<table>
<thead>
<tr>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome .................................................................................................................................4</td>
</tr>
<tr>
<td>Signing your Rental Agreement ..............................................................................................5</td>
</tr>
<tr>
<td>Moving In ................................................................................................................................6</td>
</tr>
<tr>
<td>Renter’s Insurance ..................................................................................................................6</td>
</tr>
<tr>
<td>Floor Covering ........................................................................................................................6</td>
</tr>
<tr>
<td>Gas/Electric/Telephone/Cable TV, Internet ..............................................................................6</td>
</tr>
<tr>
<td>Lease Terms and Renewal ................................................................................................ ......7</td>
</tr>
<tr>
<td>Contract Terms and Renewal ...................................................................................................8</td>
</tr>
<tr>
<td>Rent and Contract Payments ..................................................................................................8</td>
</tr>
<tr>
<td>Subletting your CUMC Unit .....................................................................................................9</td>
</tr>
<tr>
<td>Guidelines for Sharing University Housing ..........................................................................10</td>
</tr>
<tr>
<td>Transferring within CUMC ....................................................................................................11</td>
</tr>
<tr>
<td>Building Operation and Maintenance Request Forms ...........................................................11</td>
</tr>
<tr>
<td>Charges for Repairs, Damages and Lockouts .........................................................................12</td>
</tr>
<tr>
<td>Guest Policy ..........................................................................................................................12</td>
</tr>
<tr>
<td>Pet Policy ..............................................................................................................................12</td>
</tr>
<tr>
<td>Window Guards .......................................................................................................................12</td>
</tr>
<tr>
<td>Extermination Services ..........................................................................................................13</td>
</tr>
<tr>
<td>Smoking Policy .......................................................................................................................13</td>
</tr>
<tr>
<td>Recycling ................................................................................................................................13</td>
</tr>
<tr>
<td>Security and Public Safety ....................................................................................................14</td>
</tr>
<tr>
<td>Fire Safety ............................................................................................................................15</td>
</tr>
<tr>
<td>Shuttle Bus information .........................................................................................................15</td>
</tr>
<tr>
<td>Vacating your CUMC Unit ......................................................................................................16</td>
</tr>
<tr>
<td>Mail Forwarding ....................................................................................................................16</td>
</tr>
<tr>
<td>Security/ Room Deposit .........................................................................................................16</td>
</tr>
<tr>
<td>Off-Campus Housing Assistance (OCHA) .............................................................................17</td>
</tr>
<tr>
<td>Questions Comments and Suggestions .................................................................................17</td>
</tr>
<tr>
<td>Important Phone Numbers and Websites ..............................................................................18</td>
</tr>
</tbody>
</table>
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 website: www.cumc-housing.columbia.edu/
SIGNING YOUR RENTAL AGREEMENT

In order to make an appointment to sign your CUMC Lease please email Rocio Calixto (Leasing agent) at rc2774@columbia.edu and our general email cumc.housing@columbia.edu. For Contract signing you must email cumc.housing@columbia.edu. You may also reach us via phone at (212) 305-4357-Option #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. We will inform you of the date and time available to sign with the exception of weekends, 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. Saturday signings are available from 9:00 a.m. to 1:00 p.m. during the August move in period only. Remember you will need to schedule your lease signing date before arrival.
- 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. Post Doc tenants must maintain a title of Post Doc Research fellows or Post Doc Research Scientist.
- You will only receive your key (s) once you have signed a lease or Student Housing Contract. 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.
MOVING IN

Before moving in please consider the information provided below:

• Provide the office of Housing Services with Proof of Insurance for the Moving Company you will be using. This policy should be in compliance with building requirements. The Moving Company and the tenant will be responsible for leaving the building and its premises in broom clean condition and for removing boxes and other trash generated in the move. If you have any questions regarding the requirements for the policy please contact The Office of Housing Services at cumc.housing@columbia.edu or at (212)304-4357-Option #2.

