Welcome and Introduction to Shattuck House

Dear Resident,

Welcome to Shattuck International House. Shattuck International House was first opened in September of 1960 with an initial contribution of $50,000 from Henry Lee Shattuck. The scarcity of less expensive but decent housing in this area motivated former Dean John E. Snyder to spearhead a fund drive to create an official residence for Harvard T.H. Chan School of Public Health students, especially those coming from abroad.

With an initial contribution, the purchase and remodeling of the three buildings on Park Drive was made possible. In September 1960, Shattuck International House officially opened.

In many apartments, as many as ten layers of wallpaper were removed and the entire electrical system was restored. Ten years later, the basement was renovated to make a common recreation area. In June 1999, the School once again performed a complete renovation to Shattuck House. The multi-million dollar project allowed for all outdated utility systems to be updated, and to provide many modern conveniences and more open floor plans within apartment units for students. Shattuck House now meets ADA (Americans with Disabilities Act) standards in all common areas and has disability-accessible apartments available as well.

Life at Shattuck House is a unique experience whose value lies with the diversity of the people living there; some of the valuable experiences gained staying at Shattuck House are the knowledge about other cultures, the sense of community, and the shared purpose that comes with living together in an academic environment.

Community life at Shattuck House forms a strong network of support through many activities and events often organized by Resident Community Advisors (RCAs) and the residents. The Office for Student Affairs oversees resident life at Shattuck House, and the Operations Office handles facilities/maintenance.

We hope you enjoy living at Shattuck International House.

Sincerely,

The Office for Student Affairs
## Contents

**Important Contact Information** ................................................................. 5  
  - Emergency Contacts ........................................................................... 5  
  - Medical Contacts .............................................................................. 5  
**Maintenance and Work Orders** .......................................................... 6  
  - Safety and Cleanliness ..................................................................... 6  
  - Evacuation Procedures .................................................................... 6  
  - Fire Safety Systems ......................................................................... 6  
  - Fire Prevention ................................................................................. 7  
**Carbon Monoxide Information** ............................................................. 8  
**Shattuck International House Management** .......................................... 9  
  - Office for Student Affairs ................................................................ 9  
  - Operations Office ........................................................................... 9  
  - Resident Community Advisors ....................................................... 9  
**Community Living** ............................................................................... 9  
  - Shattuck Orientation Meeting ......................................................... 9  
**Policies for Use and Occupancy** ........................................................... 10  
  - Rent ................................................................................................. 10  
  - Spouses, Partners, and Children .................................................... 10  
  - Overnight Guest Policy ................................................................... 10  
  - Maximum Occupancy ...................................................................... 11  
**Mid-Lease Inspection and Management Access to Your Apartment** ........ 11  
  - Sublet Policy .................................................................................. 11  
  - Vacating Your Apartment ............................................................... 11  
**Facilities** ............................................................................................... 12  
**Common Areas and Facilities** .............................................................. 12  
  - Littauer Room (Piano Room) ......................................................... 12  
  - Sonnadend Room (TV Room) ........................................................... 12  
  - Children’s Room (Wilinsky Room) .................................................. 12  
  - Gund Room ................................................................................... 12  
  - Edsal Room (Computer Room) ....................................................... 13  
  - Library ............................................................................................ 13  
  - Gym ............................................................................................... 13  
  - Shattuck Garden ............................................................................ 14  
  - Laundry Room .............................................................................. 14
These policies are subject to change and may be modified by Harvard T.H. Chan at its discretion.
Revised 3/22/2017
Important Contact Information

Emergency Contacts
Boston Police 911
Shattuck International House Security 617-262-0108
Harvard T.H. Chan School of Public Health Security 617-432-1040
Harvard University Police 617-432-1212

In life safety emergencies, call 911.
If you are unable to reach Shattuck International House security, contact Harvard T.H. Chan School of Public Health Security (FXB Desk), available 24/7.

Facilities-Related Maintenance (Work Orders)
Harvard University Control Center (24/7) 617-495-5560
Operational 24 hours a day, 7 days a week

You will need to provide the following information when you call.
• Please tell them it is for Shattuck House
• Your name & unit #
• Type of work required (example: plumbing, electrical, carpentry)
• Description of work

Examples of facility work orders include: utilities, appliance repair, and pest concerns.

Non-Emergency Facilities-Related Concerns
Operations Office 617-432-1152
operations@hsph.harvard.edu

Resident Life, Leasing, Policy, General Questions
Housing and Resident Life Coordinator 617-432-1036
housing@hsph.harvard.edu

Medical Contacts
Harvard University Health Services
Longwood Medical Area Clinic Vanderbilt Hall
275 Longwood Avenue
Boston, MA 02115
617-432-1370

Harvard Square Clinic Smith Campus Center
75 Mount Auburn Street
Cambridge, MA 02138
617-495-5711

24 Hour Urgent Care 617-495-5711
617-661-5575 (pediatrics only)

Visit huhs.harvard.edu for additional information and hours.
Maintenance and Work Orders
Residents should report all work orders to the Operations Control Center including:

- Plumbing
- Electrical
- Carpentry
- Appliance repair
- Pest issues
- Locksmith

The Operations Control Center is available 24/7 by calling 617-495-5560.

You will need to provide the following information when you call:

- Location (specify Shattuck International House)
- Your name & unit number
- Type of work required (example: plumbing, electrical, carpentry)
- Description of work

Safety and Cleanliness
Evacuation Procedures
In the event of a fire, the Boston Fire Department and Harvard Police are summoned via an electronic signal from the fire alarm system.

