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Welcome to Rockefeller University Housing. This handbook guides you through the policies and procedures supporting life in the building complex, Faculty House (500 East 63rd Street) and Scholars Residence (504 East 63rd Street). The two buildings comprise a housing complex serving the institutions of Rockefeller University and Memorial Sloan-Kettering Hospital.

The complex is home to a diverse, international population of faculty, students, and their families. Tenants here enjoy an extraordinary set of amenities including facilities and workshops for children, laundry facilities, a thrift shop, a penthouse solarium, fitness facilities, lounge areas, and an outdoor play yard. Residents share a common entry, common public areas, and a common support system in the Building Services Office.

Please take time to go through the handbook, noting the information and policies described within it. Being aware of this resource information will save time and support quality of life for residents and staff members. Should you have additional questions, please contact the Housing Department, more specifically described in the following section.
Housing Administration and Services

Building Services Office

The Building Services Office (212-327-7544), located on the lobby level of Scholars Residence, handles maintenance of the apartments. Most routine questions related to apartment living should be directed to the Building Services Office staff. The Rockefeller University Housing Department utilizes BuildingLink, an internet based service, to the residents of Rockefeller University. Through this web service, you can submit repair requests, read management notices and building documents, receive package notifications via email or text message, and post notices to your building’s resident bulletin board. To login and begin to use BuildingLink open your Internet browser and go to http://www.rockefelleruniversityresidents.com and login using your BuildingLink issued username and password. Once you have logged in, you can access the edit profile tab to change your password or to change any of the preferences that control how BuildingLink will work for you (emergency instructions, email notification preferences, etc.). Make sure that your correct email address is stored for you so that you can be reached successfully through the system.

iPhone and Android users can download the BuildingLink app, so you will always have these services at your fingertips.

If you need help using the BuildingLink website or wish to submit a question to BuildingLink, log in and click on the "HELP" button at the top of your screen. (For questions regarding your property that are not related to the website, please contact your property manager.) Please email buildingservices@rockefeller.edu to receive your log in credentials.

Housing Office

The Housing Office (212-327-8500), located on the lobby level of Scholars Residence, oversees issues affecting eleven buildings operated by the Housing department. Questions related to housing administration, leases, utility bills, or problems unresolved at the Building Services Office should be addressed to the Housing Office.

Guest Services Office

The Guest Services Office (212-327-7666) coordinates reservations check-ins, and housekeeping services for the furnished guest rooms, and the shared apartments.
Who's Who in Housing

**Joseph Alonzo**
Building Services Manager  
(212) 327 7544  
Email: alonzoj@rockefeller.edu

Guest Housing Coordinator  
(212) 327-7666  
Email: guestrm@rockefeller.edu

**John Borsavage**
Assistant Superintendent  
(212) 327-8918  
Email: jborsavage@rockefeller.edu

**Sharisse Brown**
Assistant Director, Tenant Services  
(212) 327-7970  
Email: browns@rockefeller.edu

**Kin Ming Chung**
Assistant Director Plant Operations Finances  
(212) 327-7971  
Email: cheunkm@rockefeller.edu

**McDonald Clarke**
Superintendent, 220 East 70th St.  
(212) 639-9351  
Email: clarkem@rockefeller.edu

**Alex Kogan**
Associate Vice President  
(212) 327-7390  
Email: kogana@rockefeller.edu

**Neil Fisher**
Superintendent, 238 E. 81st St.  
325 E. 84th Street  
(212) 288-5378  
Email: fishern@rockefeller.edu

**Rita Gordon**
Purchasing Coordinator  
(212) 327-7392  
Email: gordonr@rockefeller.edu

**Marnel Herbert**
Building Maintenance Coordinator  
(212) 327-8670  
Email: herberm@rockefeller.edu

**Vito Piscitello**
Resident Manager  
(212) 327-8219  
Email: v piscitell@rockefeller.edu

**Ivy Rogers**
Housing Assistant  
(212) 327-8500  
Email: irogers@rockefeller.edu

**Anthony Valencia**
Lead Porter  
(212) 327-8532  
Email: a valencia@rockefeller.edu
**For questions concerning:**

Leases, transfers, move-ins/move-outs, elevator scheduling, rent bills contact the Assistant Director, Tenant Services, x7970 or email browns@rockefeller.edu or irogers@rockefeller.edu

Apartment/building maintenance issues/repairs, painting, contact the Building Services Manager, x7544 or email alonzoj@rockefeller.edu.

Other general questions or reservations for the 38th-floor solarium, contact the Housing Assistant, x8500

Electricity, telephone and cable service in guest rooms, contact the Purchasing Coordinator, x7392 or email gordonr@rockefeller.edu

Guest reservations, check-in and check-out, payment, or housekeeping services, contact the Guest Housing Coordinator, x7666 or email guerstrm@rockefeller.edu
The Rockefeller University Housing Department
The Faculty House and Scholars Residence Buildings house upwards of 1,000 tenants in 500 apartments. Tenants come from more than 20 different countries, many with children and pets. While this mixture of origins and household compositions makes our community richly diverse, our differences and the tight living quarters we share can create pressures. Extending beyond the terms and conditions addressed in each tenant’s lease, tenants are expected to accord themselves in ways that contribute to the support of the community and to minimal disruption of our common life. In support of these related causes, it is particularly important to learn and follow move-in procedures and guidelines.

**Move-In Procedures**

Prior to your moving date, you should receive a copy of the *Arrival Handbook*. Please refer to this document for any questions about move-in procedures, specifically scheduling the elevators, arranging for loading-dock deliveries, and addressing any other issues pertaining to your arrival.

Note that all deliveries related to your move must be scheduled in advance with the Housing Assistant at 212-327-8500. If unable to find your *Arrival Handbook* to guide your move, contact the Housing Assistant at 212-327-8500 or visit the Building Services Office to pick up a copy.

Moves are not permitted through the lobby.

