

Yale University

**Undergraduate
Tenant Manual**

2017-2018

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BUILDING SERVICES

Maintenance/Cleaning Staff

The Facilities Superintendent's office hours are Monday through Friday from 7:00am – 4:00pm (See Yale Facilities Directory of Important Numbers on the back of your room door for specific contact information for your college or Old Campus Dorm).

Cleaning of the facility is performed Monday through Friday between the hours of 7:00am and 4:00pm. On weekends a limited cleaning operation is scheduled.

Please direct any issues pertaining to the cleaning of your college or Old Campus Dorm to the Facilities Superintendent.

GBM's (General Building Maintainers) perform minor repairs between the hours of 7:00am – 3:30pm Monday through Friday.

Work Request Procedure

Please report all **EMERGENCY** repairs to The Customer Service Center at 203-43(2-6888), which is manned 7 days a week, 24 hours a day.

Please report all **ROUTINE** repairs by going online to: <http://www.facilities.yale.edu> - you will be directed to the Facilities Home Page.

Once at this page, click on **Facilities Work Request (FWR)** and follow these steps:

1. Enter your NetID & password. You will be directed to a Yale Maintenance Management Work Request intro page.
2. On this page, select the college/residence hall, floor & room number for which you are reporting the problem.
3. Your name and email address will be populated on this page. If you wish, add your personal cell phone number. Simply fill in the rest of the information requested as thoroughly as possible, being sure to identify the exact location and a clear description of the problem you are reporting. **REMEMBER: THIS WEBSITE IS FOR REPORTING OF ROUTINE REPAIRS ONLY. FOR EMERGENCIES OR FOR ANYTHING THAT NEEDS IMMEDIATE ATTENTION, CALL THE CUSTOMER SERVICE CENTER AT 203-43(2-6888).**

Trash & Recycling Procedures

Remove trash and recycling from your suites and bring it to the designated trash and recycling locations in your residential college or on Old Campus.

- Mixed Paper – Save in the blue bin provided in your suite. Mixed paper includes newspaper, paper bags, thin cardboard (e.g. cereal boxes), white, colored and glossy papers including magazines, “junk mail”, hard and soft cover books, and fliers.
- Cans & Bottles – Save in the blue bin provided in your suite. This category includes glass, metal and plastic bottles, aluminum and steel/tin cans and aluminum foils and trays. Please remove caps from bottles. Please rinse out any residue.
- Cardboard – Empty and flatten. Includes only corrugated cardboard, not thin cardboard such as cereal boxes. **DO NOT RECYCLE PIZZA BOXES BECAUSE OF THE GREASE.**
- Computers – Visit: <http://recycling.yale.edu> and follow the prompts to have broken or working computers collected for recycling.
- Clothing, usable items – place in specially marked containers at the end of the school year.
- Recycling bins are to be kept in your dorm room. **DO NOT LEAVE THEM IN THE HALLWAYS OR AT THE RECYCLING CENTERS.**

For further information, visit <http://recycling.yale.edu>.

Suite Entry Procedure

The University reserves the right to enter and inspect any student room without prior notice. Student rooms may be entered to perform reported maintenance and/or to perform inspections.

Suite Security

We ask that you follow some basic common sense guidelines to ensure your safety and the safety of your suitemates:

- Do not prop open or leave your suite door unlocked.
- Do not prop open or leave your bathroom door unlocked.
- Do not lend your keys or ID to anyone.
- Do not allow anyone access to the building unless you know them.
- Become familiar with Security Blue Phone locations in and around your Residential College or on Old Campus.
- Report all problems with locks or burnt out lights immediately.
- Report any suspicious looking or acting persons immediately to Yale Police at 203-43(2-4400).
- Do not leave your keys unattended.
- Do not leave personal items in common areas.