- Evacuate the building immediately, closing your door behind you if it’s safe to do so.
- Never attempt to extinguish the fire yourself with anything other than the designated fire extinguisher issued to you. The fire extinguisher designated to each apartment is located under the kitchen sink. It is not expected that you extinguish a fire unless you are comfortable doing so.
- If you require assistance during an evacuation, wait in an area of refuge such as a stairwell landing, call Security, and inform others in the building of your location so Boston Fire Department can assist with the rescue.
- Utilize the nearest stairwell to evacuate the building. **The evaluators do not operate in the event of a fire alarm.**
  From **buildings 1 (199) and 2 (203):** use the stairwell in your building or cross the bridge to the stairwell in the other building.
  From **building 3 (207):** use the front or rear stairwell.
- Vacate the buildings and proceed to the designated meeting point in front of Shattuck Garden on Park Drive.

Fire Safety Systems
There is an overhead sprinkler system in the hallways, the recreation area, the children’s playroom, and in every room of your unit. If the heat in your apartment reaches 110 degrees F, it will set off the sprinklers and trigger the fire alarm.

Inside each unit, there is a local smoke detector. This smoke detector will act as a warning to you that there is smoke in your unit. If there is no fire, this smoke alarm will reset itself when the smoke clears from your unit. Tampering with these smoke detectors is dangerous and cause for immediate eviction.
Your unit and all of the common areas are equipped with alarm strobe lights and horns. When there is a fire alarm, these strobe lights and horns will flash and sound automatically. **When you see the strobe lights and hear the alarm horns, EVACUATE THE BUILDING IMMEDIATELY AND REPORT TO THE DESIGNATED ASSEMBLY POINT in front of 189 Park Drive. The secondary assembly point will be in the park across the street.**

The doors to all stairwells and elevator lobbies are designed to isolate a fire and hot fumes as much as possible. In order to function properly, they must be kept closed at all times. Never prop any doors open. Doors propped open are in violation with building code set forth by the City of Boston Building Inspector.

All exterior emergency exit doors at the Ground floor level are connected to a central security alarm system. These doors are to be used only in case of an emergency. This system signals the Harvard Police Department immediately.

In the event of a power outage, there is an **emergency lighting system** servicing all halls and common areas. An emergency generator runs the system.

Each building corridor and apartment unit is equipped with carbon dioxide (CO₂) fire extinguisher. There is one of these located in each corridor. You will also have a small CO₂ fire extinguisher located under the kitchen sink in your apartment.

If a fire is burning out of control, **DO NOT ATTEMPT TO PUT THE FIRE OUT BY YOURSELF.**

If the source of the fire occurred in your apartment, you must report to the front courtyard of the buildings and let the Boston Fire Fighters know the fire location when they arrive.

**Fire Prevention**

Do not overload electrical outlets; doing so can cause short circuits within an appliance and cause a fire. Air conditioners have a designated outlet in each unit. Residents are not allowed to install air conditioner by themselves. Please call Control Center at 617-495-5560 for installing your personal air conditioner. There is a one-time fee of $178 ($99 for installation and $79 for removal) per air conditioner. Additionally, there is a $40 electricity surcharge for each unit. Please read more details about air conditioners in “Other Important Information” section.

Do not exceed the maximum wattage bulb specified for any lamps you add to your apartment. **Halogen lamps are not approved by Underwriters Laboratories, and therefore not allowed in Shattuck House. Any halogen lamps are a fire hazard and will be removed if found.**

All overhead fixtures specify cool-burning fluorescent bulbs that will be changed by maintenance crew.

If you trip a circuit breaker in your apartment, please call Control Center at 617-495-5560.

Do not put papers on top of lamps to cut down the amount of light. This is a fire hazard, and fires have been started this way.
Do not collect newspapers, rags, paper bags, oily rags, paint, turpentine, or any combustible materials in your apartment.

Do not leave plastic or paper on your stove. **NEVER** use an electric appliance with a frayed cord.

The use of candles is **strongly** discouraged, as it is a fire hazard and several fires have been started by candles.

Grease is an extremely dangerous fire hazard. For this reason, as well as to discourage pests, the top of the stove and the oven should be cleaned regularly.

The Boston Fire Inspectors inspect Shattuck House regularly for fire hazards. Regulations require that all public hallways must be kept clear of all obstacles (bicycles, baby carriages, boxes, etc.).

**Carbon Monoxide Information**

Carbon monoxide is an invisible, odorless, tasteless gas that is produced when fossil fuels are not burned completely, or are exposed to heat (usually fire). By Massachusetts law, every residence must install a carbon monoxide detector.

A manual for your detector can be found in the kitchen. Please let Operations or Security know if you do not have a manual in your unit.

It is advised that you test this alarm once a week. Instructions for testing the alarm are explained in detail in the user manual.

