

Summary of Tenant Handbook Guidelines

This document is designed to provide a summary of the guidelines contained in the Tenant Handbook. However, it is not intended to substitute for reading the Tenant Handbook, which contains additional information and provides further details.

Basement Access: 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.

Basements/Flooding: Basements are not part of the leased premises, although we recognize that tenants may reasonably use the space, mainly for storage. However, Rental Housing Department is not responsible for any loss or damage to the tenants' personal property which is stored in the basement.

Eligibility: 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.

Emergency Recommendations: For disturbance or other related security issues please call the Mount Holyoke Public Safety Office at (413) 538-2304. For or other police emergencies, please call **911** immediately or the South Hadley Police Department at (413) 538 8231.

For fires, CO alarms or other police emergencies call 911 immediately, then call the Rental Housing Department at (413) 542-8506. If either alarm (CO or smoke) is "beeping" (but not going off), please notify the Rental Housing Department immediately. Please refer to the Tenant Handbook for additional safety information.

Grounds: The Rental Housing Department provides grass-cutting for all rental housing units, although tenants are expected to do routine cleanup of the grounds, including sweeping and raking.

The Rental Property Department provides snow removal from driveways at all rental housing units. The Rental Property Department will also provide snow removal from sidewalks, stairs, fire escapes, trash collection areas, etc, for multi-family properties. Tenants are responsible for snow removal from sidewalks, public walks, stairs, porches, basement hatchways, utility meters, etc, for single family properties. The Rental Property Department will supply and re-fill sand buckets at all multi-family buildings throughout the snow season.

Insurance: Each tenant must provide a certificate of insurance from his or her insurance agent demonstrating current coverage in the amount of \$100,000 as a minimum within 10 days of the

execution of their lease with the College. Renter's Insurance protects the tenant if someone claims that he or she accidentally damaged another's property or caused bodily injury.

Rent Payments: Rental payments are made through payroll deductions on the fifteenth day of the month for that month of occupancy. If a tenant is not on the College payroll, the College will bill the tenant each month.

Subletting: A tenant wishing to sublet his or her unit must first obtain written permission from the Rental Property Department. The signer of the lease (the tenant) is the person responsible for rent and all other terms of the lease. Once someone has agreed to sublet the apartment, both the tenant and the subletter will sign a sublease agreement before the subtenant takes occupancy.

Utilities: Residents must apply to utility companies for electric, fuel oil (if Resident pays for his/her oil heat), gas if applicable, telephone, and cable services if desired.

Extermination: Residents of single family homes are responsible for pest control, although the Rental Housing Department is responsible for maintaining screens, fences or other structural element necessary to keep rodents and skunks from entering the home. The Rental Housing Department is responsible for pest control of multi-unit homes, although residents are expected to make a reasonable effort to eliminate the source of the infestation.

Furnishings and Equipment: All College housing is rented without furnishings. 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. 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.

Keys: The Rental Property Department will provide a set of keys for each adult occupant at the time of occupancy, and must be returned upon vacating. *There will be a \$50.00 (fifty dollar) charge associated with any lost key replacement and new lock requests.*

Lockouts: In case of a lockout between 8:00 a.m. - 4:30 p.m. Monday through Friday. (Summer hours 8:30am-4:00pm), please contact the Mount Holyoke College Public Safety at (413) 538-2304 to gain access to your unit. The Rental Property Department and Public Safety will not let your guests or friends into your apartment.

Parking: 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). All vehicles must be registered with the College Parking Office. Questions about parking should be addressed to the Parking Office Monday-Friday 8:30am-4:00pm at 538-2514.

Painting and Redecorating: All apartments are inspected when vacated, and turnovers are completed per the Cleaning Standards prior to new Residents' arrival. Residents are not permitted to paint or wallpaper College-owned property. Due to the extreme difficulty of doing this work while the unit is occupied, floor refinishing and extensive interior painting or remodeling will not be done while the apartment is occupied.

Pets: Contact the Rental Property Department for information.

Repairs (routine): All maintenance service requests should be reported to (413) 542-8506. Our office hours are from 8 a.m. to 4:30 p.m. Monday through Friday (Summer hours 8:30am-4:00pm).

Repairs (emergency): Maintenance emergencies occurring after normal office hours should be reported to (413) 542-8506. Our answering service will take the information regarding your call and will contact the appropriate personnel who will respond to your emergency.

Repairs (major): Major repairs/renovations are based on building needs and are prioritized in relationship to the entire rental housing stock at the College.

Rental Housing Department Responsibilities: Rental Housing Department is responsible for annually inspecting and servicing all chimneys that service the primary heating equipment for the building, boilers and furnaces, roof gutters and associated down spouts, annual interior and exterior inspection of all units, annual inspection and battery replacement of CO and smoke detectors (if CO or smoke alarms are “beeping”, please notify the Rental Housing Department immediately). **The Rental Property Department is not permitted to lend out tools to residents due to liability.**

Resident Responsibilities: Residents are responsible for the general care and cleaning of the unit (including window cleaning), light bulb replacements, maintaining the unit in good repair (no large holes in walls or ceilings), the cost of installing additional telephone or cable TV lines, installation of window air conditioner units and annual cleaning of dryer vents (Rental Housing Department will coordinate for all residents).

Special Winter Information: Residents who will be away for more than 2 consecutive days during the winter months are asked to take certain precautions, which are detailed in the Tenant Handbook.

Storage: Storage areas are provided in the basements of most apartment buildings. 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.

Trash: Rubbish and recycling containers should be left curbside before 6:00 AM on the designated date of pickup (schedule is available at http://www.southhadley.org/Pages/SouthHadleyMA_CurbsideCal/).

Unit Access: In case of emergency, the College reserves the right to enter the premises and make necessary repairs without prior notice.

Vacating Rental Housing: All leases terminate on June 30. Residents 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. There will be no proration of rent if the tenant vacates College housing prior to the termination of the lease. Please refer to the Tenant Handbook for move-out instructions.

Wood Stoves and Fireplaces: 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. Under no circumstances should these fireplaces be unblocked, even if only for cosmetic reasons.