished units: return furniture to original locations
6. For unfurnished units: remove all personal belongings, including furniture
7. Sweep all floors
8. Bard/Georgian- return keys to 60 Haven, Door Attendant
9. **Vacate at the end of your lease or incur penalties**

## SECURITY DEPOSIT/ROOM DEPOSIT

After you vacate, your room or apartment will be inspected for damages. The cost of repairing any such damages beyond normal wear and tear, or replacing any missing appliances or furniture will be deducted from your security deposit. Security deposits are held by a bank, and as a result refunds take up to 60 days to process.

## BUILDING OPERATION AND MAINTENANCE REQUEST FORMS

Routine operation and maintenance of your building and apartment is the responsibility of your building superintendent who reports to a Operations Manager for Housing Services. The names and telephone numbers of your building superintendent and Operations Manager will be provided to you when you sign your lease or contract and are posted at your building. Any necessary repairs will be performed directly by your superintendent, building personnel or by a contractor, such as a plumber or electrician. In order to request routine maintenance repair work, use the Maintenance Request Forms available via our CUMC Housing website or by calling 5- HELP #2. If you would also like to speak to the Director for Housing Services, or the Operations Manager for your building, feel free to contact him or her at 212-5-HELP #2.

If at any time of the day or night you have an emergency maintenance problem, please contact your building superintendent immediately. Bard/Georgian contact your RA.

During the hours of 9 a.m. to 5 p.m. (except weekends and University holidays) you can call the Office of Housing Services for your building at 212-5-HELP #2.

## CHARGES FOR REPAIRS, DAMAGES AND LOCKOUTS

Costs of repairing damages to your apartment or a neighboring apartment caused by you or your guests' negligence or misuse may be charged to your rental account. For instance, the cost of calling in a plumber to clear stoppages in plumbing fixtures caused by foreign objects will be charged to your account. Such charges typically range from \$75 to \$150.

If you have locked yourself out of your apartment or building, there may be a charge for the assistance of building staff during normal working hours and after 4 p.m. A charge of \$50 will be posted to your rental account for this service. Talk with the Office of Housing Services about any special regulations for your building. Light bulbs and batteries replacements for smoke detectors and carbon monoxide are chargeable items.

## 311 NYC INFORMATION

311-New York City's Phone Number for Government Information and Services.

- Find out if alternate side of the street parking is in effect;
- Get information on services for the aging;
- Report a loud noise or blocked driveway;
- Learn about volunteer activities in your neighborhood;
- Learn about programs designed for small businesses;
- Give the Mayor your opinion;
- Obtain your local garbage pickup schedule;
- And, much, much more. . .

All calls to 311 are answered by a live operator, 24 hours a day, seven days a week, and services are provided in over 170 languages. Dial 311 from within the City or 212-NEW YORK outside of the five boroughs. TTY service is also available by dialing 212-504-4115.

*Remember, for emergencies dial 911.*

At Columbia University Medical Center, the safety and well-being of our students, faculty, and staff is our top priority. In case of emergency, potential emergency, or to report a fire, obtain police assistance or emergency medical services, please call 911. The Department of Public Safety is also available to respond to emergencies or crime incidents. They may be contacted at 212-305-8100. Any potential fire, security incident, or hazard, should be reported to your OHS.

Emergency call boxes are installed in various street locations, near vestibules and in the elevators of certain buildings. These call boxes, which are clearly identified, connect the caller with the Department of Public Safety and are operational 24 hours a day, seven days a week. We suggest that you familiarize yourself with the locations of the call boxes in and near your building and the locations you frequent. A list of call boxes is available on the Department of Public Safety Web site.

Uniformed security guards in automobiles, at fixed posts in kiosks, and on foot patrol are stationed at various locations throughout the Washington Heights neighborhood. These security patrols are supervised by the Department of Public Safety.

Certain precautions can be taken to reduce the risk of burglaries and other crimes:

- Keep your door locked at all times.
- Be sure that the lobby entrance door is fully closed behind you and do not open your lobby or apartment door to anyone not known to you. Never buzz or let in anyone who is not known to you.

As you approach your building or apartment entrance always have your keys in your hands so that you can immediately open your door.

- Make sure that any security gates installed in your apartment are closed.
- Avoid walking in dark and deserted locations and taking shortcuts through parks and parking lots. Stick to main streets and Thoroughfares and walk with a companion if possible.
- Walk in the middle of the sidewalk - halfway between the building line and the curb.