• Limited street parking is available. Double parking is permitted on the scheduled move-in days while you are unloading your belongings. Someone should stay with the vehicle at all times.

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/.

FLOOR COVERING

In the event that a tenant complains of noise, students will be required to provide area rugs that cover 80 percent of the floor area, to comply with the terms of the lease.

GAS AND ELECTRIC SERVICE

For those living in Tower 1, Tower 2, Tower 3, 154 Haven and 390 Ft. Washington please note that 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. 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

CABLE TV SERVICE/INTERNET

Tenants, who wish to have cable TV service, should contact Time-Warner at 212-358-0900 or www.timewarnercable.com

The majority of CUMC buildings have Ethernet service. For information on computing, e-mail and ethernet installation at Columbia, please visit the Columbia University Medical Center Information Technology (CUMC IT) website at: www.cumc.columbia.edu/it/ or (212) 305-4357-Option #5

LEASE TERMS AND RENEWAL

Student and Post Doc Tenants who live in 60/100 /154 Haven and 390 Ft. Washington are all lease type accommodations and certain predetermined student apartment receive the standard New York City lease with additional riders particular to Columbia University. Bard Hall and Georgian are dormitory-style accommodations. All leases expire on May 31st or June 30th and can be automatically renewed with a standardized increase on June 1st and July 1st respectively, for a one-year term.

Eligibility: Eligible student tenants must maintain full-time status in the current degree program. Post Doc tenants must maintain title of Post Doc Research Fellow or Post Doc Research Scientist. Fourth year Medical students that match at CUMC can continue housing for an additional year and will be relocated to a studio in Tower 3 or 154 Haven, if available. Matched medical students who are already living in couples housing may continue in the same apartment for the additional year. All tenants must be in compliance with the terms and conditions of the lease.

Renewal: Offers to extend a Lease agreement are normally sent out via email during the month of April with commencing dates of June 1st and July 1st. Tenants 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 (Subletting option does not apply to Bard Hall or Georgian Building residents). For more information on subleasing please refer to sublease section below.

Students who choose not to renew their lease and later desire housing will have to reapply and be placed on a waitlist for continuing students.

Questions regarding your lease extension or renewal should be addressed to a representative from the Office of Housing Services at cumc.housing@columbia.edu or at (212) 305-4357-Option #2.
CONTRACT TERMS AND RENEWAL

CUMC housing contracts are provided for all dormitory-style rooms (Bard and Georgian only; contracts are billed by term by Student Financial Services Account (SFS). CUMC Student-housing contracts terminate in either May or June. Please check your contract for your specific end date. Contracts can be renewed (with a standardized rent increase) annually in April per academic year, during the term of the student’s eligibility.

Eligibility: Eligible students must maintain full-time student status in the same degree program. All tenants must be in compliance with the terms and conditions of the lease. If a student violates the terms and conditions of the student housing contract, or other University policies, the contract will not be renewed. Contracts commencement dates vary; please check your specific contract for start date.

Renewal: Contract holders can renew their contracts during the Room renewal process in April. 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. Summer Housing: Students who will be doing academic work during the summer at CUMC can apply for summer housing. Applications become available in March at the Housing office and have an April deadline. Make sure you contact the housing office at cumc.housing@columbia.edu to obtain more information.

Students who elect not to renew their 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 Office at cumc.housing@columbia.edu or (212)305-4357-Option #2.

RENT AND CONTRACT PAYMENTS

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. Please note that the Office of Housing Services does not mail out rent statements or receives payment. Any questions regarding your monthly rent bill or the balance of your account should be addressed to the University Office of the Controller, Mr.Schnepf at js100@columbia.edu or via phone at (212) 854-1077. Each tenant who signs a lease is responsible for making their 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, payments and account balance should be addressed to Student Administrative Services at (212) 342-4790. Student Administrative Services is also on the web: www.cumc.columbia.edu/student/admin/
SUBLETTING YOUR CUMC ACCOMMODATION

Students who live in Tower 1, Tower 2, Tower 3 and Haven may sublet their room or apartment during University intercession/summer or during the academic year provided that they 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 the student tenant intends to return for the fall semester. The office of Housing Services must be notified 30 days prior to June 1 if summer sublease is intended.