**Service Connections**

You will not have to arrange for standard utility connections such as heat and electricity. In most cases, you will need to arrange for phone/cable service and disconnection when you move. Please note specifics about charges and certain upgrade options noted in this section.
**Heat**

Faculty House apartments are heated by steam radiators while heat pumps provide heat for Scholars' units. The Faculty House system is turned on early in October and follow NYC heating guidelines. Between October 1st and May 31st, a period designated as "Heat Season," property owners are also required to provide tenants with heat under the following conditions:

- Between the hours of 6:00 AM and 10:00 PM, if the outside temperature falls below 55 degrees, the inside temperature is required to be at least 68 degrees Fahrenheit; and,
- Between the hours of 10:00 PM and 6:00 AM, if the temperature outside falls below 40 degrees, the inside temperature is required to be at least 55 degrees Fahrenheit.

Scholar's Residence apartments HVAC service is always available.

**Electrical Service**

Tenants in Faculty House and Scholar's Residence apartments pay for their own electricity usage that is separately metered and billed monthly with the amount noted on rent statements. Typically, the bill reflects a month's worth of utility usage, though it may be usage occurring prior to the current month’s rent. For example, a January bill is likely to show the charge for November usage. Each apartment has a separate meter, read electronically by an outside meter-reading company. Your total utility bill is calculated based on your own apartment's use of electricity. The cost of fuel from the local utility provider, Con Ed, varies monthly and is also reflected in the bill you receive. Questions regarding billing should be directed to the Housing Office X7392.
**Telephone Service**

All apartments are wired for standard phone service. If you wish to activate service, contact Verizon ([http://www22.verizon.com/](http://www22.verizon.com/)) for installation. For guests staying in furnished guest rooms within the buildings, *local* telephone service is provided free of charge. Guest room visitors are not permitted, however, to make long distance phone calls from their room unless they use a telephone calling card, prepaid phone card or credit card.

**Television and Cable T.V.**

Tenants may purchase digital antenna if basic TV service is desired. Tenants who wish to purchase premium television service the building is served by the Media company, Time Warner Cable television ([http://www.timewarnercable.com/](http://www.timewarnercable.com/)).

**Internet Service**

ResNet (Residential Network) is a free high speed broadband Internet access service available to tenants of 500/504 East 63rd Street. To use ResNet, tenants must complete the *ResNet Acceptable Usage Policy* form and return it to the Building Services Office on the 1st floor of 504 East 63rd Street. Any internet service related issues should be reported through BuildingLink open your Internet browser and go to [http://www.rockefelleruniversityresidents](http://www.rockefelleruniversityresidents).
Garage Use

Permanent parking in the Faculty House Garage is not available to residents or guests. The garage is a commuter parking facility for employees of Rockefeller University who do not reside in University housing and commute to work. Parking for residents is available in private garages in the neighborhood. Two garages are located fewer than 50 feet into the next block on 63rd Street between York Avenue and First Avenue. Various rates apply.

Because our surrounding streets are so busy, twenty minute courtesy parking is available to residents for the purpose of loading and unloading cars only. This special service to residents is offered as a free service and convenience but is restricted to a twenty minute-loading time limit. In order to access the garage, residents must stop at the front desk before entering the garage to check out a key fob to use for entering and leaving. The fob must be returned to the front desk within twenty minutes. Tenants who violate the twenty minute rule will be subject to the loss of garage privileges.

Mail and Delivery Services

Each apartment has a mailbox located just off the lobby in which residents receive incoming mail. Residents are provided a key to their box at the time of move-in and lease-signing. For outgoing mail, there is a drop box located by the Scholar’s mailboxes. The US Postal service representatives pick up outgoing mail on Monday through Saturday about noon. There is also a US Postal Service mailbox on the Southwest corner of East 63rd Street and a full-service post office on 70th Street between 2nd and 3rd Avenues. Note collection times printed on the box. At present, there are early-morning and early-afternoon pickups on Monday through Friday and morning pickups on Saturday. Please do not have mail forwarded to your address here prior to your move-in date.

Packages

The front desk staff can receive packages (UPS, Federal Express, Google Express, or Express Mail letters) on your behalf. Notification of packages is sent through BuildingLink as email or text. While the staff does its best to secure packages, packages have been lost on rare occasions. You need to be aware that packages are accepted by door staff at your own risk. When signing your lease,
you must fill out a form to indicate whether you wish to grant
front-door staff permission to accept packages for you on that
basis. You may elect not to use this service, picking up your
packages instead from the post office or having them sent to your
office or lab.

**Package and Delivery Guidelines**

Due to the large volume of regular deliveries and the massive
volume of deliveries during the holidays, tenants must sign
when they pick up their packages and may be asked for
identification. It will be helpful if tenants could also adhere to the
following guidelines:

1. Since space in the package room is limited, packages to be picked up
promptly.

2. Please present identification when retrieving a package. A signature
will also be required.

3. ALL packages, dry cleaning and laundry must be picked-up within
**24 hours** that you are notified or receive a dry cleaning slip.

4. You will not be allowed to leave any packages once opened or
unopened in the package room with the intention of picking it up at
your convenience.

5. All packages that need to be returned will be the tenant’s
responsibility to see that they are picked up within **24 hours**. If they
are not picked up within that time, the packages will be returned to
the tenant.

6. Large home deliveries require a certificate of insurance be submitted
to the Building Services Office.

7. Tenants must be home to accept fresh food deliveries. Food deliveries
shipped in insulated boxes must be picked up within 24 hours of
receipt OR they will be discarded.

8. Package room may close from time to time to ensure front desk is
always staffed.
General Maintenance Issues

General maintenance procedures affecting shared-space and safety issues are detailed in this section. Additional procedures related to housekeeping are noted in the appendix.

