

GENERAL INFORMATION

1. Can my parents contact housing?
 - Parents can only contact the Housing Office if the student sends written permission in form of an email, letter etc. This is to protect students' identities. The Housing Office is not required to speak with parents at any given time unless written permission is given.
2. My Internet is not working, who do I contact?
 - You may send an email to verizonwifihelp@einsteinmed.org using the computers located in the lobbies of each building.
 - If you are unable to email, you may come to the Housing Office to inform them of the problem.

FACILITIES

1. When does the heating and air conditioning turn on?
 - Usually the heating system is turned on in mid-October.
 - Usually the cooling system is turned on in mid-May.
 - Once the system is changed over to either heating/cooling it will not be switched back until the next season.
2. My AC unit is leaking. What do I do?
 - During the cooling season many times the units will leak water onto the floor. To prevent this, simply keep the fan on "low" throughout the day. This will keep the coils inside the unit drier and thus preventing water leaking onto the floor. The unit can be turned off at night time, however keeping it on during the day (even if you are not there) will help in keeping the units from leaking.
3. When will the filter be changed on my unit?
 - The filters are changed once a year. This is usually around the middle of April. You will receive a notice underneath your door specifying when this will occur.
4. How do I file a work request online?
 - Go to this website and fill out the form: <https://www.einstein.yu.edu/administration/auxiliary-services/housing/housing-work-order.asp>.
5. What if it is after hours?
 - When it is after hours and you need to fill out a work request, you may go to the Security desk in the lobby and they will guide you. If it is an emergency work request, Security will contact the Superintendent to address the issue.
 - Housing has provided toilet bowl plungers for emergency use. You may go to the security desk to borrow a plunger after leaving your ID with Security.
6. How long will it take for maintenance to respond to my work request?

- On any normal operating day it typically takes up to 48 hours to respond and/or complete a work order. However, if there is a shortage of staff, this can take longer.
- 7. I put in a work order and it wasn't completed. How long should I wait before filling another one?
 - If your work order is not completed within a week, check with the Housing office to check on the status of your work request. If it is urgent, check within 72 hours of the request.
 - If a work order requires the contractor to complete, the work order will be turned over to the contractor to complete.
- 8. Who do I contact about laundry room issues?
 - The machines are maintained by Hercules. For any malfunctioning machines you may call: 1-800-526-5760. For other assistance, their website is: <http://www.herenet.com/>

RENT

1. How do I pay rent online?
 - To pay rent online, you may go to this website and fill out the appropriate information:
https://secure.touchnet.net/C22897_ustores/web/store_main.jsp?STOREID=1&SINGLESTORE=true
2. I did not pay my rent on time, will there be a late fee associated?
 - On every license agreement, it states rent payments must be submitted by the 10th of the month as the latest. After three months, you can incur a penalty of 8% interest per annum on your total arrears or 0.667% monthly.
3. How do I pay my late fee?
 - You may contact **Natalie Griffiths, Coordinator**, at the Housing Office to pay your arrears.

PARKING

1. Where can I apply for a parking space?
 - You can apply for a parking space in the Parking Booth located in front of the entrance to the garage.
2. Can I pay online?
 - As of right now, there is not an online payment system. There is a box to collect checks on the "D" level of the garage or you can pay at the booth.
3. When do I pay?
 - Payment should be made on the first of the month; however there is a grace period until the 5th of each month. If payment is not made by the fifth of the month, you will be locked out and charged a late fee of \$25.00 and a card reactivation fee of \$25.00
4. Can I pay in advance?
 - Yes, if you would like to pay for upcoming months you are permitted to do so.
5. Who do I contact regarding general questions about the garage?
 - You may contact the parking booth at (718) 430-7021.

TRANSFERS

1. How can I move apartments?
 - If you would like to transfer to another apartment, you may contact the leasing coordinator in the Housing Office. Please note, there will be no transfers during the Housing Freeze (May 1st to September 1st).
2. What if I want to move off campus?
 - If you would like to live off campus, simply come to the Housing Office to fill out a Vacate Notice form. Please note, on the license agreement you have agreed to give the Housing Office sixty (60) day written notice to vacate Einstein Housing.
3. What is the purpose of the housing freeze?
 - The purpose of the Housing Freeze is to prevent students from moving apartments, which creates additional problems and backs up the process to properly prepare the apartments for the incoming class. Einstein is also involved with a summer program (SURP) in which we provide housing for undergraduate students interested in attending Einstein. This program is typically in session from the beginning of June until the beginning of August. This can cause delays for the Housing Office to prepare apartments for the incoming class as well.
 - Transfers during the Freeze Period do not include those who are on the Waiting List.
 - All students who are graduating **MUST** clear their accounts by May 1st. Students will not receive a diploma if they have not done so.
4. How do I apply for domestic partnership?
 - In order to be approved for domestic partnership, you must supply the Housing Office with proof supporting your long term domestic partnership. (i.e. shared bank accounts, previous lease agreements with both names, credit card statements, etc).
5. How do I apply for a transfer if expecting a child?
 - Send the leasing coordinator a written request to transfer
 - You will need to provide a sonogram with name and date listed on the sonogram.
 - A letter from the attending physician on letterhead stating how many weeks into the pregnancy the woman is in.

*Please note all transfers will be based on the waitlist, however priority will be given to special circumstances. i.e Gestation term has reached 6 month or more.

Personnel

1. Who do I contact in the office to help me with my issue?
 - For help with a work order or if you have any general questions you can **email Einsteinhousing@montefiore.org.**
 - For help with a transfer or to be placed on the wait list you can speak with **Keisha Jackson, Leasing Coordinator.**
 - For additional assistance with Verizon regarding Wi-Fi issues you can speak with **Amylee Ocasio, Vendor Coordinator.**
 - For help with billing you can speak with **Natalie Griffiths, Coordinator.**

- If you have any issues that have not been resolved by staff or if you have a special problem you can ask to speak with **Dennis Renton, Housing Manager**.