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MOUNT  HOLYOKE<sup>SM</sup>

*Resident Handbook  
Updated Spring 2009*

(Read carefully, and save for future reference.)

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## **MOUNT HOLYOKE COLLEGE** **STATEMENT ON COLLEGE HOUSING**

The College owns a number of apartments and houses that are primarily available for rental to non-tenured faculty members and, occasionally, to new faculty who arrive with tenure and certain administrative employees of the College. Housing policies and practices have been developed in cooperation with the Faculty Conference Committee and are reviewed periodically by the Committee. The College housing program is administered by the Rental Property Department, 212 Northampton Road, Amherst, MA 01002.

The College recognizes that there are mutual benefits to be served if faculty live near the center of campus life; consequently, it has acquired properties and maintains them in order to accommodate new faculty moving to South Hadley. It should be noted, however, that housing is the individual's and not the College's responsibility. The Rental Property Department does not assume the responsibility of finding rental units for all new appointees. Therefore, housing is not guaranteed.

To complement the College housing program, a mortgage loan plan is available to full-time members of the faculty with tenure-track, tenured, or senior lecturer appointments and to certain administrative employees. The plan is subject to conditions outlined in the "Handbook of Faculty Legislation and Related Information." This handbook can be obtained by contacting the Dean of Faculty's Office.

### **ELIGIBILITY**

Regular full-time and part-time faculty members with the rank of Professor, Associate Professor, Assistant Professor, or Instructor are eligible for College-owned rental housing and have renewal privileges while in non-tenured status (See section on Procedures for priority guidelines).

Lecturers and visiting faculty may be eligible for rental housing, depending on the recommendation of the President or the Dean of Faculty, who will also classify the appointee's rank for housing purposes (See section on Procedures for priority guidelines).

Professional librarians who have faculty status in accordance with College regulations are eligible for rental housing.

Faculty members are given priority for rental housing. However, to the extent that housing is available, eligibility for rental housing may be extended to staff members at the time of their initial hire as a means of facilitating their relocation to this area. Eligibility for housing for staff will be determined on a case-by-case basis in consultation with the senior administrative officer of the division and the Human Resources Department. Since rental housing for staff is not intended to be a long-term housing solution, but is intended to aid in a staff member's transition and relocation upon hire, staff may remain in housing for a maximum of two years, or to June 30 following the fiscal year in which they take up residence in College housing, whichever is less.

A faculty member who owns a house in the general vicinity of the College is not eligible for rental housing, although exceptions may be made for transitional situations.

Policy does not permit moving from one unit to another unit, but in individual cases exceptions have been made if a family has outgrown the unit originally assigned. If in any fiscal year, after all appointments have been made, College housing units are still available, other non-tenured faculty and staff not residing in College housing may apply for a short-term lease through June 30 of that fiscal year. Any remaining units not rented to College personnel may then be offered to individuals not connected with the College for a short-term lease through June 30 of that fiscal year.

A faculty member who receives tenure may remain in College housing for a maximum period of one additional academic year beyond that in which the tenure decision was made. New faculty who arrive with tenure and professional librarians may remain in College housing for a maximum period of three years.

## **PROCEDURES**

### **HOUSING APPLICATION FORMS**

The Rental Property Department sends an application form, via email or mail, to all new appointees eligible for College housing only when their signed employment contracts have been received and when so advised by the Dean of Faculty's Office.

### **ASSIGNMENT PERIOD**

Application forms should be returned directly to the Rental Property Department as soon as possible. Application forms received by the Rental Property Department by May 15 will be put in priority order for assignments. Those application forms received after May 15 will be dealt with on a first-come, first-served basis. Cooperation between the parties who are moving out and moving in is helpful and appreciated.

### **PRIORITY ORDER**

Application forms received by the Rental Property Department before May 15 will be placed in priority order as follows:

1. Academic rank at the time of appointment is considered in descending order as follows:
  - Professor
  - Associate Professor
  - Assistant Professor
  - InstructorRegular part-time faculty members who file jointly for housing will be considered on a combined basis of one full-time faculty member. The appointee with the highest rank will be considered for priority purposes.
2. The President will establish the rank of administrators for priority purposes.
3. Additional consideration will be given for the number of dependents in a family. Dependents are defined as those so qualified according to the rules of the Internal Revenue Service and can include dependent parents or other close relatives that live with the appointees.