SUITE INFORMATION

Dormitory Furnishings

Each student in residence in a Yale College room will be supplied with a bed, mattress, bureau or wardrobe, desk, and chair. The University does not provide computer desks or additional tables. A recycling bin for cans/bottles and recyclable paper will be allocated to each suite. In addition, some rooms or suites are furnished with nightstands, desk storage units, bookshelves, fire screens, curtains, window screens, window shutters, or storm windows. Some buildings are also furnished with common room furniture. At the beginning of each term, students will receive a Dorm Furniture Inventory & Room Condition Report listing the furniture that has been provided; the property listed becomes the student's responsibility. Students must inform the Facilities Superintendent within five days of the opening of school if the report contains mistakes.

Keys

Residents must request replacement keys from their Head of College office.

Lockouts

Lockouts are handled by the Head of College office during regular working hours. After hours, please call Yale Security at 203-78(5-5555).

Cable Television Service

Yale University provides cable television service for its educational and entertainment value. A basic set of broadcast, cable, and Yale originated channels are included as part of the room charge. Further information can be obtained from the ITS-Telecommunications office at 203-43(2-9644), or on the internet at <http://www.yale.edu/its/students/index.html>

Pest Problems

Contact the Customer Service Center at 203-43(2-6888).

Pets

In accordance with the Undergraduate Regulations, pets are not allowed in on-campus residences.

Suite Inspections

Fire safety room inspections will occur twice a year. Room inspections will be made of each suite. Every member of the suite is responsible for the compliance of all students in the suite with the fire safety rules as detailed in the Undergraduate Regulations.

Campus Safety & Security

From the Safety Office

While you travel to classes, participate in extracurricular activities, and take part in social events, please keep your own safety a priority. Campus security is the primary responsibility of the University Security Programs Department. The Security Department, with a staff of 80 security officers, is responsible for the physical security of Yale's buildings, including residence halls.

The Safety Office has provided the following information to reacquaint you with safety practices and services the University provides to help create and maintain a safe environment.

- Do not take unnecessary risks, such as walking alone.
- Obey the law: Avoid illegal drugs and alcohol (if you are under 21).
- Use the campus transportation services and security escorts.
- Lock your doors!
- Get a cable lock for your computer.
- Get a good U-lock for your bike.
- Safeguard your personal property.
- Report any questionable activity or crime right away.

Police Services

The Yale University Police Department is a full-service police agency. Yale Police officers are armed and have full police powers, including the authority to make arrests throughout the City of New Haven. The Police Department is comprised of 87 sworn officers and provides the same police services typically found in all urban communities. YPD is located at 101 Ashmun Street, at the corner of Lock Street in New Haven, Connecticut.

Important Phone Numbers

Emergencies on and off campus - **911**

Non-emergencies – 203-43(2-4400)

Patrol Operations Coordinator – 203-43(2-4415)

Assistant Shift Coordinator – 203-43(2-4421)

Investigative Services Unit (detectives) -203- 43(2-4406)

Lost & Found – 203-43(2-4400)

Security Blue Phones

Approximately 400 exterior security blue phones are strategically located throughout the campus and are readily identified at night by blue lights hanging above or near them. The phones are equipped with red emergency buttons for direct connection to the University Police for police, fire, or medical emergencies and a keypad for dialing any campus number.

Getting Around: 2-WALK

Yale University employs a staff of trained Security Officers who work under the direction of University Security Programs. Easily identified by their white shirts and navy blue pants and also, for bike patrol, fluorescent yellow shirts, Security Officers perform a variety of services. One of the most popular is the Escort Service. You may request an escort directly by calling 203-432-WALK (203-432-9255). The officer will walk or drive you to and from any point on campus 24 hours per day, seven days per week. Security Personnel carry two-way radios and are in continuous contact with the Central Alarm Station at 100 Church Street South.

Yale University Bus Services

The Parking and Transit Services Department, 221 Whitney Avenue (203-432-9790) is responsible for bus service provided to the Yale community via the Yale Shuttle Bus, and the Special Services Van available 24-hours Monday through Friday and Saturday/Sunday in the evenings. The daytime shuttle operates from 7:00 am to 6:00 pm Monday through Friday.

