A GUIDE to LIVING in NYU LANGONE MEDICAL CENTER HOUSING

Real Estate & Housing  housing@nyumc.org

Department of Real Estate Development + Facilities (RED+F)
REAL ESTATE AND HOUSING WELCOMES YOU!

This Guide describes many of the housing policies and procedures that are designed to make NYU Langone Medical Center housing as comfortable and safe as possible. This document, updates, and other housing policies and procedures are Riders (“Riders”) to your housing Lease (“Lease”) or License (“License”).

Maintenance, repairs, furniture, equipment, laundry machines, etc.
The maintenance of the residential buildings, facilities, and grounds is a team effort and relies on the resources of Real Estate staff, other departments at the medical center, outside services, and on your cooperation. If you live in an NYU Langone-leased apartment, please follow your building management’s procedures for requesting a repair.

Building residents in Greenberg Hall, Vilcek Hall, Lipton Hall, and 334 East 25th St. should be using the Aware Manager online system for submitting requests for building services. Using the system offers both you and the building staff the tools to track your request until it is resolved. IN CASE OF EMERGENCY, please directly notify the desk attendant/security guard in the lobby of any situation requiring immediate action.

Aware Manager—submitting and tracking Maintenance Requests in owned residential buildings
Go to RED+F Home Page; you will first need to enter your Kerberos ID and password.
Under KEY RESOURCES at the bottom right of the page, click Aware Manager/Work Order Requests.
On the next page, click on the left side on Real Estate, Housing and Parking.
Next page: Submit a Work Order
Click Add Request.
Choose Real Estate: Residential Properties.
Fill out Your Information and the full Request Information sections.
Click Submit. The system should confirm your request was received (with a green bar across the top of the screen, and an acknowledgement email). If you don’t receive confirmation, recheck all information and click Submit again.
Return to the system at any time to check the status of your request.

Questions, Problems, Feedback? Your Tenant Coordinator is ready to help. Please contact: Luis Rodriguez at 212-404-3914 or luis.rodriguez@nyumc.org.

Rent accounts, rent payments, refunds, payroll deduction of rent and landlord reference letters
These are overseen by a Finance Operations staff located at One Park Avenue, 10th floor; for information, email redf.finance@nyumc.org.

Housing waiting lists, housing assignments, your Lease or License, renewing your Lease, etc.
• Email Housing Services at housing@nyumc.org.
• Visit or send postal mail to Housing Services, NYULMC, One Park Avenue, 10th Floor, New York, NY 10016.
• Rent checks can be mailed to that postal address and will be forwarded to Finance Operations.
• Our posted information and policies are frequently updated. See the Housing Services web pages at http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing

MOVING IN—Please also refer to the Building Information sheet for your respective building

Scheduling Your Move-in
NYU Langone-owned buildings—Greenberg Hall, Lipton Hall, Vilcek Hall and 334 East 25th St.—do not require a certificate of insurance from movers, and moves are permitted all days of the week until 5:00 pm. Buildings where NYU Langone leases apartments (Waterside Plaza, 323 East 14th St.) restrict moves to weekdays. Waterside Plaza management additionally requires that each arriving or vacating tenant make their own separate advance elevator reservations with them for move-ins, move-outs, and large deliveries.
Keys
Once your move-in has been scheduled and your Lease/License has been signed, please use your Key Release form to pick up your keys at the designated time and place. Except during the move-in days for new students, keys for Greenberg Hall, Lipton Hall, Vilcek Hall and 334 East 25th St. are picked up from the respective building superintendents.

Deliveries Pre-Move-in
Please do not schedule deliveries of packages, boxes, furniture, perishables, etc. until after you have moved in; building staff cannot accept or store such items for you.

Renter’s Insurance
Your Lease or License requires you to have renters insurance to cover your personal belongings and liability.

Installing Additional Locks
Residents of on-campus buildings who wish to install additional locks should obtain the prior consent of Property Management (see contact information above) and, if this is approved, provide the building superintendent with a complete set of working keys. Additional locks for apartments in leased buildings will be governed by the building’s management policies.

