A GUIDE to LIVING in
NYU LANGONE MEDICAL CENTER
HOUSING

Real Estate & Housing

Department of Real Estate Development + Facilities (RED+F)
This document, updates, and other housing policies and procedures are Riders ("Riders") to your housing Lease ("Lease") or License ("License"). 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.

Housing Office location/mailing address on or about January 20, 2016: NYULMC Housing Services, One Park Avenue, 5th floor, New York, NY 10016 (changed from the 10th floor).

MAINTENANCE AND REPAIRS, furniture, equipment, laundry machines, etc. Maintenance of the residential buildings is a team effort, with coordination by Real Estate’s Residential Property Management team, with the cooperation of other departments at the medical center, outside services, and you. If you live in an NYU Langone-leased apartment, please follow your building management’s procedures for requesting a repair.

Maintenance, Questions, Problems, Feedback? Please contact: Luis Rodriguez luis.rodriguez@nyumc.org or, Edward.berman@nyumc.org

Building residents in Greenberg Hall, Vilcek Hall, Lipton Hall, and 334 East 25th St. should use the Aware Manager online system for submitting and tracking requests for building services. Using the system offers you and the building staff the tools to track your request until it is resolved. Please directly notify the desk attendant/security guard in the lobby of any issue requiring immediate attention.

Aware Manager—
Go to atnyulmc.org you will need to enter your Kerberos ID and password.
At the top of the page, click on the tab Medical Center, then Administration, then RED+F.
On the right side, under KEY RESOURCES, 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.

RENT ACCOUNTS AND PAYMENTS, refunds, payroll deduction of rent, and landlord reference letters: These are overseen by RED+F Finance Operations staff located at One Park Avenue; for information, email redf.finance@nyumc.org. Information on Payment options, payroll deduction information, etc.: http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/charges

Rent records are overseen by RED+F Finance Operations. The following information was provided by Finance Operations for frequently-asked questions about housing charges and payments: Email redf.finance@nyumc.org with questions about rent payment records, security deposits, refunds, payroll deductions, or landlord reference letters. The RED+F Finance Operations staff is at One Park Avenue, 5th floor, New York, NY 10016.

Medical students’ housing charges are billed via the NYU Bursar for Fall and Spring terms. For non-graduating medical students, the Fall bill includes housing charges for September through February, while the Spring bill covers housing charges for March through August. Graduating medical students in their last year will have a Fall housing billing term covering September through January 15; the Spring housing billing period will cover housing charges for January 16 through May 31. Graduating medical students vacate May 31. If a medical student vacates or changes their NYULMC
housing during one of these billing periods, that information will be submitted to the Bursar for adjusted billing. Please note that Housing Services does not have the ability to view students’ Bursar bills.

MD-PhD students and Sackler PhD students are required to pay their monthly housing charges via payroll deduction from their stipend checks. Until payroll deduction begins, payments should be provided by check or money order payable to NYULMC.

Faculty or staff members can pay their rent by check, by payroll deduction (after taxes); or, they can pay in person at the Greenberg Hall Cashier’s Office. Please direct questions to redf.finance@nyumc.org

Faculty and staff paying by check or bank payment: Checks are payable to NYULMC. Please be sure the check references the tenant’s name, building, and apartment number. Bank payments should include the tenant’s account number. Checks or bank payments can be sent to REDF Finance Operations-Housing, One Park Avenue, 5th floor, New York, NY 10016.

For payroll deduction of rent, please submit a completed and signed Payroll Deduction Authorization Form, available at http://www.med.nyu.edu/school/studentsfaculty/general-resources/housing/charges Be sure to include the Employee ID number that appears on your pay stub. You can scan the completed form into a PDF (not a photo, please) and send it via email to redf.finance@nyumc.org Please allow some time for Payroll to activate it, and submit checks or pay at the Cashier until the payroll deduction begins. Staff on HJD or Bellevue payrolls are not eligible to sign up for payroll deduction of rent.

Paying at the Greenberg Hall Cashier: 545 First Avenue, room SC1-129. The Cashier is open Monday through Friday, 9am to 4pm, except holidays. Payments are accepted by cash, check, or credit card. The Cashier will provide the payee with a Ledger Transaction Receipt. The rent payee scans the Ledger Transaction Receipt into a PDF (not a photo, please) and sends the PDF, along with tenant name, building, and apartment, via email to redf.finance@nyumc.org

HOUSING APPLICATIONS AND WAITING LISTS, assignments, vacating, renewing your Lease/License, etc. are overseen by Housing Services.

- Email Housing Services at housing@nyumc.org.
- 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 see your building Information sheet, provided when you sign the Lease/License.

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. 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 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. Again, consult your building information sheet.

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. Apartment keys for Greenberg Hall, Lipton Hall, and 334 East 25th St. are picked up from the respective building superintendents. Waterside Plaza keys are picked up at Waterside Plaza; the NYULMC Housing Office provides the Key Release form to new NYULMC tenants.

Renter’s Insurance
Your Lease or License requires you to have renters insurance to cover your personal belongings and liability.
Installing Additional Locks
Tenants 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 also be governed by the building’s management policies.

Electricity, Telephone, Internet, and Cable Television Service
You must arrange to be at home to supervise any installations or service connections.

MAIL, DELIVERIES AND PACKAGES
Please note that mail and package services are provided only to tenants and those family members who are authorized by Housing. If you have any questions, please write to housing@nyumc.org

Please do not order online, ship items, or arrange deliveries until after you have moved in; staff cannot accept or store such items for you.