Nighttime Service

The Nighttime Shuttle operates between 6:00 pm to 1:00 am, making regular stops every 15 minutes between Central Campus, Science and the Medical School.

Door-to-door service is also available between 6:00pm to 6:00am – call 203-43(2-6330).

After Hours Service

For door-to-door service after 1:00 AM, call 203-43(2-6330) or pick up one of the “blue light” phones around campus.

Special Services Van

Yale Transit operates a Special Services Van, which transports members of the Yale community who are permanently or temporarily disabled 24 hours a day Monday through Friday, and on Saturday and Sunday from 6:00 pm to 7:30 am. Passengers are picked up on request and transported within the boundaries. Dial 203-43(2-2788) from any campus phone for service. There is **no daytime service** on weekends. Daytime service is also not available during Christmas recess, on Thanksgiving and July 4. Nighttime service operates every night of the year except Thanksgiving, Christmas Eve, Christmas night, New Year’s Eve, New Year’s night and July 4 (or the day of national observance).

Additional Information

If you would like more information or if you have questions, check the website www.yale.edu/shuttle, or you can call any of the following offices for assistance:

University Police 203-43(2-4427); after hours: 203-43(2-4400)

University Security Programs 203-73(7-1937); after hours: 203-78(5-5555).

Office of Safety and Security Education 203-73(7-1777)

Emergency Services

Emergency Exit Doors and Stairs

Keep all egress doors, corridors and stairs clear of furniture, boxes, etc. State law requires that these passages be kept clear.

Fire Safety

On first moving into the building, you should familiarize yourself with the location of fire alarm pull stations, stairways and emergency exits. You should also plan primary and alternate means of escape, to use in the event of an emergency.

In case of fire, or if you hear the fire alarm, leave the building in accordance with the following procedures:

1. Stay calm.
2. Activate the building Fire Alarm by pulling a manual pull station.
3. Evacuate the building from the closest available exit. Be aware of the following:
 - a. If you can safely leave your room, immediately do so. Take your keys with you in case you are forced to return.
 - b. Before opening any doors check to see if they are hot, with the back of your hand.
 - c. Close all doors behind you as you exit. This will help prevent the spread of smoke and fire.
 - d. Go to the nearest exit or stairway, do not use the elevators.
 - e. If smoke is present, stay low to the floor. Take short breaths to avoid inhaling more smoke than necessary.
4. If you find a door that is hot, or cannot leave the building due to smoke, fire or any other reason, do the following:
 - a. Try to find an alternate exit, there is always more than one way out of the building.
 - b. If you cannot find another way out, keep the door closed.
 - c. Open a window if there is no smoke present outside.
 - d. Seal the cracks around the door with wet towels, bed sheets, clothing, tape or other similar items available.
 - e. Hang a sheet, towel, jacket, shirt or other object out the window to attract the attention of the Fire Department. Shout for help.

- f. Call University Police at 911 or 203-43(2-4400) and let the dispatcher know that you cannot get out of your room, they will ask for your location.
 - g. Remain calm until firefighters can reach you from a window or the hallway, their first priority when arriving at a fire is to search for people trapped.
- 5. Call the University Police at 911 or 203-43(2-4400) from a safe location outside of the building. Give as much information as possible to the dispatcher. Do not assume someone else has already notified the University Police. The University Police will immediately dispatch Yale Police Officers, as well as the New Haven Fire Department, Yale Fire Inspectors, and Yale Security Officers to the scene.
- 6. After leaving the building, stand clear. Follow the instructions of the New Haven Fire Department, the Yale Fire Inspectors, Yale Police Officers, and Yale Security. Do not try to reenter the building for any reason until it has been declared safe by the Fire Department.

For more information on Fire Safety at Yale University, please call the Yale Fire Marshal's Office at 203-43(2-9923).

General Information

Smoking

The Residential Colleges and Old Campus Dorms are smoke free facilities; smoking is not permitted anywhere inside the dorm.