There is a red indicator light on each detector. The lights indicate:

- Should there be an alarm condition, the detector will beep 4 times, pause, 4 beeps, pause, and continue in this pattern. The LED (red) light will flash every second (page 1 in manual).
- Should there be a low battery, the horn will "chirp" once a minute and the LED light (red light) will flash once/minute.
- Should there be a missing or dead battery, the horn will remain silent, and the LED light is off. Call Control Center at 617495-5560 for a replacement.
- Should there be a "latching" alarm (meaning there was alarm levels of CO present, but CO levels have since dropped below alarm levels, page 5 in manual), the LED light will flash every 5 seconds, but the horn will stay quiet. (page 1 and 5 in manual)
- Should there be an alarm malfunction, the LED light will flash 3 times, synchronized with 3 rapid chirps every minute. (page 1 in manual)

If there is an alarm condition (the detector beeps 4 times, pause, beeps 4 times, pause, and continues in this pattern, and the LED light flashes every second), you should:

1. Pull the fire alarm- use a pull station. Pull stations are located on every floor, as well as in various places in the basement area.
2. Evacuate the building immediately.
3. When you get outside, please inform an RCA that the carbon monoxide detector in your apartment is sounding.
4. The Boston Fire Department, the Harvard Fire Group, and Harvard FMO will arrive at the scene; an investigation will follow.

**Shattuck International House Management**

**Office for Student Affairs**
The Office for Student Affairs manages residential life at Shattuck. The Office for Student Affairs manages guest requests, arbitrates complaints and grievances, processes rent billing, and manages the leasing process. The Office for Student Affairs supervises the Resident Community Advisor program and with the RCAs, assists with individual personal concerns, enforce Shattuck House policies, and provide engagement opportunities for residents. The Office of Student Affairs is located in Kresge, G-4 suite.

**Operations Office**
The Operations Office is responsible for all life safety systems and physical plant of the buildings. The Operations Office coordinates all repairs and manages the security vendor. The Operations Office is located in Kresge, LL15.

**Resident Community Advisors**
The role of the Resident Community Advisors (RCAs) is to act as liaisons between the residents of Shattuck House and the School. The Office for Student Affairs and RCAs organize orientation sessions for new residents. RCAs also participate in House committees and plan social activities. They are available for general assistance and emergencies and work with OSA and Operations Office to maintain security regulations and enforce policies regarding Shattuck House. The RCAs are available for assistance from 3pm-7am on weekdays and 24 hours on weekends. To contact the RCA on duty, call or visit the security desk in Shattuck.

**Summer (2017):**
TBA

**Academic (2017-2018):**
TBA

**Community Living**
Shattuck House has a reputation for being a community-focused building. Significant time and energy go into planning events and social activities for the residents. Events and activities are optional. However, it is a great way to meet people other residents and build connections.

The Resident Community Advisors (RCAs) will encourage residents to help build community by attending events and surveying the residents to see what events they would like to have. The RCAs welcome ideas and suggestions from resident to increase these community events.

**Shattuck Orientation Meeting**
The annual Shattuck House orientation meeting is scheduled at the beginning of the school year in September. For the summer residents, there will be an orientation meeting scheduled after moving in. All residents are required to attend the orientation meeting, and a sign-in sheet will be completed for attendance. During this meeting, residents are informed of Shattuck House policies and procedures and are introduced to staff members responsible for working with the residents of Shattuck House.
Policies for Use and Occupancy

Rent
Monthly rental fees will be posted on your student account in the first week of each month. As a Harvard student, rent and other payments due under this lease will be charged to your student account and will be due monthly.

For student account information, please visit http://sfs.harvard.edu/student-accounts.

Spouses, Partners, and Children
Only members of the resident's immediate family (spouse/partner and/or children) may occupy the apartment. Nuremaids or relatives who perform babysitting or household duties are not permitted to reside at Shattuck House. If immediate family plan to come at any time during the year, the Office of Student Affairs must have this information at the time an apartment is assigned. Residents are required to fill out the co-occupant application form online, and it must be approved by the Office of Student Affairs.
Co-occupant Application form: https://hsph.me/cooccupant

Please note that parents are legally responsible to provide adult supervision for their children in the parents’ absence. Massachusetts General Laws Regarding Children, 119 sec. 1, requires that children of the Commonwealth are “protected against the harmful effects resulting from the absence, inability, inadequacy or destructive behavior of parents or parent substitutes, and to assure good substitute parental care in the event of the absence, temporary or permanent inability or unfitness of parents to provide care and protection for their children.” The Harvard T. H. Chan School of Public Health is required by law to report incidences of neglect of children to the appropriate State authorities.

Overnight Guest Policy
Guests are individuals who are not tenants or co-occupants, and are visiting temporarily, on a non-regular short-term basis. Guests are personally known to the tenant host, and the tenant is required to be present for all overnight periods while the guest stays at Shattuck.

Tenants in one bedroom apartments: Guests are allowed to stay for a maximum of two weeks.

Tenants in shared two-bedroom apartments: Guests are allowed to stay for a maximum of one week, and only with the consent of the roommate and approval from the Office for Student Affairs.

Guest requests should be made online via hsph.me/overnight at least one week (seven days) prior to the guest’s arrival. Submission of a guest request does not guarantee approval. Once a guest request is approved, the Harvard Longwood Campus ID Office, Shattuck security, and the tenant will be notified.

Temporary swipe cards are available at the Longwood ID office from 8:00am to 4:00pm, Monday through Friday. Guests arriving outside of these hours should visit the ID office on the next business day. When arriving at Shattuck, hosts and guests should check in at security, and the guest will be required to present a government-issued, photo ID to verify their identity.
Guests must surrender the temporary swipe card and a loaner key, if issues, upon their departure. Failure to return the swipe card or key will result in a $50.00 fee per item assessed to the host’s student account.

Abuse of this privilege may result in lease termination, at the sole discretion of Harvard T.H. Chan School of Public Health.