Follow your instincts - if you believe a suspicious person is loitering in front of your building entrance or may have followed you home, do not enter your building. If you suspect you are being followed, change direction, cross to the other side of the street, and head for a well-lit, populated area. For an emergency call the Department of Public Safety at 212-305-8100 or the NYC police at 911. The Department of Public Safety can also be reached at 212-305-8100 or 212-305-7979 for non-emergency situations.

Visit the Department of Public Safety online at [www.cumc.columbia.edu/ps](http://www.cumc.columbia.edu/ps)

## SHUTTLE BUS INFORMATION

A safe way to get around the Washington Heights area at night is to use the Columbia University Shuttle Bus. The evening shuttle has been expanded to cover two separate routes, providing a greater coverage area and more frequent service. The shuttle makes scheduled stops between 7:30 p.m. and 11 p.m. Shuttle services are provided to Columbia University students, staff and faculty, free of charge.

Admission is free with a valid Columbia University ID. Please allow a three-minute overlap before and after each time frame to account for unforeseen conditions. Route is subject to change due to road construction in the area. Please check with campus security for the most up-to-date service information.

The University Escort Service operates during the academic year between the hours of 11 p.m. and 2 a.m. A call to the Escort Service at 212-305-8100 will provide you with an escort for travel between locations in the Washington Heights neighborhood.

For more information on the shuttle and shuttle scheduling, as well as the University Escort Service, please refer to the Columbia University Medical Center Transportation Services Web site: [www.columbia.edu/cu/studentservices/transportation/](http://www.columbia.edu/cu/studentservices/transportation/).

## WINDOW GUARDS

All residents should receive a child guard notice when they sign their lease and once per year thereafter. NYC landlords are required by law to install child guards in your apartment if you have children under the age of ten living with you or if you request child guards. If small children visit your apartment, child guards should be installed. If for some reason you did not receive a child guard notice or if your circumstances with regard to resident or visiting children changes, please contact your building manager immediately. Child guards are not security gates.

## EXTERMINATION SERVICES

An exterminating company treats your building at least once a month. A notice is posted in your building before the scheduled treatment date. You must sign up and request extermination in your apartment. If you do not sign this notice, the exterminator will not treat your apartment. We encourage all tenants to have their apartments treated, at least, every other month. If the exterminator has been treating your apartment and you continue to have problems or if you have a special request, please contact your superintendent or the Office of Housing Services. To Bard/Georgian tenants: Please report to OHS for exterminating services.

## OFF-CAMPUS HOUSING ASSISTANCE (OCHA)

The Off-Campus Housing Assistance (OCHA) office helps Columbia affiliates in their search for rental housing in non-Columbia-owned buildings located in the metropolitan area. OCHA maintains a Web site and regular office hours to provide advice, resources, and an online database of available housing.

OCHA is located at Bard 105 lower level. The telephone number is 212-305-4930.

## RECYCLING

All residents must cooperate with CUMC and New York City's recycling programs. Residents must separate all newspapers, corrugated cardboard, and magazines. All jars, bottles, and cans must be rinsed and separated before placing them in the designated recycling area of the building.

Recycling and regular sanitation procedures are posted in your building. If you have any questions regarding these procedures, contact the superintendent or Operations Manager of your building.

For more information, please contact the Office of Environmental Stewardship: [www.columbia.edu/cu/environment/](http://www.columbia.edu/cu/environment/)

## IMPORTANT NUMBERS REFERENCED IN THIS PAMPHLET

- 212-5-HELP Option #2..... CUMC Office of Housing Services main number
- 212-854-1009 ..... University Controller's Office Billing for students with leases (billed by month)
- 212-342-4790 ..... Student Administrative Services SFS account balance
- 212-854-9439 ..... Accounts Payable Problems establishing gas/electric service
- 5-Help #5..... CUMC Information Technology
- 212-305-4357 ..... Columbia University-Campus Computer Network
- CAIT ..... [www.cubhis.org/IC/support\\_center/resnet.html](http://www.cubhis.org/IC/support_center/resnet.html)
- 212-305-4930 ..... Off-Campus Housing Assistance Office [www.columbia.edu/ocha/](http://www.columbia.edu/ocha/)
- 212-305-8100 ..... Department of Public Safety
- 212-854-SAFE ..... Department of Public Safety Escort Service (11 pm - 2 am)
- 1-800-752-6633 ..... Con Edison (Gas and electricity service) [www.coned.com](http://www.coned.com)
- 212-304-2491 ..... Verizon (Phone/DSL service) [www.verizon.com](http://www.verizon.com)
- 212-222-5388 ..... Time-Warner (Cable TV/internet Service) [www.twcny.com](http://www.twcny.com)