Billable Damage

- Application of wallpaper, borders, paint, markers, ink to any wall or ceiling.
- Use of tape, gummy tack, screws, large nails, stickers on walls or ceilings.
- Use of screws, nails, stickers on doors.
- Loss/breakage of any university supplied furniture or appliance.
- Any vandalism.
- Note: If you use the Yale provided materials for hanging pictures, posters, etc., you will not be billed for damages. **DO NOT** remove the 3M Wall Hooks that are provided from the walls; we will do so after you move out.

Fire Violations

- Tapestries on walls and ceilings.
- Candles of any variety, used or unused.
- No cooking appliances such as hot plates, toasters, broilers, griddles, etc.
- Removal of battery from smoke detector
- Use of halogen lamps, space heaters and hot plates.
- Overloaded outlets.
- Storage of bulk items, such as lumber or other flammables.
- Wires on floors/under carpets.
- NO LOFTS/PARTITIONS of any sort are permitted in dormitory rooms.

Toiletries

Students may leave personal belongings on storage shelves provided in entryway bathrooms in accordance with the following:

1. Toiletries left in other areas of the bathroom (shower stalls, floors, sink countertops, etc.) will be dealt with in the following manner:
 - A warning notice will be posted for the first violation.
 - For subsequent violations, the items will be discarded.
2. Because there is a limited amount of space, please be respectful of usage by other students on your floor.
3. Be mindful of the items you leave. Remember that others have access to your belongings.
4. The Department of Custodial Services will clean storage shelves during the Winter Recess and during Spring Break. You will be notified prior to these times and asked to remove all items on the day the cleaning is scheduled.
5. Students living in suites with in-suite bathrooms are responsible for maintaining a clean bathroom.

Bicycles

- Do not lock bicycles to railings in the college. Use the bicycle racks. If a bicycle is found attached to anything other than a bicycle rack within the college, it may be removed and the owner will be charged accordingly.

CHARGES FOR DAMAGES AND CLEANING

Charges for cleaning and damage will be assessed in the following manner.

When the responsible party can be identified, they will be assessed the charge.

When the responsible party cannot be identified, the charges will be assessed in the following manner:

Charge for cleaning and/or damage within the common space of a student suite will be assessed equally among all occupants of the suite.

Charge for cleaning and/or damage within an entryway will be assessed equally among all occupants of the entryway.

Charge for cleaning and/or damage within a Common Space will be assessed equally among all those residing in the college or Old Campus Dormitory.

Fee Schedule for Damages:

Physical Plant Repair Costs

Students responsible for damage to their rooms or to other University property will be charged for the actual cost of repairs.

Painting Cost

Cost to paint 1 wall	\$100 - MINIMUM
Cost to paint ceiling	\$100 - MINIMUM
Cost to paint entire room	\$500 - MINIMUM

Cleaning Cost

Cleaning Cost	\$ 58 per hour - MINIMUM
Trash Removal	\$100 fine, plus cost to remove
Recyclable Material Removal	\$ 50 fine plus cost to remove

Dormitory Furnishings

Replacement Cost	
Desk	\$380
Bureau	\$320
Wardrobe	\$550
Bed	\$200
Mattress	\$120
Chair	\$100
Bookshelves	\$150
Desk Storage Unit	\$150
Nightstand	\$150

Fire Screen	\$ 50
Storm Window	\$ 75
Screen	\$ 75
Curtains, Rods and Window Shutters	\$ REPLACEMENT COST
Recycling Bin	\$ 10

Fire Safety Cost

Discharge of Fire Extinguishers	\$100 fine plus cleanup cost plus subject to disciplinary action.
Setting Off Fire Alarm	\$100 fine plus prosecuted to the full extent of the law plus subject to disciplinary action.
Damaging/removal of Smoke Detectors	\$100 fine plus subject to disciplinary action
Damage to Sprinkler Head	\$100 fine plus cleanup cost plus subject to disciplinary action
Unauthorized Appliances	\$100 fine
Obstruction of Fire Exits	\$100 fine plus subject to disciplinary action.
Unauthorized Wall Hangings	\$100 fine