In Lipton Hall, lobby desk attendants distribute packages.

SBM/Supreme package clerks handle incoming packages for Greenberg Hall, Vilcek Hall, and 334 East 25th St. (Note that packages for 334 East 25th Street are received and distributed from the Vilcek Hall Package Room, 334 East 26th Street, unit 1G.) The package room for Greenberg Hall is on the first floor, near the lobby.

It is essential that upon moving in, each resident of Greenberg Hall, Vilcek Hall, and 334 East 25th St. provides contact information (email, telephone) to their respective package room staff via the form provided with the lease or license. After moving in, residents of Greenberg Hall, Vilcek Hall, and 334 East 25th St. can inquire about packages by visiting their respective package rooms, or by writing to greenbergpackagesnyu@supremesystems.com or vilcekpackages@supremesystems.com

In all buildings, the following items are not accepted or stored by package or building staff: assembled furniture, mattresses, exceptionally large items, or, grocery or food deliveries from local stores or restaurants or from Fresh Direct. You must be home to accept these.

Please inform your superintendent in advance if you are expecting delivery of a very large item, such as assembled furniture, mattresses, etc. so that an elevator can be available. Waterside Plaza and 323 East 14th St., where NYU Langone leases apartments, require advance notice/elevator reservations for large deliveries.

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 regular manual defrosting. 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; do not 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

PEST 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 occupant 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.

RENOVATION
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.

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. For security questions or concerns, email robert.pickett@nyumc.org or richard.zieja@nyumc.org

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.

Help Prevent False Alarms!
Cooking smoke is a leading cause of false fire alarms. If your smoke detector is triggered by smoke or heat from cooking activity and there is no fire, please open a window to vent the smoke out of your apartment. **Don’t open your apartment door to vent the smoke into the corridor,** as this will likely trigger the fire alarm system for the entire building. False alarms result in fines from the FDNY and may prompt residents to ignore fire alarms during an actual emergency. Help prevent this safety hazard by opening your window, not your apartment door, to vent cooking smoke. Thank you.

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 a Vacate 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 or employees and faculty.**

In Medical Center-owned buildings, certificates of insurance from movers are not required, and 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.

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

**Refunds**
After confirmation that the apartment has been vacated, left damage-free, and that keys have been returned, RED+F 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. This refund process involves a bank and several NYU offices; your patience is appreciated.

**Terminating Your 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 staff 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.

Please note that 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.

**Students:** See pages 7 and 8  
**Employees and Faculty:** Continue to page 9.
STUDENT HOUSING

(See also your License and other policies.)

No Pets
Pets are not permitted in student housing with the sole exception of unshared apartments in Lipton Hall.

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.

Housing assurance upon first matriculating:
Students are assured of receiving housing offers when they first matriculate. Continuing medical and MDPhD students living off-campus who wish to move into or return to NYULMC housing may participate in the annual Housing Lottery. Medical or Sackler students who request to move into NYULMC housing at other times may apply for housing, but requests will be subject to a waiting list and availability. Priority will be given to students returning from leaves of absence.

Guest Passes and Visitors
Guests are welcome to visit overnight, if roommates do not object. Guest Passes are intended to allow limited access by a guest, for up to five days, to the host’s NYULMC residential building and apartment when the Guest cannot at all times be accompanied by the Host. Guests are not provided with card swipe, lockout, mail, or key replacement services.

The complete Guest Pass policy and request form can be found online at
http://central.nyumc.org/shared/redf/realestate-housing-pkg/Pages/med-students.aspx and
http://central.nyumc.org/shared/redf/realestate-housing-pkg/Pages/sackler.aspx

Sublets
As a courtesy to single students who need to be away from their NYULMC housing for several weeks, a student (“Licensee”) may apply to Sublicense (“Sublicense” or “Sublet”) the NYULMC housing Unit (“Unit”) to an NYU Langone Medical Center affiliate who is NYULMC-i.d. card-eligible, for not less than four (4) weeks per sublet and a total of not more than twelve (12) weeks per academic year (September through August) In addition to roommates’ permission, the tenant and the sub-licensee are required to sign a sublease agreement and provide additional documents described in the Sublet Policy. Sublet agreements must be submitted for review at least five business days in advance.

For the complete Sublet policy and form, please see
http://central.nyumc.org/shared/redf/realestate-housing-pkg/Pages/med-students.aspx
VACATING OR RENEWING OCCUPANCY

Vacating Notices
Vacating Notices 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 (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 Medical-MDPhD student 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. 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, graduating students cannot remain in NYULMC housing after May 31.

The Graduate Medical Education Committee requires that Housing Services give housing priority to new residents coming from outside the NYC metropolitan area. You are welcome to apply at a later date (after July 1) to be placed on a waiting list. The application and other information can be found at http://www.med.nyu.edu/school/employee-faculty-housing

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.

Landlord reference letters:
These are prepared by RED+F Finance Operations. Please send an email to redf.finance@nymc.org. Please allow some time for a response.
Transfer Requests
If you would like 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 provided with the applications. 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, unfortunately, there is not a guarantee when or if an offer can 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)

Landlord reference letters, final rent billing and clearance, security deposit refunds, etc.:
These matters are overseen by RED+F Finance Operations. If you have questions, please send an email to redf.finance@nyumc.org. Please allow time for a response, especially during the busiest spring and summer months.