Electricity, Telephone, Internet, and Cable Television Service
When you have accepted an apartment, you will be provided with a building information sheet that indicates which provider(s) offer services in your building. You must arrange to be at home to supervise any installations or service connections.

APPLIANCES
Additional appliances, including but not limited to, refrigerators, heaters, air conditioners, dishwashers, clothes washers and clothes dryers, may not be used or installed in owned or leased Medical Center apartments without written permission.

Refrigerators
For the most efficient operation, set the temperature control at 5-6. Refrigerators that are not frost-free require manual defrosting periodically. We suggest emptying the refrigerator, turning it off, and placing pans of hot water inside the freezer. You may use a rubber spatula to break up accumulated ice; however, do use sharp implements to remove ice, as you may accidently damage the freezer.

Air Conditioners
Most air conditioning units have filters that must be rinsed or replaced regularly in order for the unit to operate efficiently. Please contact your superintendent if you have questions about your unit.

TRASH/RECYCLING DISPOSAL
Food and non-recyclable trash should be placed in closed bags and disposed of in building compactor chutes. Please do not leave food garbage or food containers (including pizza boxes) on the floor of trash areas, as this attracts vermin. Follow your building’s policies when disposing of aerosol cans, flammable items, clothing, large or bulky items, cartons, and recyclables. If you have any questions regarding New York City recycling policies or your building's rules, please ask your building superintendent; see also http://www1.nyc.gov/nyc-resources/categories/environment/garbage-recycling/index.page

EXTERMINATION
Extermination service is provided upon request—see page 1 for entering requests online in Aware Manager.
Bed Bugs

Property Management investigates every report of bed bugs, arranges to treat confirmed cases and takes recommended precautions to prevent a spread of the problem. Residents’ cooperation is critically important in this effort, and requires a number of steps from all occupants of apartments or suites where a problem is found to be present. If you see a bug and can capture it on a piece of clear scotch tape (uncrushed), it will assist the exterminator in determining what pest is in your room. If you have an insect bite and would like it diagnosed, please see your health care professional or Student Health Service. To report a suspected problem, report this to your building superintendent or edward.berman@nyumc.org

RENOVATIONS
No renovations, alterations, painting, wall-to-wall carpeting, built-ins, or permanent decorations are permitted in your room or apartment, or in public areas, without the express written consent of Property Management.

DELIVERIES
Please inform your superintendent in advance if you are expecting delivery of any large item, including furniture. Buildings where NYU Langone leases apartments may impose restrictions on the days and hours when large deliveries are allowed. Residents must be at home to accept large deliveries or groceries, as these cannot be stored by building or Security staff.

SAFETY AND SECURITY

A message from NYULMC Security:
Robberies and other crimes can happen anywhere. NYU Langone’s Security team routinely works with the NYPD regarding any crime trends and potential threats that could impact students, faculty, and staff.

NYULMC Security will provide a uniformed Security officer to accompany students, faculty or staff in or around the Superblock (First Avenue between 30th and 33rd streets) and to or from nearby destinations, such as Bellevue or the residence halls. To use this service, call 212-263-5120 about 15 minutes before you are ready to leave a campus building, and arrange a meeting location, such as the main lobby of the building you are in. In rare cases, depending on staffing and workflow, it may take the escort longer than 15 minutes to arrive at the meeting place, but typically, they are available if you call ahead.

Building Access
Upon entering Medical Center-owned buildings, please be prepared to show or swipe your Medical Center ID card, and to follow other security regulations at your building. In addition, please help keep your neighbors and yourself safe by following procedures for the admittance of guests and other non-residents. While your guests do not present a threat, strangers entering the building might.