Garbage and Recycling

Garbage and items designated for recycling are normally deposited in the compactor chute rooms located on each floor near the elevators. The city of New York mandates recycling of certain items. Your cooperation is essential to ensure that our buildings avoid penalties and fines. The compactor chute room is not an incinerator. Building staff handle the garbage deposited in the chute by compacting it, wrapping it in plastic, and setting it out for sanitation pickup. For the safety of tenants and staff, it is imperative that all building residents adhere to guidelines for its use as noted below:

1. Consider contamination issues. To dispose of hazardous waste such as syringes, please use the special disposal box located on the cellar level of Faculty House and Scholars Residence.

2. Consider the factor of impact. To avoid injury to people working in the basement compactor room, do not throw glass, metal, or heavy objects down the garbage chute. People working in the basement compactor room could be seriously injured. Please make sure that children assisting with chores understand the need for care.

3. Remember that garbage must be compacted. ALL house hold trash, and non-recyclables are to be tied securely in a plastic bag and then placed down the chute. Please take all bulky items (bundles of clothing, rugs, etc.) to the basement for removal.

4. Remember the need for safety. Under no circumstances should lit cigarettes be thrown into the chute as fires in the compactor room can be ignited in this manner. Needless staff injuries may occur.

5. Appreciate the general housekeeping benefits. Taking care to close the chute doors tightly after each deposit should prevent odors from seeping into corridors.

6. Holiday removal. Please look for notices posted for proper discarding of pumpkins, holiday trees, etc.
Garbage Chutes

Kitchen waste and standard household trash should be deposited in the compactor chutes. All garbage should be placed in bags before being placed in the chute. Be sure to use small or medium trash bags so that your garbage bundles can fit into the garbage chutes. Oversized bundles or pieces of garbage can block the chute and cause injury to staff members working below. Large items for disposal are to be brought down to the compactor area in the cellar.

Push each bag into the chute completely before closing the chute door. The chute latch should be properly closed and secured after each use to prevent the backup of any flash fires which could possibly occur in the chute. Note in the sections below which items are considered recyclable and therefore must not be placed in the chute. Large items for disposal are to be brought down to the compactor area in the cellar, including cardboard boxes from deliveries (Fresh Direct, etc.)

Recycling

Cans, bottles, plastic containers, milk cartons, newspapers, and cardboard should be sorted and left in the blue bins in the compactor chute room, or brought down to the recycling barrels in the laundry room. Sort them in the following manner:

- **Newspapers/Magazines**
- **Catalogs/Telephone books**
- **Corrugated cardboard**...
  - *Should be brought to the cellar*

- **Plastic bottles and jugs**
- **Glass bottles and jars**
- **Metal cans**
- **Aluminum-foil trays**
- **Milk cartons**
  - *Should be rinsed and placed in the blue boxes in your compactor room*

Organic Recycling

Faculty House and Scholars Residence participate in organics collection. Organic waste includes food scraps, food-soiled paper, and plants. Sanitation recycles this waste by turning it into renewable energy or compost, a natural fertilizer. Remember to close the organic collection bin firmly each time you drop off your food scraps and food soiled paper.
Holiday Trash

Tenants are required to dispose of their own *Christmas trees* by bringing them down to the cellar compactor area once the New York Department of Sanitation indicates pick-up dates, which will be posted. Plastic bags will be available as tenants must wrap trees while transporting to cellar level. pumpkins must also be brought to the cellar level and placed in black bins marked pumpkins. *Pumpkins should never be dropped down the garbage chute.*

Furniture Removal

Should you have furniture (and or large items) you wish to discard, tenants must log in to BuildingLink; [http://www.rockefelleruniversityresidents.com](http://www.rockefelleruniversityresidents.com) in advance to request elevator access via the amenities section. Once confirmed the middle elevators will be padded and tenant may remove items via the middle elevator and discard on the cellar level between the hours of 9AM and 4PM daily.

Maintenance Requests

The Rockefeller University Housing Department utilizes BuildingLink, an internet based service, to the residents of Rockefeller University. Through this web service, you can submit repair requests. To Login and begin to use BuildingLink open your Internet browser and go to [http://www.rockefelleruniversityresidents.com](http://www.rockefelleruniversityresidents.com) and login using your BuildingLink issued username and password. Once you have logged in, you can access the edit profile tab to change your password or to change any of the preferences that control how BuildingLink will work for you (emergency instructions, email notification preferences, etc.). Make sure that your correct email address is stored for you so that you can be reached successfully through the system.

iPhone and Android users can download the BuildingLink app, so you will always have these services at your fingertips.

If you need help using the BuildingLink website or wish to submit a question to BuildingLink, log in and click on the "HELP" button at the top of your screen. (For questions regarding your property that are not related to the website, please contact your property manager.) Please email buildingservices@rockefeller.edu to receive your log in credentials.
**Electrical Service and Circuit Breakers**

You are responsible for cleaning and for replacing light bulbs, both incandescent and fluorescent, except in Faculty House and Scholars Residence kitchens. (Staff will replace these at your request).

Please do not overload your apartment's outlets: Avoid plugging in more than one appliance per outlet and using bulbs of higher wattage than recommended for light sockets. In case of an electrical overload or an appliance malfunction, a circuit breaker will trip, turning off the electricity. It is best initially to assume that you have a defective appliance. In kitchens and bathrooms, some electrical outlets can be reset locally:

1. **Unplug the appliance and depress the reset button on the outlet before trying the appliance again.**

2. **If the outlet is not able to self-reset, unplug all high-wattage devices on that circuit such as toasters, coffee makers, and electric irons. Then open the small-hinged panel high on the wall near the apartment front door and reset the circuit breaker. Then plug in an appliance served by the tripped circuit, and turn it ON.**

3. **If the circuit breaker does not trip, unplug the appliance and plug in another appliance, testing each appliance separately.**

4. **If you cannot locate the problem, submit a work request online at this link: [http://www.rockefelleruniversityresidents.com](http://www.rockefelleruniversityresidents.com) A member of the maintenance staff will come to fix the problem.**

NOTE: Installation or use of portable clothes washers, dishwashers, dryers or freezers IS PROHIBITED. The buildings' electrical, plumbing, and water systems were designed to provide sufficient capacity for appliances that come with each apartment. They are not able to handle additional demands.
Security

The building is staffed by two doorpersons working at the front desk 24 hours per day. New tenants should introduce themselves and all of their family members to each of the persons at the front desk to help them recognize building residents. A computerized electronic security system controls key-access doors. Every access door and most common areas are controlled by a centralized security system. Tenants are issued proximity card-readers to access community rooms.