### **TIE BREAKING**

Should situations arise where there is a perception of disagreement between or amongst applicants for housing or for requests to move, the criteria for resolution of the issue(s) will be:

1. The appointee with the higher rank will be given preference.
2. The appointee with longest total service at the College, if applicable, will be given preference.
3. The Dean of Faculty will adjudicate.

### **ASSIGNMENT PRACTICES**

In accordance with the priority list, the Rental Property Department will offer College housing to eligible appointees. The applicant will in turn notify the Rental Property Department of his or her interest, if any, and assignments will then be made.

New tenants are required to sign a lease agreement in duplicate before occupancy. The terms of the lease are important and binding and should be read carefully and in their entirety.

## GENERAL OCCUPANCY INFORMATION

### TYPES OF FACILITIES

Several types of College residences are available for occupancy as follows:

	<u>No. Bldgs.</u>	<u>No. Units</u>
Individual houses	13	13
Two-family houses	6	11
Multiple-family houses	6	23
Total	25	47

### FURNISHINGS AND EQUIPMENT

All College housing is rented without furnishings. (The College does not own any furnished units.) Some multiple-family apartment units have coin-operated washer/dryer units available, and some buildings are equipped with washer/dryer connections.

- Multiple-family units are equipped with stoves but **not** with refrigerators.
- Single-family units are **not** equipped with stoves or refrigerators.
- The College does not supply any dishwashers in any of the units.

Stoves and/or refrigerators left in rental units upon vacancy will be left in the unit for use by the next tenant. The Rental Property Department will not be responsible for repair or replacement of appliances that are not owned by the College. Prospective tenants should check to see if utility hook ups are available for their personal appliances before accepting an offered unit. There will be a charge of \$50.00 for removing a gas stove and \$25.00 for removing a refrigerator or electric stove if the tenant uses/brings their own appliances rather than using those offered by the College.

### RENT AND UTILITY PAYMENTS

Monthly rental payments for College housing, which includes heat in some units, are due on the fifteenth day of each month and are made by payroll deduction. In the event that a tenant is not on the College payroll, the College will bill the tenant each month.

### SUBLETTING AND RESPONSIBILITIES

A tenant wishing to sublet his or her apartment or house must first obtain written permission from the Rental Property Department. The tenant may charge the subtenant a modest amount of additional rent (not more than 10%) for the use of furnishings and appliances. The College considers the signer of the lease (the tenant) to be the person responsible for the rent and all other terms of the lease.

Occupants wishing to sublet are encouraged to give consideration first to other members of the faculty, and then to other members of the College community. Once someone has agreed to sublet the apartment, both the tenant and the subletter will sign a sublease agreement before the subtenant takes occupancy. These forms are available from the Rental Property Department.

College housing is intended for use by Mount Holyoke College faculty and administrative personnel and may not be sublet to students during the academic year. However, it is permissible to sublet to students during the summer months with the written approval of the other tenants in the building

**and the Rental Property Department. The sublet of individual rooms or sections of apartments or houses is restricted by town regulations and the College.****INSURANCE**

Tenants of College-owned housing are responsible for any loss or damage that they cause to the property. The College has property insurance on College-owned housing, but that coverage protects only the College's interest in the property (it protects neither the tenant nor the tenant's personal property, nor does it cover any of the tenant's liability). If, for example, a tenant accidentally caused a fire that heavily damaged a College-owned rental house, the College's property insurance would reimburse the College for the loss. However, the College's insurance company has the right to pursue the tenant for any claim that it paid.

In order to avoid placing its tenants in such a position, the College requires each tenant to carry Renter's Insurance with at least \$100,000 personal liability coverage. Renter's Insurance protects the tenant if someone claims that he or she accidentally damaged another's property or caused bodily injury.

**Each tenant must provide a certificate of insurance** from his or her insurance agent demonstrating current coverage in the amount shown above as a minimum within 10 days of the execution of their lease with the College (and annually upon any renewal or extension of lease). It is strongly recommended, however, that each tenant purchase this insurance prior to his or her arrival to South Hadley. A policy with these limits plus \$12,000.00 of personal property coverage (with a \$250.00 deductible) will cost approximately \$150.00 per year. There are several insurance agents who can easily write this insurance, including Remillard Insurance Agency at (413) 538-7862, with whom the College has arranged for 6% discounts to Mount Holyoke College employees.