- Do not lend your ID or swipe your ID for someone else, even a friend, to gain access. Medical Center i.d.’s are not transferrable. Fraudulent use of Medical Center identification is a serious security violation.
- Never let in a visitor unless you know who it is.
- If you observe any suspicious persons or incidents, call 911.
- Please do not leave keys or valuable items in your building’s lobby for others to pick up, as the building or security staff cannot be responsible for them.
- Keep your room and apartment door locked at all times.
- If your building’s front door or intercom is not working properly, please report this promptly.
Fire Safety
In accordance with NYC law, each apartment is provided with a smoke detector. It is against the law to disable smoke detectors. Please test the smoke detector periodically, and change the batteries twice a year. (An easy way to remember is to do this each time clocks are adjusted between daylight savings and standard time.) If you have changed the battery but your detector is not working when you test it, report it promptly.

Halogen lamps or fixtures are not permitted in Medical Center housing. Per New York City fire codes, residents may not obstruct hallways or stairways with personal belongings.

Cooking is a leading cause of triggering smoke detectors and false fire alarms. If your smoke detector sounds and there is no dangerous condition, simply open a window to remove the smoke. **Don’t open your apartment door to let the smoke enter the hallway, as this may trigger the fire alarm system for the entire building.** Repeated false alarms may result in violation citations or delayed responses in the future from the NYFD or tenants not paying attention to the alarm system during a real emergency. Please help prevent this by opening your window, not the apartment door, to vent cooking smoke.

Disposal of Sharps
Regulatory requirements govern the disposal of medical sharps. Any sharps, used or unused, which are inadvertently removed from clinical or research areas must be returned or properly disposed of. Do not place them in household trash, throw them down trash chutes or leave them in building garbage receptacles.

No Smoking
NYU Langone Medical Center is a smoke-free facility, including its residential buildings and outdoor areas. Refraining from smoking on Medical Center-owned or leased property is a requirement of your housing agreement and your employment/enrollment.

Window Guards
New York City law requires that if a child 10 years of age or younger resides in or visits an apartment, the windows must be equipped with guards designed to prevent falls from open windows. If you need window guards installed, please notify Property Management immediately via email to Property Management Supervisors Edward Berman, edward.berman@nyumc.org; or Luis Rodriguez, luis.rodriguez@nyumc.org. Please note: Window guards are designed to help prevent falls from windows; they are not security gates.

Lead-Based Paint
Housing built before 1978 might contain lead-based paint. If ingested, lead from paint chips or dust might pose a health hazard, especially to young children and pregnant women. If you have a child under the age of six, if you are pregnant, if you observe any surfaces with peeling or chipping paint, or if you are concerned about the presence of lead paint in your apartment, please notify your superintendent or Property Management.

MOVING OUT
Please note that the terms of your Lease or License determine how and when you can provide notice about moving out, and under what circumstances a move-out date may be approved. See your Lease or License and the respective sections below for students, and, employees and faculty.

Once your Vacating Notice is approved, please discuss your vacating plans with your building superintendent or management office. In Medical Center-owned buildings, a move-out can take place any day between 9:00 a.m. and 5:00 p.m. Waterside Plaza and 323 East 14th Street, where the Medical Center leases apartments, have limited moving days and hours. These buildings require that elevator reservations be made in advance; please contact building management as soon as you know move-out your date has been approved by Housing Services.
CitiHabitats, NYU’s recommended real estate broker, discounts its commissions for NYU affiliates, see the NYU link at http://redaf.med.nyu.edu/och. Additionally, broker Simon Shambizadeh, 917 748 5604, simon@c2cusa.com has been offering moderately-priced apartments.

The nearby rental apartment complex www.watersideplaza.com welcomes NYU Langone Medical Center affiliates for direct leasing. Contact Angelo Torres, 212-340-4238 atorres@watersideplaza.com A broker is not necessary for Waterside rentals.

More building listings, hotels and short-term furnished apartments, area school information, moving companies, etc., can be found at http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/off-campus-relocation-resources

Reference Letter For Your Next Landlord
If your new landlord requests a reference letter to verify your tenancy and payment history, please write to Finance Operations at redf.finance@nyumc.org. Allow several business days for the account review and letter preparation, particularly during the spring and summer.