Locking Apartment Doors

Keep the door to your apartment locked at all times. The buildings are active with residents, visitors, guests, and delivery persons. When you are away, double-lock your door. By turning the key twice, you lock the dead bolt for the highest level of security.

Security Patrols

Security patrols throughout the buildings are scheduled at least three times per day.

KeyLink

A maintenance key for each apartment is kept in KeyLink, a key security system that locks all keys and records the use of each key. If you are locked out of your apartment between 9-5 Monday through Friday, you will be borrowing the key from KeyLink. Outside office hours, you must notify the Front Desk who in turn notifies campus security. Note: There may be an extended waiting period while security completes the lockout request.

If you request maintenance or repairs and provided signed permission to enter your apartment, the mechanic will be removing the key from KeyLink.
Keys for Visitors and Guests

Tenants are prohibited from leaving keys at the front desk to be picked up by visitors and guests. Tenants must make their own arrangements if they wish to pass keys to visitors/guests. The Housing Office must be notified of visitors or guests in the event of a maintenance repair required in the apartment in the tenant's absence and also to be permitted access to the building by door staff. In the event you are locked out of your apartment, Monday-Friday between the hours of 9-5, you will be borrowing a key from KeyLink in the Housing Office located in the lobby level of 504 East 63rd Street. Off hours, notify the Front Desk who notifies Campus Security.

Community Bridge

The pedestrian bridge to campus is secured by swipe card reader and a hand-reader for both exiting and entering the building. All residents over 16 years are entitled to use the bridge. You may register for access in the Building Services office. Note that the bridge may be closed periodically if winds are strong.

Business Matters

Leases

All Leases are for a 12-month period with the start date beginning the first day of the month. When your lease ends at the end of that leasing period it will automatically be renewed unless you terminate your employment or have a job title change making you ineligible to live in University housing. Rental rates are increased annually effective on July the first. If a tenant wishes to terminate the lease, written notice is to be given to Sharisse Brown of the Housing Office at least 30 days prior to your departure. Staff will inspect the apartment prior to departure to determine its condition. Should the apartment require more than normal maintenance, the tenant is charged for additional work required. If a 30-day notice is not given, you will be charged for 30 days from the date you do provide notice.
Security Deposit

A deposit of one month's rent is required of each tenant. That amount is deposited in a separate bank account in the tenant's name. (Interest earned by the amount is sent to the tenant annually by the bank). Checks and money orders are accepted; cash and travelers checks are not accepted. The security deposit may not serve as the last month's rent.

It takes about 4 weeks for the bank to process a request to refund a security deposit, and 8 weeks is the minimum time it takes a tenant who is leaving to get the deposit returned. Because this process normally takes 6 to 8 weeks (electric bills are for usage two months prior to the month of billing), it is usual to wait 10 weeks after vacating before receiving the security deposit. The deposit will be sent to you along with any accumulated interest minus any outstanding bills.

Housing Transfer Policy

Full-time, salaried, active Rockefeller faculty who live in University-owned housing may apply for transfer to other apartments within University-owned housing. Transfer procedures are described below. If you have questions about how they apply to your particular circumstance, please contact Sharisse Brown at 212-327-7970 or Ivy Rogers at 212-327-8500.

Eligible residents may apply a for transfer after living in a Rockefeller apartment for at least two years. Exceptions to this two-year waiting period may be granted only for financial hardship. Documentation detailing the reason for the exception request should accompany the transfer application.

Completed transfer applications are entered on a waiting list as of the date they are received. They are then processed in the order they appear on the waiting list based on availability size of requested apartment.

Residents who transfer within 3 years of their arrival date pay a prorated share of the cost of repainting the apartment they vacate. As specified in the lease, residents are also responsible for the cost of repairing damages, for removing furnishings that are left behind, and for cleaning rooms and appliances that appropriate condition.
Requests for transfers are reviewed monthly except May through September. (These are the months when the largest apartment turnover occurs, and when there is the greatest pressure on maintenance staff to ready vacated apartments for occupancy.) Except for transfers involving hardship, units are assigned to new applicants before transfer requests are considered. A returning applicant who has been a non-resident of Rockefeller University housing for a year will be considered a new applicant. Tenants in arrears will not be permitted to transfer.

**Vacating Your Apartment**

When you plan to vacate your apartment, **please come to the Housing Office at least 30 days prior to your planned departure and provide notification IN WRITING of your intent to vacate.** Vacating tenants are required to observe the following steps:

1. **Schedule an elevator date to move belongings** (limited elevator access permits only 2 or 3 tenants to move in/out each day, and those only between the hours of 8:30 a.m. and 5:00 p.m.)

2. **Obtain a "Confirmation for Move Out" form, which must be presented at the front desk to gain access to an elevator and the loading dock.**

3. **Obtain an envelope for return of all building keys.** Failure to return all keys will result in a $100 charge to cover the cost of a new door lock and keys and $50 to cover the cost of a new mailbox lock and keys.

4. **Schedule an exit inspection of the apartment prior to moving out to be eligible for release of your security deposit with Joe Alonzo at x7544.** You will be charged for excessive damage to your apartment.