**Maximum Occupancy**

In following fire safety code and city code, the maximum occupancy for your unit is determined by the size of the unit. Residents and their guests combined must not exceed the maximum as listed below.

<table>
<thead>
<tr>
<th>Monthly Rent Rate</th>
<th>Unit Type</th>
<th>Max Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,306.00</td>
<td>Shared Two Bedroom</td>
<td>2 (per bedroom), 4 Total</td>
</tr>
<tr>
<td>$1,368.00</td>
<td>Shared Two Bedroom</td>
<td>2 (per bedroom), 4 Total</td>
</tr>
<tr>
<td>$1,415.00</td>
<td>Shared Two Bedroom</td>
<td>2 (per bedroom), 4 Total</td>
</tr>
<tr>
<td>$1,722.00</td>
<td>Small One Bedroom</td>
<td>2 Total</td>
</tr>
<tr>
<td>$1,967.00</td>
<td>Medium One Bedroom</td>
<td>2 Total</td>
</tr>
<tr>
<td>$2,030.00</td>
<td>Medium One Bedroom</td>
<td>3 Total</td>
</tr>
<tr>
<td>$2,153.00</td>
<td>Large One Bedroom</td>
<td>3 Total</td>
</tr>
<tr>
<td>$2,214.00</td>
<td>Large One Bedroom</td>
<td>4 Total</td>
</tr>
<tr>
<td>$2,583.00</td>
<td>One bedroom with Study</td>
<td>4 Total</td>
</tr>
</tbody>
</table>

**Mid-Lease Inspection and Management Access to Your Apartment**

Mid-lease inspection of each apartment for structural, maintenance, pest control and general lease compliance in January of each year. Residents will be notified in advance of the inspection. If you are not in compliance with your lease terms, corrective action will be taken.

Facilities staff may enter your apartment to inspect the apartment, to make repairs or appropriate improvements, perform pest control measures, and to respond to an emergency. Reasonable effort will be made to notify residents at least 24 hours in advance of entry for all scheduled maintenance. If a tenant calls in a work order, facilities staff will respond at their earliest opportunity. If a tenant is not present when facilities staff arrives, staff may enter the apartment without the tenant present. If your apartment has been entered, a green tab will be left on your door handle indicating the date, time, and nature of the repair/work that was completed.

**Sublet Policy**

Subletting is not permitted at Shattuck International House.

**Vacating Your Apartment**

Your apartment must be left in a clean and tenable condition. Your apartment must be left in the condition in which you found it with no additional damages beyond what you recorded and signed on the Statement of Condition provided to you upon your arrival. Your apartment will be inspected for cleanliness and damages. Damages resulting in fees include, but are not limited to, lost keys, items left in the apartment, furniture damage, cleanliness, damage to the unit and or its contents.
Facilities
Harvard Chan is a smoke free campus and this includes Shattuck House.

1. All ground floor emergency exit doors are restricted for security use only. Please use the door in Building 203 to exit the rear of the building.
2. Buildings owned by Harvard University may not be used for any private, money-making operations. Soliciting is not permitted at Shattuck House.
3. Individuals/organizations sponsoring events are solely responsible for maintaining the policies regarding use of the area during the event and cleaning the area and emptying the trash after the event. If the place is left for custodial service to do cleaning after the event, the organizers of the event will no longer be permitted to hold future events.
4. Stairwells and halls must be kept clear from debris, baby carriages, shoes, bikes, furniture, grocery carts, etc. at all times for security and fire safety reasons.
5. The front lawns, garden beds and planted areas are not to be used by residents or their children. The Shattuck Garden is available for outdoor recreation.
6. For safety purposes, children are not permitted within the barbecue area in Shattuck Garden.
7. All common area equipment may NOT be removed for individual use.
8. Food or drink is not allowed in the computer room or library room.
9. Any facilities may not be reserved for private use. All events planned for the recreation area must be cleared through the Office for Student Affairs. Please contact OSA at least four weeks prior to the event. In order to notify all residents of an upcoming event, an email may be sent to all residents or an announcement may be posted on designated common area bulletin boards only. Event advertisements may not be posted on front doors of the buildings. The event notices must be signed and list the telephone number of the person who is organizing the event with an exception for RCAs. All residents are welcome to participate in all events held in the public areas on the ground floor or in the playground.

Common Areas and Facilities
Littauer Room (Piano Room): equipped with a Steinway upright piano and chairs. You are welcome to play the piano but please be respectful of quiet hours.

Sonnabend Room (TV Room): satellite TV, a DVD player, and a VCR for residents’ use.

Children’s Room (Wilinsky Room): a play area with comfortable carpeting and toys for small groups for children. This room is also equipped with a television and VCR for the children. For the protection of the children, an adult must be present with the child in the play area. Parents must cooperate and assume responsibility for cleaning and stowing all toys and trash upon exiting the play area.

Gund Room: space for meetings and social events. Boston City Fire Department regulations limit the number of individuals who can be accommodated safely in this room to 167 people standing or 84 people seated.

Any non-residents who have been invited to the Gund Room for study groups or social events should ring the Gund Room bell at the entrance to 203 Park Drive. The organizer of the event should meet the
guests at the door. All guests must sign in with security and must be accompanied by a resident while in the building.