Terminating Utilities
Prior to your moving out, you are responsible for settling service accounts that you may have with Con Edison, ISP, or cable TV provider. Please return any equipment to the respective providers. If Con Edison will be turning off your electricity, please empty and clean your refrigerator and leave the refrigerator door propped open before you vacate. At Waterside Plaza, please contact the management office to arrange payment of your final electricity bill.

Apartment Condition
You must return the apartment/housing unit and any NYU furniture broom clean, and in standard condition and repair. Make sure you remove all personal belongings and trash, and empty and clean your refrigerator and other appliances. Personal items left in the apartment will be discarded.

Keys and Access Cards
Please return keys to your building superintendent or lobby desk. At Waterside Plaza, please return keys and access cards to the Waterside management office. If these items are not returned when you vacate, you will be charged for any card, key, or lock replacement made necessary.

Mail Forwarding
For those moving out of Vilcek Hall, 334 East 25th Street, Greenberg Hall and Lipton Hall, for three months your first class mail will be labeled by the building mail clerks with the new address you provide on the Vacating Notice, and returned to the U.S. Postal Service. The USPS in turn should forward your mail to the new address.

For mail forwarding in other buildings, you must file a change of address notice directly with the U.S. Postal Service. See www.usps.com for more information.

Forwarded mail is not processed by the U.S. Postal Service as promptly as new mail. We urge you to notify your bank, credit card companies, etc. in advance of your change of address, to avoid delays in forwarded mail that could lead to late payment charges.

Refunds
After confirmation that the apartment has been vacated, left damage-free, and that keys have been returned, Finance Operations redf.finance@nyumc.org will do a final reconciliation of your account, and request a check for any refund due. The check will be mailed by Finance Operations to the postal address you provide on the Vacating Notice.

Students: See pages 6 and 7
Employees and Faculty: Continue to page 8.
No Pets
Pets are not permitted in student housing.

Housing assurance upon first matriculating:
Students are assured of receiving housing offers when they first matriculate. Continuing students living off-campus who wish to move into or return to NYULMC housing may participate in the annual Housing Lottery. Students who request to move into NYULMC housing mid-year (outside of the Housing Lottery) may apply for housing, but requests will be subject to a waiting list and availability. Housing priority will be given to students returning from approved leaves of absence.

Guest Passes and Visitors
Guest Passes are intended to allow limited access by a personal guest (“Guest”) access to the Host student’s NYULMC residential building and apartment for short periods of time when the Guest cannot be accompanied by the Host. Guest Passes are not intended to provide access while the Host is out of town. The host’s request for a Guest Pass affirms that roommates have been notified and their permission granted. Guest Passes may be approved for up to 7 days per guest per visit.

Guest Passes do not authorize independent access to other medical center buildings or to medical center facilities requiring a card swipe. Guests are not provided with card swipe, lockout, or key replacement services.

A Guest Pass is for one Guest. A student Host may request up to six non-consecutive Guest Passes per academic semester for a combined number of days not to exceed thirty, if roommates do not object.

In accordance with New York City law, NYULMC Security and NYULMC housing policies, Host understands and agrees that this Guest Pass may not be used to facilitate or provide any form of transient housing. The NYULMC Host and Guest agree and certify that no payment, goods or services have been or will be provided in return for this accommodation.

Each Guest will be expected to show the Guest Pass and the matching photo ID for entry into the Host’s building.

NYULMC Security and Housing Services reserve the right to revise or revoke Guest Passes or building access at any time. Host agrees to inform the Guest of Guest Pass and other NYULMC policies.