5. **Remember that moves are NOT allowed through the front lobby!**

6. **Provides the Housing Office with a forwarding address so that your deposit may be returned to you.**

*Again, note that the security deposit may NOT be used to cover the last month's rent.*
Community Living

Community living requires courtesy and cooperation. The following procedures can help us make consideration of one another a way of life here.

Smoking

*Smoking is only permitted within your apartment.* Please respect your neighbors and do not smoke in hallways, stairwells, or any common areas. Smoking outside of your apartment is a fire hazard and can set off building smoke alarms. There is a public smoking area provided on the patio just outside the Scholars Residence doors at the lobby level. This area provides seating and ashtrays. Please have all family members and guests understand that smoking in stairwells or any interior common areas is absolutely prohibited.

Public Notices

Glass covered notice boards are located in the lobby and laundry rooms for the convenience of tenants. Posted notices must be dated and removed after 30 days. An electronic Bulletin Board is also available on BuildingLink at:

http://www.rockefelleruniversityresidents.com

Noise Regulation

Please be considerate of your neighbors and regulate the sound level of radios, televisions, stereo equipment, and musical instruments so that the noise from your apartment does not disturb others. Also please refrain from slamming apartment and stairwell doors. Note that Item 12 of the standard lease prohibits disturbing noise after 11:00 p.m.

Holiday Fund

RUFHTA (Rockefeller University Faculty House Tenant Association) organizes the annual December holiday fund, a collection distributed among building-service staff.
**Thrift Shop**

The Thrift Shop is where tenants may contribute clothing, books, toys, and games for resale. Proceeds are used to purchase toys for the playrooms. Tenants interested playroom access should contact the Building Services Manager at x7544 for more information.

**Community Rooms**

The nature and number of community rooms available to Rockefeller University Housing residents provide convenience and access to a range of services seldom available in housing of this type. Given the numbers of people sharing these common areas as extensions of your own apartment and to extend the same courtesy to those with whom you interact there that you would to guests in your own apartment.

**Laundry Facilities**

The Faculty House laundry room is located just off the lobby, and the Scholars Residence laundry room is located on the third floor. The machines utilize a smart card to operate and value can be added to cards with cash or credit card. Laundry carts are provided for your use while in the laundry and are NOT to be removed from that area.

**Backyard/Playground**

Open from 10 a.m. until sunset in the fall, winter, and spring and from 10 a.m. through 10 p.m. in the summer, the yard provides both a lounging area (upper level) primarily for adults, and a playground (lower level) for children. Charcoal grills are available for cookouts during the summer months, on a first-come, first-served basis. Tenants are responsible for extinguishing charcoal grills and cleaning up after use.

**Locker Storage Room**

Lockers are available for a yearly fee. Please contact the Building Services Manager at x7544 for more information.
Bike Rooms

Bike storage is provided in a caged area located within the Faculty House basement garage. All bicycles must be registered with the Building Services Office before access can be approved. An I.D. sticker will be provided and must be placed on the bike. It is recommended you purchase a lock for your bike. The bike room is accessible via swipe card reader.

Exercise Room

The exercise room on the 38th floor of Scholars contains a variety of aerobic equipment. Swipe-card access can be obtained from the Building Services Office by signing an agreement holding the University free from liability if you injure yourself while using the equipment. Children under 18 must be accompanied by an adult and young children under 14 are not to use the equipment! No pets are allowed.

Children’s Play Areas

All play areas require that children be supervised at all times by an adult!

There are 2 play areas on the main floor of Faculty House: one for toddlers (up to 4 years of age) and one for children of all ages. Another playroom on the 3rd floor of Scholars is designed primarily for younger children. An outdoor play area for children of all ages is located behind Faculty House. The Scholars Residence Playroom is open from 9:00 a.m. until 9:00 p.m., and the outdoor areas close at sunset.

Each playroom is accessible via a swipe card reader. A $10.00 fee would be required to replace a lost or broken card.

Responsibility for the behavior of children rests with their parents.
The following **rules** have been established for use of these play areas. In order to provide for safety, to preserve tenants' considerable investment in toys and play equipment, and to provide for use of these facilities by children of all ages, it is essential that you cooperate in observing these rules:

1. **Children are to be supervised at all times.**

2. **Equipment is to be used at one's own risk.**

3. **The playroom is only for the building's community.** Guests must be accompanied by a tenant, who must accept responsibility for their conduct.

4. No one may smoke or bring food, water, sand, radios, tape recorders, or hard balls (including tennis balls).

5. Bikes, skateboards, roller skates, scooters, and roller blades are allowed on the playground but are not permitted in the Playroom or Laundry Rooms. **Additionally, the equipment noted in this category should be walked, not ridden, through the hallways when traveling to the playground or when leaving to play elsewhere.**

6. Sharp and other dangerous objects are forbidden.

7. All Playroom equipment is to be kept in the Playroom.

***Anyone abusing other children or the equipment will be asked to leave!***
Scholars 38th Floor and Faculty House
Community Room and Policies

Community rooms are for the exclusive use of the tenants of Faculty House and Scholars Residences and their guests. Reservations may be required for the use of these rooms and can only be made by resident adults. Commercial use of any area is always strictly prohibited, as are partisan political activities. By reserving the room, a tenant accepts liability for personal use of the room and that of guests and/or dependents for the duration of the reservation.

Music Room

The Music Room is only available to tenants of 500 and 504 East 63rd Street, to ensure uninterrupted use residents must request a reservation via BuildingLink; http://www.rockefelleruniversityresidents.com under the Amenity link prior to using the Music Room. Access to the room is available through RU/Housing swipe cards. The room is available for thirty minutes per sign in (tenants are not permitted to sign up for more than one hour at a time). Tenants may reserve the room up to one month in advance. Tenants who use the room without following these guidelines could lose the room to another tenant who has reserved the room.
**Aerobics Room**

The 38th floor fitness and aerobics room are common areas to be used solely by 500/504 East 63rd Street tenants and cannot be reserved for private use. Tenants may engage in group yoga, mediation, etc. however no one must prevent another from utilizing the space.