Edsal Room (Computer Room)
The computer room is equipped with ten PCs, a laser jet printer, and a copy machine operated by Crimson Cash (through the use of your Harvard ID). Please observe the following rules:

If you plan to use the Shattuck House Computer Room, please read the following simple instructions:

1. The Computer Room is open 24 hours/day. If the door is shut and locked, your apartment key will unlock the door.
2. You must have a login ID and password to use the computers. ONLY Shattuck House residents may use the PCs in the Shattuck House Computer Room. Children of Shattuck House residents must be supervised when using the computer.
3. As a courtesy to fellow residents, please limit your computer lab usage to two hours during busy times. If no one is waiting to use the computer, you may stay on as long as you need to.
4. If there is a wait to use the computers and you have stepped away from your computer for more than 30 minutes, you will be logged out and you will lose what you have been in the process of working on. This is a Harvard Chan Microlab Policy that applies to the Shattuck House Computer Room as well. Before you are logged out, every effort will be made to locate you, including calling you, emailing you, and going to your apartment. If you can’t be found, 30 minutes have passed by, and people are waiting to use the computers—then you will be logged out.
5. If there are people waiting to use the computer, please be considerate: if you are doing “pleasure work” or “fun stuff”, please give up your computer to someone who needs the computer for homework. Any computers left unattended for 30 minutes will become available to the next person.
6. Do not copy your own software or files onto the hard disks of these machines.
7. There is a no food policy in the Shattuck House Computer Room, and drinks must have a tight-fitting lid.
8. The printer is currently connected to the university-wide Pharos network, using your Harvard ID card Crimson Cash (the thin strip on your card) for printing so you can add printing credits, even after hours or on weekends. Funds can be added to your crimson cash account by visiting https://cash.harvard.edu/ or by using the Crimson Cash station located in the Kresge building by the vending machines on the first floor. Please send all questions regarding printing to icf@hsph.harvard.edu.
9. If there is a problem with a computer: please call or email the HelpDesk at 617-432-4357 or helpdesk@hsph.harvard.edu. Please contact the RCAs or Shattuck Security if paper has run out or if toner needs to be changed.

Library: intended for quiet reading and study. Please do not remove books from the library.

Gym: cardiovascular, weight training equipment and table tennis. Children are not allowed in the Gym area. Please do not move gym equipment. There are also ping pong balls and a foosball in the office. Please contact RCAs if you would like to use them.

Please wipe down equipment after use and be mindful of proper hygiene.
Shattuck Garden:
1. For protection of the children, a parent must supervise children at all times in Shattuck Garden.
2. The gate must always be closed and locked upon exiting Shattuck Garden.
3. Shattuck Garden is solely for the use of residents at Shattuck House. Please contact the Harvard University Police Department at 617-432-1212 if you suspect unauthorized use.
4. For a specific event, receptacles can be provided for your trash. To keep Shattuck Garden clean and safe, please use and empty them. Contact Operations Office to arrange the receptacles can.
5. As the School does not own the lot at the rear of the buildings and adjacent to Shattuck Garden, please do not let your children play there.
6. In no event shall Harvard be liable for injury to children. Damage caused by any child in the playground, playroom, or any other area of the properties will be the responsibility of the child’s parent/guardian.

Laundry Room:
Washers and dryers are operated with either Crimson Cash or coins. Please be mindful of the following when using these machines.
1. Overloading the machines will damage them and will also prevent clothes from becoming clean.
2. Use caution with the dryers. They may become very hot when set on the highest setting.
3. Baby diapers may not be put in the washing machines.
4. Please clean the lint screens when drying is complete.
5. Please be considerate of fellow residents and empty machines when done.
6. Unattended children are not allowed in the laundry room. You can see a live-view of the laundry room on http://www.laundryview.com/sih

If a machine is not working properly, please contact the Control Center at 617-495-5560.

Building Procedures

Mail and Packages
Mailboxes are located near the 199/203 (building 1 & 2) elevator lobby in the basement of building 2. If your mailbox is unlocked, the postal service can refuse delivery of mail. If you are unable to lock your mailbox properly, inform the Operations Office. Please recycle unwanted literature in the receptacles provided. A return-to-sender box is provided for any mail intended for previous residents.

US Postal Service Mail
All mail being delivered through the US Postal Service should be addressed using the following format:

[FIRST NAME] [LAST NAME]
[BUILDING NUMBER AND STREET]
Apartment [APARTMENT #]
Boston, MA 02215

Example:
Johnny Harvard
199 Park Drive
Apartment 1636
Boston, MA 02215
Your building number and unit number can be found on your lease. If mail does not include your apartment number, it may not be delivered correctly and may be returned to sender.

Packages and Other Deliveries
When receiving packages at Shattuck, we suggest addressing all package deliveries to 203 Park Drive, with your name and apartment number. Residents have reported issues with mail couriers (UPS, DHL, FedEx, etc) delivering and leaving packages at the 199 Park Drive and 207 Park Drive entrances.

Shattuck International House security will provide access for delivery personnel to leave packages on the marble table, but security does not monitor packages and is not responsible for them. Shattuck International House and Harvard University are not responsible for deliveries that are lost or stolen.

Storage Space
The storage room is located in the basement of building 2, across from the Men’s Restroom. Your apartment key will open the door. All units are assigned a small numbered storage. For shared units, A and B storage spaces are assigned. Storage is only available of the duration of your lease. Please note, items cannot be left outside of the storage unit. Items remaining at termination of your lease will be discarded and you will be charged any costs related to disposal.

Bicycle Storage
Bicycle storage is located in the basement of building 1. This storage room is not locked, but bicycles can be hung up and locked to the walls. Bicycles must be labeled with your name and unit #, and must be brought in through the rear entrance of building 2. Baby strollers are allowed to be stored in this room as long as they are folded.