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 consent from The Office of Housing Services, 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.
GUIDELINES FOR SHARING UNIVERSITY HOUSING

Communication and compromise is fundamental to a successful roommate relationship. For this reason we encourage students with roommates to sit down, discuss and come to a mutual agreement on:

1. The impact of guests, friends, and classmates visiting the apartment.
2. Shared cleaning schedules.
3. Household expenses and methods of payment.
4. The use of headphones when listening to music or watching T.V after 11 p.m.
5. 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, roommates, 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.
   - The Ombuds Medical Center office is located at:
   - 154 Haven Ave, rm 412
   - Telephone: 212-304-7026 Fax: 212-854-6046
   - Email: ombuds@columbia.edu
   - For more information: www.columbia.edu/cu/ombuds

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.

**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 15, annually. For contract holders

**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 an Operations Manager for Housing Services. Any necessary repairs will be performed directly by your superintendent, building personnel or by a contractor, such as a plumber or electrician. Note that for your security, maintenance staff is required to lock all room/apartment doors when exiting a space.

In order to request routine maintenance repair work, use the Maintenance Request Form available at our CUMC Housing website www.cumc-housing.columbia.edu and click on the “Work Order” link. You may also call us at (212) 305-4357-Option#2 or stop by the Housing office Monday-Friday 8am-5pm to fill out a work order form.
Should an emergency maintenance problem arise during business hours, Monday-Friday 8am-5pm (except holidays) please contact us immediately at (212) 305-4357-Option #2. After hours or holidays, you may inform your door attendant, RA (Bard & Georgian) or public safety officer on duty. You may also report any emergencies to Public Safety at (212)305-8100.

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. Maintenance staff is required to lock all doors once they exit your apartment. 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.

GUEST POLICY

Tenants are able to sign-in a guest with the door attendants or public safety officer on post if the guest will be staying overnight only. Tenants must obtain a guest pass for visitors who will be staying longer than one night. Passes are obtainable at the Office of Housing Services, Monday-Friday from 8am-5pm. We will require a copy of the visitor’s state ID or passport and a copy of the student’s CUMC ID. Students must inform their roommates of expected guests and of the duration of the visit. Guests are not to stay on a permanent basis and will be granted a 2 week maximum pass. Visitors must present their pass when entering the residential building. The pass does not grant access to any other building on campus. Lockout assists or duplicate keys will not be provided for any guest. Tenants are responsible for the actions of their guest at all times.

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.

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.

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. If you, the tenant or anyone in your apartment is found to be smoking, a $250 fine will be imposed on all who reside within our apartment for each occurrence.

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 or visit www.nyc.gov/wasteless.

For more information, please contact the Office of Environmental Stewardship:
www.columbia.edu/cu/environment/
SECURITY AND PUBLIC SAFETY

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 the Office of Housing Services (212) 305-4357-Option #2.

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 website http://publicsafety.columbia.edu/.

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.

Escort Service: The University Escort Service operates during the academic year between the hours of 5 p.m. and 7 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.

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 212-305-7979 for non-emergency situations.

Visit the Department of Public Safety online at www.columbia.edu/cu/publicsafety
FIRE SAFETY

Fire Safety is taken very seriously by Columbia University/Fire Safety and The Office of Housing Services. Each apartment/room is equipped with a smoke detector and carbon monoxide detector as per New York City fire code law. Make sure you test the detectors every so often and change the batteries (where applicable) at least twice a year, preferably during daylight savings time. You must report any non-working detectors to the Office of Housing Services. This can be done by filing out a maintenance request form (work order) online at www.cumc-housing.columbia.edu or by filing one out in the Housing office. Remember, tampering with or disabling detectors is against the law. Halogen lamps or fixtures are not permitted at CUMC housing.