**Solarium Area**

The Solarium is available by reservation only. FDNY regulate that the maximum number of persons allowed in the space is seventy four. Tenant must request reservation date via BuildingLink; [http://www.rockefelleruniversityresidents.com](http://www.rockefelleruniversityresidents.com) under the amenities section. Tenant must then complete forms in the Building Services Office (504 East 63rd Street lobby level). The use of the room will continue to be **free of charge**; however a $250 deposit is required at least two weeks prior to the reservation. This deposit is not cashed except as indicated below.

On the day prior to a reserved event, the tenant must provide the office with a clearly legible guest list of ALL attendees. If contractors, e.g. caterers, entertainers, florists, etc. are used, their names, telephone numbers, responsibilities, and evidence of liability coverage must also be provided at least two weeks prior to the reservation date. The door staff will use these lists to ensure that only those individuals whose names appear are admitted into the building. Tenants assume full responsibility for the action of their guests and/or contractors.

*Tenants RU/Housing swipe cards are programmed to access to the Solarium on the reservation date.*

The solarium is thoroughly cleaned every morning prior to 10AM. As a condition of reserving this area, the tenant agrees to restore it to the condition in which it was found prior to the event. A member of the building staff will inspect of the area and report any issues.
If the event results in property damage and or the staff has to perform additional cleaning, the tenant will be charged for full associated costs. In such a case, the $250 deposit will be applied toward those costs.

Because of fire codes, doors that limit access to fire exits cannot be locked. Though doors to the studio and other areas will remain open, it is important to have party guests understand that they may not use rooms and equipment other than the room reserved for their use. Hosts should make sure that guests do not overcrowd elevators when arriving and departing. More than ten people in an elevator can cause shutdowns.

Tenants holding a function in the Solarium should refrain from disturbing users of north-side rooms. The door allowing access to the north corridor is locked at 11PM. Functions are to end in the Solarium by 11PM. (Sunday through Thursday), music must stop at 10PM and no later than 12:00AM. on Friday and Saturday, music must stop at 11PM.
Neighborhood Services

The guides to life in New York are as abundant and diverse as the area's array of resources. The following points of departure provide just a sampling of gateways to goods and services, events and attractions, education and recreation. Hours of operation and other specifics, accurate at publication, are subject to change. You may want to phone ahead.

Nearby Markets

Gristedes
on 1st Avenue near 65th Street;
on 2nd Avenue near 62nd Street;
*Delivery available from both locations.

Gourmet Garage
301 W. 64th Street between 1st and 2nd Avenues
Daily 7:30 a.m. to 8:30 p.m. with delivery available.

Additional NYC Food Source "Institutions"

Chelsea Market
75 9th Avenue between 15th and 16th Sts.
Daily 8:00 a.m. to 8:00 p.m.
Bread, wine, meats, produce, gift baskets, Italian and Thai specialty items and more, organized in a mall-like setting.

Fairway Market
2127 Broadway @ 74th St.
Daily 6:00 a.m.-1:00 a.m.
Delivery available.
A veritable explosion of produce, cheeses, and international specialty items being selected by crowds of aggressive shoppers.

Union Square Greenmarket
Union Square West and 17th St.
Monday, Wednesday, Friday, and Saturday
One of the city's 28 Greenmarkets, featuring produce, flowers, baked goods, cheeses, fish, meats, wine, etc. from sellers based throughout the Northeast.

Zabar's
2245 Broadway between 80th and 81st Sts.
8:00 a.m.-7:30 p.m. Monday-Saturday and 9:00 a.m.-6:00 p.m. on Sunday
Cheeses, meats, prepared foods, gourmet groceries, chocolates as well as kitchenware. Zabar's will ship gift items.

Restaurants

Neighborhood restaurants and specialty food shops abound. On First and Second Avenues between 61st and 70th Streets alone, you can find sushi, Mexican, Chinese, French, Italian, Mediterranean, and other restaurants along with sweet shops, ice cream and pastry shops, bakeries, and delis. A specialty coffee shop is just West of 66th Street; a large liquor store is on the East side of First Avenue, between 63rd and 64th Streets. Walk out and discover the veritable feast for all palates.

For more information on restaurants all over Manhattan, two excellent guides include: Time Out New York's Eating and Drinking, an annual guide available at newsstands, and Zagat's annual restaurant and marketplace guides.

Films and Videos

There is a local video store on First Avenue and 64th Street and a major video store on First Avenue and 58th Street. There are several movie houses in the area. Check The New York Times or the Village Voice for schedules, reviews, and specific locations.

Banks

The closest neighborhood banks are Apple at 64th Street and First Avenue, Chase at 64th Street and Second Avenue, and Citibank at 69th Street and First Avenue.
Bookstores and Newspapers

The Cornell Medical College Bookstore, focusing on medical books, is west of York Avenue on 70th Street. The two closest Barnes & Nobles stores are on Lexington and 86th Street and on Fifth Avenue and 53rd Street. Find foreign-language newspapers and magazines on First Avenue at any of many magazine shops between 63rd and 67th Streets. The New York Times can be ordered and delivered to your door. To subscribe, call 1-800-832-6878. There are often limited-time special rates for new subscribers.

Walking/Jogging

There is a footbridge at 63rd Street and York Avenue by which you can cross East River Drive to walk or jog along the east River Promenade. One and a half miles north, you will pass Carl Schurz Park at Gracie Mansion, the Mayor's Residence; the promenade continues north for another mile or so. Many people also enjoy walking and jogging in Central Park, accessible from 59th through 88th Streets on the East side. Park goers should always be cautious and enjoy the park in daylight hours, using common sense and staying within sight of others.

Laundries and Pharmacies

A large number of laundries and dry cleaners, many along side streets between York and First in the 60s are available. A full pharmacy is on the east side of First between 64th and 65th and another on Second Avenue and 63rd Streets.