Bicycle storage is at your own risk. Harvard University at no time shall reimburse residents for stolen, damaged, or items stored on the property. You are encouraged to register your bike with HUPD: https://internal.parking.med.harvard.edu/Bikes/BikeReg.aspx

Trash & Recycling
Trash/Dumpsters
Dumpsters are located outside in the rear of building 3. To access the dumpsters, exit the back door in the basement of building 2, turn left, and left again. You will see two dumpsters marked Republic. Your apartment key will open the padlock on either dumpster. Trash can be places in either bin.

Please lock the bin when you are finished. Do not leave your trash outside of the dumpsters. If both dumpsters are full, please inform the Shattuck security officer. The City of Boston strictly enforces trash disposal regulations.

Recycling Bins
Recycling bins are located in the gym, in the basement of building 3. Residents should rinse all bottles and cans, and break down all boxes before recycling. These measures help in controlling pests at Shattuck House as well as keeping the buildings clean.
Safety Precautions

Boston is no different than most large metropolitan cities in the U.S., and we suggest you use common sense in order to protect yourself and your property.

- For your own protection, as well as for that of fellow residents, never open the front doors to non-residents. If strangers try to come into the building with you, please call security at 617-262-0108 or HUPD at 617-432-1212. Suggest that visitors use the intercom to call the person they are visiting.
- A visitor is to be admitted ONLY by the person expecting them and should always be escorted to the front door when leaving the building. You and your guests should never admit a stranger into the building.
- If you see people at Shattuck House whom you don’t know, ask if you can help them. Notify security of any suspicious people.
- Solicitors are not permitted in Shattuck House. Should anyone come to your apartment asking for funds, selling tickets, distributing pamphlets, etc., call security immediately.
- **BEFORE LEAVING YOUR APARTMENT, BE SURE THAT THE STOVE IS OFF, WATER TAPS ARE CLOSED, AND ALL LIGHTS ARE OUT.**
- For safety reasons, you should have a flashlight and telephone in your apartment with a list of emergency numbers in an accessible place.
- Lock your door at all times.
- If you notice any broken windows or doors, inform Shattuck security immediately.
- Any personal property is kept at the sole risk of the resident. Neither Harvard Chan nor Harvard University will be liable for damages to or the loss of property of any kind, including loss theft, or damage or destruction by fire, water, steam, or defective refrigeration or otherwise, while in or on the premises.

**All residents are strongly encouraged to purchase renter’s insurance.**

Harvard Chan has provided many protective devices within Shattuck House for security. How tenants use these devices will determine the safety of each resident.

- There are two **HUPD emergency telephones**. One is located in the rear of 199 Park Drive, and the other is located in front of 203 Park Drive. These are to be used for emergency purposes only. To operate, simply push the button and it will automatically connect you with the HUPD.
- **The intercom system**, located on the front of each building, is connected to the intercom box in your apartment and notifies you of a visitor. When the buzzer sounds in your apartment, press the button labeled TALK and speak into the box to ask who it is. By releasing the TALK button and pressing the LISTEN button, you can hear their reply. Please go to the front door and admit your guest (and ONLY your guest, do not admit others). To increase security, the door release buzzer on the intercom system is disconnected. The usual and easiest way for a stranger to gain access into a building is to press all of the buzzers, hoping someone will let them in the front door without asking for identification. If someone rings your bell for any reason whatsoever, except for business in your own apartment, refer them to security.
- **The spyglass** located in the front of your apartment entry door makes it possible for you to see who is at your door before opening it. Do not open the door unless you recognize the person. If it is a stranger and you are concerned, call security at 617-262-0108.
- **The locked front doors and the locked rear door of building 2** provide additional security. If any of the doors are not closing and locking automatically, report this immediately to security. These doors operate on automatic springs. Open doors are an invitation to a stranger to enter the building.
Never prop the entry doors open and do not let any technician prop them open for reentry.

All other exterior doors, excluding the three front doors and the rear entrance door, are restricted to security and building management use. These exterior doors are not to be opened except in emergency. If you notice anyone acting suspiciously in the lobby outside the locked doors, notify the security.

Key and Access Policies
Each tenant will be issued one apartment key and one mailbox key. Your apartment key will open common area doors, dumpsters, and your apartment door. Although your apartment key can open common areas, it cannot open other apartment doors. Your Harvard University ID will be programmed to open the exterior doors to the buildings 24 hours a day, 7 days a week. Any authorized person living at Shattuck without a Harvard University ID will be given a temporary visitor/guest ID, which also will open the exterior doors to the buildings.

1. If a key is lost, the entire security of the house is compromised. Guard your keys carefully.
2. Never have identification such as your name and address on your keys or key chain.
3. If your keys have been lost or stolen, report this immediately to security or an RCA so that appropriate lock changes can be made. There is a replacement fee of $50 per key for any lost keys, including mailbox keys.
4. If you are locked-out, security will unlock your apartment for you. There is a fee of $30 for lockouts after office hours or on the weekends/holidays. You must provide some form of photo ID before your apartment door will be opened.
5. If you are locked inside your unit for any reasons, please call Control Center at 617-495-5560 and they will send a Facilities Maintenance Operator over to assist you.
6. Do not loan your keys to anyone, including friends and guests.
7. Keys may not be duplicated or transferred by any resident to another person. It is illegal to have your keys duplicated.
8. It is illegal to replace your lock with any other lock. It is also illegal to have any extra lock on your door, as it would prevent access to your apartment in the event of an emergency.