**UTILITIES**

Tenants must apply directly to the utility companies for electrical, cable, gas and telephone service. It generally takes several days from the time of application to when service actually begins. Utility companies may require a deposit prior to servicing your unit.

To apply for electrical service, each tenant must fill out and mail an application form to the South Hadley Electric Light Department, 85 Main Street, South Hadley, MA 01075. A \$50.00 deposit is required at the time of application that is refunded after six months. Application forms are included with the offering form sent by the Rental Property Department.

Mount Holyoke College has an arrangement with the South Hadley Electric Light Department whereby the electric service is not turned off and reconnected when tenants vacate and enter College housing. The College is billed for any electric usage during interim periods, and the tenant is saved the substantial connect and disconnect fees ordinarily charged. It is the responsibility of the tenant to have the service put in the tenant's name as of the effective date of the lease and to arrange for the final meter reading at the expiration of the lease.

- Water service is provided and paid for by the College.
- The tenant will be responsible for turning gas service **on**. All requests for gas service should be directed to Baystate Gas 800-882-5454. The Rental Property Department will be responsible for turning gas service **off**.
- Telephone service is available from Verizon at (800) 870-9999.
- Cable service is available from Comcast at (888) 633-4266.

If in doubt about arranging for utilities, inquiries should be made to the Rental Property Department at (413) 542-8506.

**FUEL**

Residents of College houses requiring gas as a heating fuel should contact **BayState Gas 800-882-5454** to make necessary arrangements.

In those cases where the resident is responsible for the fuel oil, the fuel oil tank will be full upon resident's arrival and the resident is responsible for leaving the oil tank full upon departure. You may choose any fuel company to have service set up as an on call account or automatic fill account. The Rental Property Department strongly recommends that you set your account up as an automatic fill. Here are some local companies to contact.

South Hadley Fuel 413-532-3500      Whiting Energy 413-584-3500  
Sumner Heating 413-253-5999      National Heating 413-549-6011

## **POLICE AND FIRE PROTECTION**

### **POLICE**

The South Hadley Police Station is located at 41 Bridge Street. The phone number is: (413) 538-8231.

The Mount Holyoke Public Safety Office can be reached at (413) 538-2304.

### **FIRE**

The South Hadley Fire Department's telephone number is (413) 533-4010. To report a fire, dial 911. (If you are in a campus building dial 1-911.)

The Rental Housing Department will supply, install and replace battery-operated smoke and CO detectors in all units. Additionally, the Rental Housing Department will test the CO and smoke detectors and replace batteries annually. If either alarm (CO or smoke) is "beeping" (but not going off), please notify the Rental Housing Department immediately.

## **MAINTENANCE SERVICES**

*In case of emergency, the Rental Property Department reserves the right to enter the premises and make necessary repairs without notice.*

### **KEYS**

Keys may be obtained from Mount Holyoke's Public Safety Office at the time of occupancy. Duplicate keys will be made on request and must be returned upon vacating. For emergency access see LOCKOUTS section.

*There will be a \$50.00 (fifty dollar) charge associated with any lost key replacement and new lock requests.*

### **TRASH/REFUSE**

The town of South Hadley provides trash and garbage pickup for all rental housing. The town provides scheduled trash and recycling pick up on a **bi-weekly** basis. Schedules are provided by the Rental Property Department and are enclosed in your new tenant packet. Trash must be taken by the tenant to the curb every trash week to meet the town trash pickup schedule.

The by-laws of the town of South Hadley require all residents, including those living in rental housing, to participate in the town's recycling efforts. Each occupant of College housing is required to separate recyclable materials and to participate in the town's curbside collection program. The Rental Property Department will provide suitable containers for *all* units.

Please follow the following guidelines in preparing garbage for collection:

Drain all liquid from garbage and wrap it in newspaper or plastic to make a sanitary, dry, odor-free package. Place this with your household rubbish collection. Proper handling of garbage will result in the best environment for the home and permit the town to pickup most efficiently.

Cleanliness of College-provided rubbish boxes is the responsibility of the tenant.