Hospitals

New York Presbyterian Hospital is located at 525 East 68th Street at York Avenue.
Information Portals to New York City

Print Guides

Among the many and varied guides to the City, Barnes & Noble Booksellers cite the following top sellers:

- *Fodor's New York City*, updated annually and including a pull-out map
- *Frommer's New York City*
- *Access New York City*
- *Let's Go New York*
- *The New York Times Guide to New York City*
- *New York Block by Block*
- *Manhattan Block by Block*

Of special interest to the young and young at heart: Dorling Kindersley's

- *Kids' New York Cool Parents' Guide to All of New York*

Internet Resources

Up-to-date information on matters pertaining to transportation, events and attractions, and similar topics are available through area Web sites. The following URLs provide just a sampling. Note that the official New York City site links to a number of other sites pertinent to new residents.

New York City's Web site

[http://www.ci.nyc.ny.us](http://www.ci.nyc.ny.us)

New York City's official Web site provides multiple links under the general categories of agency lists, business resources, and attractions and events. Rockefeller University Housing residents can go to "Attractions and Events" for multiple links related to colleges and universities; elementary, middle, and high schools; museums and libraries; cultural attractions; and more.
New York Convention and Visitors Bureau
http://www.nycvisit.com

800.692.8474
810 7th Avenue
The Convention and Visitor's Bureau site offers a full range of sports and entertainment options and schedules. Newcomers may request a Visitor's Package by phoning or visiting the Bureau.

Are We There Yet?
http://www.fieldtrip.com/ny/index_ny.htm

This site extends descriptions of attractions and events to a statewide level and includes admission prices and directions. The site features a free newsletter, Are We There Yet?, focusing on special events.
Maintenance of Kitchen Appliances

Faculty House Stoves

The stovetop, oven, and broiler must be cleaned periodically. To clean the stovetop, pull the burner knobs carefully upward to remove: Note that two are marked "F" for front burners (extreme left and right gas controls), two are marked "R" for rear burners, with the middle one controlling the oven. It will then be possible to raise the hinged top of the stove to clean beneath the burners with soap and water or a mild detergent and water. While the hinged top is raised, you will see some aluminum tubing. Please use nothing but mild detergent or soap around these tubes. NEVER USE OVEN CLEANERS because they destroy the aluminum.

Oven and Broiler

There is a single gas flame mounted above the broiler (lowest door, hinged at the bottom), which heats the oven. The temperature is controlled by the center knob on the top panel, marked in Fahrenheit degrees. The approximate Celsius equivalents are listed here:

<table>
<thead>
<tr>
<th>F°</th>
<th>250</th>
<th>300°</th>
<th>350°</th>
<th>400°</th>
<th>450°</th>
<th>500°</th>
<th>Broil</th>
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</thead>
<tbody>
<tr>
<td>C°</td>
<td>120°</td>
<td>150°</td>
<td>175°</td>
<td>200°</td>
<td>230°</td>
<td>260°</td>
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</table>

To start the oven, push in the center knob, and turn counterclockwise to the desired temperature. DO NOT USE A MATCH. Wait a few moments and check that the burner is lighted, and the oven is getting warm. There are several positions for adjusting the oven racks. The broiler pan can also be adjusted in height. To avoid grease fires in the broiler, it is recommended that a raised rack be used.

For cleaning the oven, commercial oven cleaners are acceptable provided that you use caution and follow manufacturer’s instructions. An alternative procedure is recommended: After using your oven, while it is still hot, place a heatproof glass bowl containing one part white vinegar and two parts water in the oven. Let this solution stand for twenty minutes. Then remove it and simply wipe the oven clean with soap and water. Any questions on cleaning your oven can be directed to the Building Services Office located at lobby level of Scholars Residence.
Surface Burners

Your range is equipped with either standing pilots or pilot less ignition which eliminates the constant standing pilot.

To light burner:
Place cooking vessel on burner grate. Push in and turn knob to the LITE position. On models equipped with pilot less ignition, you will hear a clicking sound and the burner will light. After the burner lights, turn knob to the desired flame size.

If the flame should go out during a cooking operation, turn the burner off. IF gas has accumulated and you notice a strong gas odor, wait 5 minutes for the gas odor to disappear before relighting burner.

Burner Grates

Your range will be equipped with either round or square grates which must be properly positioned before cooking. When reinstalling round grates, place pins in slots so that grates remain in place. When reinstalling square grates, place indented sides together so that straight sides are at front and rear.

Cook top

To remove cook top, first remove cool grates and drip bowls, if equipped. Grasp two front-burner wells and lift. The top can be completely removed or, if equipped with a metal support rod, can rest on the rod. A support rod is located across from the burner box.

Faculty House Range Hoods

The filters in Faculty House range hoods should be removed and cleaned twice a year. They may be washed in the dishwasher, or soaked in a mild solution in the sink and brushed clean. The Building Services Office will send a reminder twice a year to all tenants in Faculty House.
Hints for Saving Energy

Energy (i.e., electricity, steam, gas) is expensive. Your cooperation saves energy. Below are easy low-cost and no-cost ways to save energy.

1. Do not run air conditioners when you are away from your apartment. It is much more efficient to turn air conditioners off when you leave and cool the room down again when you return.

2. When using air conditioners, keep the air exchange closed to save up to 30%.

3. Set the thermostat to maintain the temperature at 75°-80°.


5. On hot days, reduce the air-conditioning load by closing blinds or curtains.

6. If possible, use dishwashers only once per day (preferably after 9 pm). Save additional electricity by pressing the button, “Heated Dry Off,” and allowing dishes to air-dry.