The forms can be downloaded from http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/medical-students or http://www.med.nyu.edu/sackler/phd-program/student-life/housing

Sublets
Single students may apply to sublicense (“Sublet”) their housing spaces to NYU affiliates for up to 12 weeks within each housing License term. Students that share apartments must obtain written permission from their roommates. In addition to roommates’ signatures, the tenant and the sub-licensee are required to sign a sublease agreement. For the policy and form, please see either http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/medical-students or http://www.med.nyu.edu/sackler/phd-program/student-life/housing

Personal Refrigerators and Microwaves
Personal refrigerators are not permitted at 334 East 25th Street or Vilcek Hall. Students living in a suite or shared apartment in any building may have one microwave oven in their suite’s kitchen. Microwave ovens and other cooking appliances may not be used in bedrooms.
VACATING OR RENEWING OCCUPANCY

Vacating Notices
Vacating Notices can be downloaded from [http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/medical-students](http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/medical-students) or [http://www.med.nyu.edu/sackler/phd-program/student-life/housing](http://www.med.nyu.edu/sackler/phd-program/student-life/housing) (the same form is available on either web page). The Vacating Notice contains information that is important to the vacating process; please review it thoroughly, and retain a copy. When you vacate, please return your labeled keys to the building superintendent or lobby desk in each building. Please do not leave them in the apartment.

Please also consult the housing License and Lottery Policy for additional applicable vacating policies.

Continuing (non-graduating) MD, MD/PhD and Sackler PhD students have one annual opportunity to terminate their housing, as of June 30. Students will be contacted in the spring of each year to confirm that they either will be continuing in housing for the following academic year, or intend to vacate on June 30 of the current year.

Graduating MD and MD/PhD students must vacate by May 31. Your housing charges must be paid in full before you graduate. Please submit a Vacating Notice in hard copy to Housing Services by April 30 of your graduation year. Due to summer housing Lottery moves, and early-arriving students, you cannot remain in your housing after May 31.

Please be aware that the Graduate Medical Education Committee requests that Housing Services give housing priority to new residents coming from out-of-town. If you match at NYULMC, regrettably, you will not receive an offer for NYULMC housing as you begin your residency.

Sackler PhD Students
Thesis Defenses: Students must vacate housing within 30 days of their thesis defenses. Please provide a completed Vacating Notice as soon as the defense date is set.

Housing Charges
Medical students are billed for their housing via the Bursar’s Office, for six months of housing charges each time. The Fall billing period includes housing charges for September through February; the Spring billing period covers March through August, excepting those medical students in the graduating class. Graduating students are billed through May 31.

Should continuing students vacate as of June 30 per Lottery/vacating procedures, or, change their housing assignments during the summer though the housing Lottery, revised charges based on the approved move date will be sent to the Bursar for billing adjustment.

MD/PhD and Sackler students are required to pay housing charges via payroll deduction, and to pay by check until the implementation of payroll deduction. Please review your stipend pay stubs.
Transfer Requests
If you want to apply to change your assigned apartment, please complete a new housing application; application forms for respective eligible groups can be found via [http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing](http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing) Rent schedules are attached to each type of application. Once your application is processed, you will be placed on a transfer waiting list. Please be aware that transfer waiting lists move very slowly, and there is no guarantee that an offer will be made.

Eligibility, Lease Renewal, and Vacating
Note that change in your employment title or payroll status can end your housing eligibility and your Lease, even if you continue NYU employment with another job title or status. A Lease renewal offer, acceptance of rent payments, or payroll deduction of rent is not confirmation of your continued eligibility for housing.

If, after the first Lease Term is completed, you wish to terminate your Lease prior to the stated termination date, you may request this on a Vacate Notice. You must provide at least 30 days' advance written notice to Housing Services. Vacating Notices can be downloaded from [http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/employee-faculty-housing](http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/employee-faculty-housing)

Please note that rent charges can be terminated only at the end of a calendar month.

Information on housing alternatives in the New York area can be found at [http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/off-campus-relocation-resources](http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/off-campus-relocation-resources)

Rent Billing, Payroll deduction of Rent, Landlord Reference Letter, and Refunds
These matters are overseen by Finance Operations. If you have questions, please send an email to redf.finance@nyumc.org.

Information on payroll deduction of rent, including an authorization form, can be found here: [http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/charges](http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/charges)

Please note that there may be delays in Payroll’s initiating or terminating payroll deduction of rent. Please monitor your paycheck stub.