If a tenant misses the scheduled trash pickup day, they must wait until the next scheduled pickup day.

## **PARKING AND GARAGES**

Off-street parking is available at most locations. The town does not permit overnight parking on the streets during winter months or parking at any time on Route 116 (College Street/Woodbridge Street).

The College Parking Rules and Regulations apply to vehicles parked at rental housing units. Vehicles parked on the street or in spaces adjacent to the house must be registered with the College Parking Office. Unregistered vehicles will be ticketed. Faculty/Staff decals are available at the Parking Office at 538-2514 or on the Web at [www.mtholyoke.edu/offices/dps/parking/](http://www.mtholyoke.edu/offices/dps/parking/). Residents may not block access to garages or roadways at their houses. The College reserves the right to remove vehicles that hinder access to College property or block fire lane access to the College property.

Students are not allowed to park in rental housing parking spaces, including driveways, under any circumstances. Each rental housing unit has authorized parking for one vehicle. If you have multiple vehicles, you must contact the Parking Office to make alternative arrangements.

Questions about parking should be addressed to the Parking Office Monday-Friday 8:30am-4:00pm at 538-2514.

## **STORAGE**

Storage areas are provided in the basements of most apartment buildings. These areas are marked. **All items in storage must be labeled with the tenant's name. Unmarked items risk being discarded during the yearly cleanup. Personal property left outside the storage area or in the hallways may be removed and disposed of without notice if it presents a fire hazard. Public areas should be kept clear at all times.**

Mount Holyoke College assumes no responsibility for the personal property of tenants. Any property left behind after the tenant vacates will be immediately disposed of at the tenant's expense.

## **BASEMENT**

It is important that maintenance personnel have access to basement areas at all times in order to properly service your unit. Only locks installed by the College should be on basement doors. Basement doors must not be locked from the inside or obstructed in any way that would prevent the Rental Property Department from entering the basement.



## **PETS**

Contact the Rental Property Department for information.

## **BUILDING/MAINTENANCE INFORMATION**

### **EXTERMINATION:**

Extermination includes the elimination of harborage places of insects and rodents, by removing or making inaccessible materials that may serve as their food or breeding ground, by poisoning, spraying, fumigating, trapping or by any other recognized and legal pest elimination method.

Residents of single family homes are responsible for pest control, including rodents, skunks, cockroaches and insect infestation. The Rental Housing Department is responsible for maintaining screens, fences or other structural elements necessary to keep rodents and skunks from entering the home.

The Rental Housing Department is responsible for pest control of multi-unit homes. However, residents are expected to make a reasonable effort to eliminate the source of the infestation.

### **ROUTINE REPAIRS AND SERVICE**

The Rental Property Department is responsible for normal maintenance of College properties. The tenant is responsible for reimbursing the College for the expense of repair and replacement to College property resulting from damage or loss caused by negligence of the tenant or by anyone for whom the tenant is responsible. Requests for all repairs should be made by calling the Rental Property Department.

Call the Rental Property Department at (413) 542-8506 for any repairs to plumbing and heating systems.

For service of College-owned appliances call the Rental Property Department at (413) 542-8506. The Rental Property Department does not repair tenant's privately owned appliances.

### **EMERGENCY SERVICE**

For emergencies, call the Rental Property Department at (413) 542-8506 from 8:00 a.m. to 4:30 p.m. Monday through Friday, (summer hours 8:30am-4:00pm). Emergencies that occur at other times and that cannot wait until regular working hours should be reported to the Rental Property Department's answering service at (413) 542-8506 (same number). The answering service always has a list of available on-call maintenance personnel for emergencies. Do not call after hours or on the weekend for service that can be postponed for normal working hours. No heat or hot water related emergencies should be referred to the Rental Property Department, and not directly to the service vendor.

### **LOCKOUTS**

Should you be locked out of your unit, you may call the Rental Property Department to let you in from 8:00am-4:30pm Monday through Friday. At night, on the weekends and during holidays you must call Mount Holyoke College Public Safety (538-2304) to gain access to your unit. Neither the Rental Property Department nor Public Safety will let your guests or friends into your apartment.

### **ACCESS**

In case of emergency, the College reserves the right to enter the premises and make necessary repairs without prior notice. Tenants will be informed either in writing or by phone that such action was taken, when and why.