7. Turn off lamps and appliances when not needed.
Maintenance of Plumbing Fixtures and Countertops

Kitchen Sink
Abrasive pads or other rough or sharp devices can scratch the stainless steel sink. Sponges or the equivalent, lightly moistened with mild detergent or powdered cleanser, are sufficient to keep the sink sparkling. Do not attempt to pour grease down the sink drain. (If necessary, use the toilet to dispose of small quantities of grease). If the sink becomes stopped because grease has solidified in the plumbing or trap, please report it to the front desk. Do not attempt to use "DRANO" or other products that contain lye. The formation of sodium soap within the piping will increase the problem of freezing the line: Further, the liquid-caustic soda solution will remain above the grease stoppage, constituting an added hazard for workers. For routine use, keep the sink drain basket in place to prevent small food particles from clogging the drain.

Bathroom Wash Bowl
Heavy brushes or bottles falling from your medicine cabinet can crack the porcelain bowl. Do not overstuff your medicine cabinet. Cracked bowls are expensive replace. Tenants will be responsible for any bowls they damage.

Toilet Bowl
Use garbage bags (and the compactor chute) for disposal of trash, diapers, sanitary napkins, cigarettes, cotton swabs, and the like. Also, please teach your children not to throw any objects into the toilet. You are responsible for damage caused by clogged waste pipes. Holding down the toilet handle may cause a water logging effect; make sure that all apartment residents understand that they should flush and release the handle.

Kitchen Countertops
Counters can be damaged by hot plates, burning cigarettes, or by using them as cutting boards. Instead, please use wooden or ceramic cutting boards. The finish of countertops usually cannot be repaired. Replacement cost is about $1850.
Windows

Faculty House windows are double paned and sealed. Do not disturb the seal by any attachment to the window frame. Windows will only open 4 ½ inches since window stops are required. For everyone’s safety, please make sure that all stops are secure at all times. Scholar’s Residence windows are also double paned and sealed. They can be opened by turning the handle into the up position and then pulling the window inward. This procedure will provide an opening of approximately 4 ½ inches at the top of the window. These windows cannot be opened further.

Safety

Nothing should be tossed from windows. Children need supervision in this respect. Please do not shake mops, rugs, etc. outside windows.

Window Washing

Window washing is done at the tenant’s expense. If you engage a window-washer, they must supply the Building Services office with a certificate of insurance that meets ALL building requirements (available in the Building Services Office). Tenants must clear ALL areas around ALL windows. If tenant cannot be present when washers arrive, provide Building Service Office with permission for entry via the BuildingLink website under maintenance request; http://www.rockefelleruniversityresidents.com

Window Coverings

Faculty House and Scholars Residence apartments are provided with Levelor window blinds. These blinds are plastic, narrow, easily controlled and readily washable in the bathtub. If you choose to add draperies or other window treatments, please note that no drilling is permitted in the metal window sash because the internal glass double seal of the window would be broken, causing moisture to gather between the panes, clouding the window, and permanently frosting the glass.
Walls

Tenants may require information on some of the building specifications for purposes of rental insurance and for simple mounting procedures.

Faculty House

Apartment walls of Faculty House are constructed of 5/8-inch plasterboard mounted on vertical steel studs. The studs are "U-shaped" with 2 ½-inch wide faces. In regular walls, they are spaced approximately 16 inches apart. (Exact spacing depends on the length of the wall.): In walls designated as bookshelf walls, the spacing is 12 inches. (Bookshelf walls will be identified by the superintendent.). You may be able to locate studs with a magnet or you can check their location by driving a thin nail into the wall just above the baseboard to see if you hit one. Electrical outlets also provide a clue to the location of studs since they usually are secured to one side of a stud. The space between studs is filled with a sound-absorbing mat.

Hanging Pictures

1. For light pictures, regular picture hooks should be sufficient. It is good to cover the area where the nail will enter the wall with tape to prevent chipping, leaving the tape in place thereafter.

2. To handle a heavier object at a location between studs, a toggle bolt (not a molly bolt) should be used. These bolts have wings that spread behind the wall after insertion to distribute the load.

3. To hang a heavier object at the location of a stud, you can drill a small starter hole in the wall and stud (#6 drill) and then drive a self-threading #10 sheet metal screw directly into the stud.

4. For heavy bookshelves, wall units and similar items, techniques 2 and 3 should be combined. First mount two or more 1-inch boards horizontally on the wall using sheet metal screws at each stud and toggle bolts between studs. Then secure bookshelf standards to the boards. (Very heavy installations should be confined to bookshelf walls and/or supported against the floor.)

5. In Scholars Residence, please use picture hooks with small nails. Do not attach anything to the ceiling or make any holes in it.
**Exterminator Services**

Despite the care that tenants exercise in their own apartments, there is always the possibility that cockroaches or other pests may gain access along water pipes serving kitchens and bathrooms. **Free Exterminator Service** is available every Thursday. If you notice a problem in this respect, please report it via the BuildingLink website under maintenance request; [http://www.rockefelleruniversityresidents.com](http://www.rockefelleruniversityresidents.com)

If you cannot be at home, you may authorize entry into your apartment. A Rockefeller University Housing employee will accompany the exterminator. It is important to the cleanliness of our buildings that you report any exterminating needs on your floor. *If such needs go unreported, mandatory service will be initiated.*

**Painting**

Repainting of apartments is done on a three-year cycle at the request of tenants. We provide one coat of a standard bone white color. If you wish additional coats or if more coats are needed to cover a different color, charges are made for materials and time. If you request only a partial painting of your apartment, the remainder of the apartment will not be scheduled for at least one year.

When requesting painting, please provide your home and business phone numbers so that we can contact you for scheduling. Prior to your painting date, it is necessary for you to move your furniture into the middle of the room. Paintings and other items on the walls and windows also need to be removed. *Housing personnel will not move or assist in moving furniture or other items.* ALL items must be moved to the center of each room that is to be painted. Please protect any personal belongings you feel are particularly fragile by either removing them or covering them. Painters will cover furniture and related items with drop cloths. *It is not necessary for you to be at home when the painting is done.*