Other Important Information
Air Conditioning Units:
Shattuck House does not have a central air-conditioning system, and air-conditioners are not furnished items. Tenants have two options for air conditioning in their apartment:

1. If a tenant wants to use an air conditioner (A/C) that they currently own:
   - The A/C must not exceed 5,000 BTUs and must meet these minimum efficiency requirements:

      |-----------------------|---------------------------------------------------------------|---------------------------------------------------------------|
      | 5,000                 | $\geq 10.7$                                                  | $\geq 9.9$                                                    |
In order to ensure the safety of the installation, the A/C must be installed and removed by Harvard T.H. Chan School of Public Health Operations Office. Tenants must email operations@hsph.harvard.edu to place a work order for installation. Operations will schedule removal of A/Cs in the fall. Tenants will be notified in advance.

- The fee for installation will be $178 ($99 for installation and $79 for removal) per cooling season*.

- Tenant is responsible for the storage of their A/C during the off season.

2. If tenant does not currently own an A/C, but wants one, or requires an additional A/C, tenant must rent it from RentAnAC. The fee for rental, installation, and removal is $199 per cooling season* for a 5,000 BTU unit. Free Standing Units will only be available for apartments with security bars on their windows for $265.

- In order to ensure the safety and appropriateness of the installation, the A/C must be installed and removed by the Harvard T.H. Chan School of Public Health approved vendor, RentAnAC, RentAnAC will provide readily visible stickers to identify approved A/Cs. Non-compliant A/Cs may not be used.

In addition to the above charges, tenant must pay a utility usage surcharge each year to operate any air conditioner (tenant’s own, or a RentAnAC rental unit). This surcharge will be $40 for each 5,000 BTU A/C, and it will be charged on student term billing.

Installation, removal, and rental charges are defined by the vendor and subject to change. Utility usage surcharges are also subject to change.

* Air conditioners may be installed no earlier than May 15 and must be removed by October 31. Fees and surcharges will not be prorated if installation occurs after May 15 or removal occurs prior to October 31.

Tenant is responsible for engaging RentAnAC directly for these services, including coordinating all logistics. (Contact RentAnAC at 1-617-903-3274, mention you are a tenant of Shattuck International House, and refer to Contract PC100021 to receive Harvard Chan’s negotiated pricing.)

Failure to fully comply with these policies is grounds for lease termination.

**Appliances**

All refrigerators are self-defrosting.

The stove burners and the oven will light automatically when turned on. If they do not light, or if you have questions concerning the operation of your stove, please call Control Center. Child proof handles are available for units with children. Contact the Operations Office for installation.

Dishwashers, washing machines, and exterior television aerials are not allowed.

**Cable TV & Phone**

To order cable TV or phone, you can contact Comcast at (800) COMCAST or http://www.comcast.com. Representatives from the cable company will explain the different packages available to you. Shattuck House or the cable company does not provide a television for you. Tenants are responsible for providing their own TVs. Exterior satellite dishes are prohibited.
Other phone companies:
   RCN: (800) 746-4726
   Verizon: (800) VERIZON

Furniture
Each apartment has been equipped with a standard inventory of furniture including a mattress, box spring, bed frame, bookcase, wardrobe (stationary, do not move), chest of drawers, desk, desk chair, bedside table, loveseat/sofa/lounge chair, end table, and kitchen table with chairs or stools for the breakfast bar. All furnishings must remain in the tenant’s own apartment. Do not remove any common area furniture to your unit.

Plates, Glasses, and Utensils
Shattuck House does not provide plates, glasses and utensils. You need to bring your own or you can purchase them at a nearby store (Bed, Bath and Beyond is only a few blocks away.)

Quiet Hours
The time period from 11pm through 8am is designated as quiet hours. Residents should take extra care during this time period to keep noise levels to a minimum.

Pets
Pets are not allowed at Shattuck House. Residents must have prior written consent from OSA to keep a service or support animal.

Hanging Items in an Apartment
If you wish to hang pictures on the walls, please use only thumbtacks or “bulldog”- type hooks. Please do not use adhesives, glue, paint, contact paper, or other finishing materials on floors, walls, doors, ceilings, or furniture in the apartment. Due to the nature of the construction materials used in the building, objects cannot be hung from the ceiling.

Never hang anything from the sprinkler heads on your ceiling. This is a fire code violation.

Heat
There is one thermostat for each apartment unit. The thermostat has a low limit of 55° F and a high limit of 85° F. Electric space heaters are strictly prohibited.

Energy Conservation
Residents of Shattuck House are asked to be mindful of energy consumption, as energy costs relate directly to the cost of rent. Some helpful energy savings tips are:
   • Turn off the lights when leaving the room
   • Keep the heat set to 68-72 degrees Fahrenheit
   • Avoid blocking the radiators with furniture
   • Turn your computer off when not in use for more than an hour
   • Enable power management software, particularly for monitors
   • Make sure your faucets aren’t dripping or the toilet running, and if they are, call the Control Center at 617-495-5560.
Pest Control
The school has a pest control company on call to keep the buildings free from pests. Please contact the Control Center immediately with any signs of pests. Any resident who does not report pest infestation may be subject to immediate eviction. The pest control company performs periodic inspections requiring access to all kitchen cabinets and bathrooms. You will be given advanced notice before these inspections.

Your cooperation is important to keeping Shattuck House pest free. Please notify the Operations Office whenever you see any type of pests in the building.