## **MAJOR REPAIRS AND RENOVATION**

Repairs or improvements of a major nature should be requested in writing to the Rental Property Department or at [rhd@amherst.edu](mailto:rhd@amherst.edu).

Major building repairs or renovations are addressed by the Rental Property Department through a capital improvement plan and are based on building needs in relationship to the entire rental housing stock at the College. Tenants are encouraged to inform the Rental Office concerning such repairs or improvements so items can be assessed and prioritized.

## **PAINTING AND REDECORATING**

The Rental Property Department cleans the rental units and makes them presentable for all new tenants. Unfinished basements will be broom swept during the turnover process. The Rental Property Department will not redecorate rooms that are in good condition for new tenants. Tenants are not permitted to paint or wallpaper College property. When painting or wallpapering is necessary, the Rental Property Department will select the colors and materials. The Rental Property Department does the maintenance of floors between occupants. Due to the extreme difficulty of doing this work while the unit is occupied, floor refinishing, extensive interior painting or remodeling and wallpapering will not be done while the apartment is occupied.

## **APPLIANCES**

See furnishings and equipment on page 5.

## **GROUNDS**

It is the policy of the Rental Property Department to provide grass-cutting services. However, tenants may do routine cleanup of the grounds, including sweeping and raking.

The Rental Property Department will provide snow removal from town sidewalks and tenant driveways at all rental housing units. The Rental Property Department will supply single and two-family units with shovels so that tenants can clear snow from the steps and/or porches to the town sidewalks and from basement hatchways, outside trash receptacles, utility meters, etc. The Rental Property Department will also supply and re-fill sand buckets at all multi-family buildings throughout the snow season. Any tenant of a single or two-family unit with special needs (for example, a documented handicap or condition that would make shoveling impossible or dangerous) should contact the Rental Property Department (413) 542-8506 and they will be accommodated.

The College is working towards historical authenticity of color schemes and planting plans. Therefore, installation of gardens, shrubbery, fencing, outdoor fireplaces, TV antenna/cable TV, etc., or the removal of such facilities should be undertaken only with the written approval of the Rental Property Department.

## **SPECIAL WINTER INFORMATION**

In order to conserve energy and to minimize freeze-ups and the resulting damage to College and personal property, you must take the following steps if you plan to be away for more than two days during the winter months (particularly during the Christmas Recess and January Term):

1. Close storm windows completely (outside window all the way up and inside window all the way down).
2. Close all outside doors tightly.
3. Keep doors between rooms open (particularly between bathrooms, kitchen and adjacent rooms).
4. Open all radiator valves all the way (fully counter-clockwise).
5. Shut off outside water faucets and disconnect hoses.
6. Set thermostat back (but not below 60°F).

7. Check level of oil in oil tank. Be sure there is plenty of oil in tank or set account to be on automatic fill.
8. Do NOT shut off oil burner switch.
9. If you have a washer & dryer and live in a single-family home, turn the water valves off that allow the water to run into your washing machine.
10. Notify the Rental Property Department when you leave and give the date you are expected to return. Depending on the circumstances, the Rental Property Department may decide to install a low-temperature alarm during your absence. Failure to properly notify the Rental Property Department may result in freeze-up damages for which the tenant will be responsible.
11. Residents should check Mount Holyoke Announce or call Public Safety at 538-2304, in the event of an approaching storm, to check for a Snow Parking Ban.
12. Residents going out of the area during the winter snow season should check with the Parking Office to avoid ticketing or towing.

## **OTHER IMPORTANT INFORMATION**

### **ENERGY CONSERVATION**

Many housing units have been provided with triple-track storm windows. Care must be taken to make sure that these windows are correctly positioned during the winter months. For triple-track windows, the outside window must be pushed all the way to the top and the inside window all the way down at the bottom to prevent heat loss.

Most housing units are provided with day/night thermostats. The night setting should be set 5-10° below the day setting and be used during the evening hours in order to conserve energy.

### **HOUSE AND APARTMENT CHECKS**

Please notify the Rental Property Department if you plan to be away for any extended period of time. Upon tenant request, the Rental Property Department will make daily checks of faculty houses or apartments at times when tenants are absent. The house or apartment check program has proven to be a valuable tool in preventing thefts as well as identifying potential problems.