Here are some important fire safety tips:

- Be attentive when cooking. This is the leading cause of fire alarms.
- As per New York City Fire Code, never obstruct any exits, hallways or stairways.
- Know where the Fire extinguishers on your floor (where applicable) are located.
- Know your nearest exit.
- Never use the elevators during a fire emergency.
- Immediately report to the Office of Housing Services any electrical hazards such as sparks from fixtures and switches.

If your smoke detector sounds report it immediately to the door attendant or public safety officer so that required personnel may be informed. Repeated false alarms may result in violation citations and tenants not paying attention to alarms during real emergencies. Repeat offenders of false alarms may compromise their Housing privilege. Make sure you review your building fire safety plan brochure received at your time of signing. If you have any questions regarding fire safety, email the Office of Housing Services at cumc.housing@columbia.edu.

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 a.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.

For more information on the shuttle and shuttle scheduling, please refer to the Columbia University Medical Center Transportation Services Web site: www.columbia.edu/cu/studentservices/transportation/.
VACATING YOUR CUMC UNIT

All lease holders who intend to vacate your room or apartment, please file a Notice of Vacancy Form with the Housing office at least 30 days prior to your vacancy. Contract holders are not required to submit this form. Those who are currently graduating and vacating must fill out a Notice of Vacancy by March 30th. This form can be requested via email at cumc.housing@columbia.edu or picked up at 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. Any items left behind will be discarded with a possible fee deducted from your security deposit.
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. Make sure you cancel any services in your name (Conedison, telephone, cable service)
9. Return your keys to 60 Haven, Door Attendant.
10. Vacate at the end of your lease or incur penalties.
11. Note: You may incur a charge, deducted from your security deposit, if the above conditions are not met.

MAIL FORWARDING

Remember to update your address with all of your service providers (ex: banks and amazon.com) before vacating. A change of address must be filed with the U.S. postal service at www.usps.com when vacating or transferring within CUMC. All mail will be returned to sender once you move out.

SECURITY DEPOSIT/ROOM DEPOSIT

After you vacate, your room the 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. For any questions regarding your security deposit please email the office of the controller, Ms.Snee at pas20@columbia.edu or via phone at (212) 854-1026.
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. To obtain more information please visit their website www.columbia.edu/ocha/

The Off-Campus Housing office is located at:
401 West 119th Street, between Amsterdam Avenue & Morningside Drive
Ph (212)854.9300 / (212)749.8816 (fax)

You may also contact our Leasing agent, Rocio Calixto at rc2774@columbia.edu with questions you may have regarding off campus Housing.

The Off-Campus Housing office at CUMC:
Bard Hall
50 Haven Ave, RM 109
Ph (212) 304-7267 / Fax (212) 544-1900

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 at: 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, you may do so at: (212) 305-4357-Option #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 www.cumc-housing.columbia.edu
IMPORTANT NUMBERS REFERENCED IN THIS DOCUMENT

CUMC Office of Housing Services main number ...........................................212-305-4357 Option #2
University Controller’s Office Billing for students with leases
(billed by month) .................................................................................................212-854-1077
University Controller’s Office- Questions regarding security deposits........212-854-1026
Student Administrative Services SFS account balance.................................212-342-4790
CUMC Information Technology www.cumc.columbia.edu/it/ .........................212-305-4357 Option #5
Off-Campus Housing Assistance (Located at Morningside)
Office www.columbia.edu/ocha/ ...........................................................................212-854-2773
Off-Campus Housing Assistance (CUMC).........................................................212-304-7267
Department of Public Safety (www.columbia.edu/cu/publicsafety) ..........212-305-8100
Department of Public Safety Escort Service (5 pm - 7 am).........................212-305-8100
Con Edison (Gas and electricity service) www.coned.com.........................1-800-752-6633
Verizon (Landline Phone Service) www.verizon.com........................................212-304-2491
Time-Warner (Cable TV Service) www.timewarnercable.com ....................212-222-5388