Plumbing
Objects such as disposable diapers, sanitary napkins, hair, food, and paper towels should never be placed in the toilet. This will clog the plumbing and create a backup. Please regularly remove hair and soap from your tub drain to prevent overflow.

Do not dump any chemicals down the drain, as the piping is sensitive to chemicals. Please do not pour grease down the sink, as it will clog the drain. Always use the sink strainers that are provided for the kitchen sink.

Windows
Screens and glass panels must not be removed. The screens allow fresh air into the apartments while keeping out insects and other pests.

Unit Doors
A unit number and nameplate have been installed next to each apartment entry door.

Utility, Furnace Room, Generator Room and Maintenance Areas
These areas are restricted and not to be entered by tenants.

Internet Access and Networking Information
Shattuck House network provides access to the following standard resources once any member and their computer have been successfully authenticated:

- Internet
- Email

Connecting to the Shattuck House Network:

All connections in residential units are wired only. Any unauthorized wireless network will be remotely disconnected by HUIT / Harvard Chan IT.

Wireless Internet is provided to all residents in all areas of the complex.

Harvard Chan IT and HUIT broadcast the following wireless networks in the Shattuck House:

Harvard Guest (limited connectivity, 30 minute timeout)
Harvard University
To connect to a wireless network, please pick Harvard Help in your wireless device and then open a web browser. Please follow the instructions for the wireless network you wish to connect to. Once you are connected here, you will be able to automatically connect to that wireless network where it is broadcast in the Harvard Campus.

For all computer related requests, such as printer, computer, and wireless services, please contact Harvard Chan IT Helpdesk, at: helpdesk@hsph.harvard.edu or via phone at: 617-432-4357.

Digital Millennium Copyright Act (DMCA)

- Digital Millennium Copyright Act (DMCA) it’s a federal copyright law that we must all abide by.
- Music, movies, and commercial software are all protected by Federal law, and pirating any of these things is a federal offense, with fines of up to $100,000
- Services like Apple iTunes, is a legal way to buy music; But there are dozens of file sharing services available for free on the internet, where you can download illegal copies of the latest movies or music.
- Even though it’s possible to do this, especially with Harvard’s high-speed network connections, it is illegal, and the music and motion picture industries are aggressively policing the internet and going after violators. They can pin point the violation down to a precise date, time, computer, and material being pirated. Legal notice is then sent to Harvard, and we come knocking on your door.
- The first offence receives a warning; if you get a second violation notice, we are required to disconnect you from the network.

All connections in residential units are wired only. Any unauthorized wireless network will be remotely disconnected by HUIT/Harvard Chan IT.

Getting Around

Directions to Harvard Chan School

Walking
The walk from Shattuck House to the school is approximately 15 minutes (0.6 miles). The easiest path to the school is to exit the front door of building 2, cross Park Drive, and walk down Avenue Louis Pasteur. When you reach Longwood Avenue, cross to the other side of the street, and continue walking through the Harvard Medical School quad. Climb the stairs by one of the two lions and turn left. You will see Kresge (the Harvard Chan main building) straight ahead of you.
Landmark Shuttle
The Landmark Shuttle transports Harvard Chan community members between the Landmark Center and the Longwood Campus from 8:00 a.m. to 6:10 p.m. It will make a stop at Shattuck House by request to the driver for drop-off or by wave for pick-up. See the FXB security desk for a schedule. Schedule for Landmark Shuttle Bus: [http://www.masco.org/lma-shuttles/routes](http://www.masco.org/lma-shuttles/routes)

App for live-track all shuttles: [http://masco.transloc.com/info/mobile](http://masco.transloc.com/info/mobile)

Directions to Harvard University Cambridge Campus

MASCO M2 Shuttle
MASCO provides a free shuttle bus service for Longwood campus students commuting between Harvard Square and the Longwood Campus. To board, you must show your Harvard ID. Buses leave the Cambridge and Longwood Campuses every 10-15 minutes during peak periods and at least once an hour during the rest of the day, from approximately 7 a.m. to 11:30 p.m. The trip takes 20 to 30 minutes,
Transportation in Boston

MBTA
The subway system in Boston is operated by the MBTA, and is often referred to as “the T.” For more information, how to purchase fares, and route maps, visit www.mbta.com.

Parking Information
There is no parking available for residents on Shattuck House property. There is no parking available anytime in the parking lot located at the rear of the buildings. Copley Management owns the lot behind Shattuck and will immediately tow any vehicle parked in this area. Harvard Chan has no recourse with cars that Copley Management has towed from their parking lot. The cost of retrieving your car if it is towed is in excess of $100. Contact Copley Management directly if towed.

Parking regulations on Park Drive and in the surrounding areas are well marked by posted signs. Parking on Park Drive is free and allowed only with a Fenway resident sticker obtainable at 1 City Hall Plaza, Room 224, if you have a Massachusetts car registration. You will need to bring your automobile registration, a copy of your lease and a recent telephone bill with your current name and address on it. Please visit http://www.cityofboston.gov/transportation/parkprogr.asp for more information about a parking permits and rules and regulations.

A copy of parking rules and regulations may be obtained by writing to:

Boston Transportation Department
1 City Hall Plaza - Room 721
Boston, MA 02201; Telephone: 617-635-4680

Please remember that if you park on the street, check the signs that are posted for street cleaning and other regulations. Failure to comply with posted regulations may run the risk of fines and/or towing.