### **UPKEEP**

All tenants in rental housing must observe the following rules:

1. No large holes are to be put in walls, doors, or ceilings. Small picture hooks should be used for hanging pictures. A piece of masking tape placed over the spot where the small nail will be driven will prevent plaster damage. No pole lamps or pole planters are permitted.
2. No sticky tapes can be used. Please call the Rental Property Department for advice on hanging items for which a small hook is not adequate.
3. Wall mounted bookshelves are not permitted; freestanding are recommended.
4. Permission must be obtained from the Rental Property Department before the installation of air conditioning units. Branch circuit wiring in most housing units is inadequate to handle large air conditioning units.

### **WOOD STOVES AND FIREPLACES**

Effective July 1, 1995, wood and coal-burning stoves are not permitted in College housing units.

The College has a few units that are equipped with working fireplaces. It is very important that fireplaces be properly used.

1. Check to make sure the damper is working.

To open the damper, push the handle toward the back of the fireplace. Look up the flue to be certain that the damper is open.

Be sure there is proper draft by burning two or three crumpled sheets of newspaper in the fireplace up close to the damper (and to warm the chimney).

2. Light your fire up using newspaper and three to five pieces of firewood against the back wall of the fireplace.
3. Add logs, as needed, keeping them toward the back of the fireplace.
4. Position the fireplace screen in front of the opening to prevent sparks from entering the room.
5. Ashes must be disposed of in metal fireproof containers.

Tenants should contact the Rental Property Department to be sure the fireplace is safe to use. It should be noted that many fireplaces in rental housing units have been taken out of service because of problems with the flue (a typical problem is an installation that no longer meets Code requirements). These fireplaces have had the fireplace opening blocked. Under no circumstances should these fireplaces be unblocked, even if only for cosmetic reasons. Also, note that the tenant assumes full responsibility for the proper use of the fireplace, the safe disposal of ashes, and for the cost of any damage resulting from the operation of the fireplace.

### **BASEMENT / FLOODING:**

The potential is always present for a heavy rain or above average snowfall, which can cause flooding of basements. Most college houses have stone foundations, which are porous and damp. Even basements that have never had flooding in the past may experience flooding as a home ages or ground water conditions change. Some houses have sump pumps in the basement. Installation of a sump pump is a last resort consideration and normally not done.

The basement is not part of the leased premises. However, the Rental Property Department recognizes that tenants may reasonably use the space, mainly for storage. To that end, and as referred to in the Lease, the Rental Property Department is not responsible for any loss or damage to the tenants' personal property which is stored in the basement.

The Rental Property Department recommends that all residents do the following:

- Refrain from storing any valuable items in the basement.
- Purchase renter's insurance to cover any personal property loss due to flooding.
- Store any items in the basement approximately 6 inches off the floor.

Residents should notify the Rental Property Department when flooding occurs. We will respond to assess the cause of the flooding and take action as appropriate.

### **TENANT RESPONSIBILITY**

1. Window cleaning is the responsibility of the tenant as is the general care and cleaning of the rental unit itself.
2. Lamps or bulbs are the responsibility of the tenant.
3. No large holes should be put into walls or ceilings of the rental units.

4. 4. The installation of additional phone or cable TV lines is the responsibility of the Resident. Additionally, Residents are allowed to install a satellite dish, provided the dish is located on a balcony, railing, terrace, yard, patio or garden that is totally within the exclusive use and control of the resident. Residents are prohibited from placing a dish on outside or exterior walls, roofs, window sills or common-use balconies or stairwells. No part of the dish or antenna can extend beyond the balcony railing line of the person's apartment. Additionally, Residents cannot drill holes in outside or inside walls, floors, roofs, windows or balcony railings to install the dish or run wiring, and is responsible for any damages resulting from the installation of the dish and/or wiring. Residents must obtain prior authorization from the Rental Housing Department before proceeding with the installation.
5. Please notify the Rental Property Department prior to the installation of an air conditioner, as branch circuits in many older units are inadequate to handle the electrical load of a large air conditioner. The Rental Property Department does not install air conditioners for tenants.
6. If the tenant has a working fireplace and/or wood stove, they should have the chimney inspected and cleaned each year by an outside contractor. An active fireplace chimney is cleaned and inspected by the Rental Property Department only when the resident initially moves into housing. The Rental Property Department inspects and cleans only the chimneys used by the primary heating system and only as often as is necessary.

### **MOUNT HOLYOKE COLLEGE RESPONSIBILITY**

1. As is written above, the Rental Property Department will check and clean, if necessary, all chimneys that service the primary heating equipment for the building.
2. The Rental Property Department will inspect, service, tune and clean all boilers and furnaces on rental property. The Rental Property Department will inspect and clean all roof gutters and associated down spouts on rental property as required.
3. The Rental Property Department will inspect the interior and exterior of all rental units annually and prepare work orders for needed repairs and/or improvements needed. All but emergency repairs will be scheduled as time and finances allow and will be accomplished in relationship to all other building needs within the Mount Holyoke College rental housing inventory.
4. The Rental Property Department will regularly inspect and clean ductwork and replace the furnace air filters.
5. The Rental Property Department is not permitted to lend out tools to residents.

### **SAFETY RECOMMENDATIONS**

For disturbance or other related security issues please call Mount Holyoke College Public Safety at 538-2304. For fires or other police emergencies call **911** immediately.

1. In the event of an alarm in a smoke or carbon monoxide detector NOTIFY THE SOUTH HADLEY FIRE DEPARTMENT IMMEDIATELY BY CALLING 911. DO NOT CALL the Rental Property Department. Our staff are not trained to fight fires nor equipped to identify the source or levels of carbon monoxide.
2. Tenants should purchase fire extinguishers and place in an easily accessible location.
3. Tenants should become familiar with the primary escape routes from the building and establish a meeting place outside the home.
4. Keep a list of emergency phone numbers adjacent to the telephone.
5. Check all window and door locks and assure they operate properly.

6. Properly store any hazardous chemical such as paint thinner, gasoline, oil, etc.
7. Tenants should take reasonable care to prevent pests or rodents from gaining access to buildings.

## **VACATING COLLEGE RESIDENCE**

All leases terminate on June 30 of the current fiscal year. Tenants whose appointments at Mount Holyoke College terminate at the end of an academic year must vacate the premises by no later than June 30 of that year. NOTE: There will be no proration of rent if the tenant vacates College housing prior to the termination of the lease. Tenants who decide to vacate the premises prior to June 30 will be responsible for rental payments through June 30, except when moving to another College-owned unit or when purchasing a house (tenant would have to provide a copy of a Purchase and Sale Agreement, signed by both parties and indicating the scheduled closing date relevant to the month in which the tenant wishes to vacate their unit).

### **MOVING DATE**

The departing tenant must notify the Rental Property Department of their date of departure at least thirty (30) days in advance.

### **UTILITIES**

It is the responsibility of the vacating tenant to disconnect their telephone, cable TV, and electrical services. Arrangements for turning off gas utilities, if applicable, will be made through the Rental Property Department. Tenants should not call Bay State Gas directly. Tenants must notify the Rental Property Department if their gas service is purchased from a carrier other than Bay State Gas.

In those cases where the tenant is responsible for fuel oil, it is the tenant's responsibility to leave the oil tank full upon their departure.

### **CLEANING - FINAL CHECK LIST**

A move out form will be provided by the Rental Property Department approximately 30 days before move out.

- a. All appliances should be left in as good a condition as they were in upon arrival.
- b. Stove burners and ovens should be left clean for the next tenant.
- c. The refrigerator should be cleaned and defrosted. It should be shut off or unplugged and the door left open.
- d. All materials should be cleared from closets, cupboards, and storage areas.
- e. All trash should be removed from the attic, basement, storage areas, and living areas. All areas of the apartment or house should be left broom clean. (Furniture movers are not responsible for cleaning out trash.)
- f. The lavatory and bathroom fixtures should be left clean for the next tenant.
- g. All windows and doors should be closed and locked.
- h. Keys must be returned to the Rental Property Department. There is a drop off box located at 1 Park Street in South Hadley

Forwarding address cards should be filed with the College Post Office.

### **INSPECTION**

It is customary for a representative of the Rental Property Department to inspect the premises upon the departure of the tenant. If the inspection reveals damage or excessive trash or if substantial cleaning is involved, in accordance with the lease agreement, the College will bill the tenant the amount necessary to cover the costs of repair and/or cleaning.