Your Guide to living off campus
Welcome to

ALLSTON  BRIGHTON  WEST
ROXBURY  DORCHESTER  SOUTH
BOSTON  NORTHEASTERN
ROSLLINDALE  MEDFORD
CHARLESTOWN  CAMBRIDGE
MISSION HILL  BROOKLINE
SOMERVILLE  JAMAICA PLAIN
BACK BAY  EAST BOSTON
SOUTH END  FENWAY-KENMORE
Making the decision to live off-campus can be both exciting and a little daunting – you must assume greater responsibility for yourself and your safety, your daily needs like meals and transportation, and define your role as a good citizen in the community.

Off Campus Student Services is here to assist you if you have questions or concerns. We offer a number of resources (like this handy guide), special programs and events to help you stay connected to campus, and serve as a link to your new neighborhood. We are located in the Curry Student Center, Room 226 or online at www.offcampus.neu.edu and offcampus@neu.edu.

Residing off-campus is no reason to be less active in campus activities and student organizations. Attend campus events and stay informed by signing up for our e-newsletter. Want to learn more about your new surroundings or understand your tenant rights? Our Community Ambassadors will help you meet your neighbors, learn about city resources, and assist with tenant issues.

Northeastern works closely with our neighbors and local officials to ensure that we all enjoy a good quality of life in the neighborhoods surrounding campus. We hope you will take the PLEDGE to observe campus and community standards, and live in full compliance with Northeastern’s Code of Student Conduct.

The P.L.E.D.G.E. promotes a peaceful, shared living environment for students and neighbors and a better understanding of the local community and neighborhoods.

We value PARTNERSHIPS with neighbors, the City of Boston, and the Boston Police Department, working together to make our neighborhoods peaceful places to live. Understand that you assume LIABILITY when living off-campus; you are responsible for your actions and any consequences for Code of Conduct violations. Northeastern will EXPEDITE the judicial process for off-campus disturbances. Make good DECISIONS about the way you live, and commit to being a GOOD NEIGHBOR. We EXPECT you to live peacefully in the neighborhood and be a responsible tenant.

Welcome to the neighborhood!

Your Off Campus Student Services Staff
MAKE YOUR MARK!

live
play
join

STAYING CONNECTED TO NORTHEASTERN
You may live off-campus, but we encourage you to remain an active member of the Northeastern community. Everything on campus is still for you. You can find dozens of student organizations that meet during the day or evening to fit your schedule. There are also hundreds of programs planned on campus, including lectures, comedy, recreational trips, and bands playing at afterHOURS. Check out the Campus Calendar at www.northeastern.edu/calendar to stay connected with campus events and happenings!

**OFF CAMPUS STUDENT SERVICES**

Off Campus Student Services is dedicated to supporting your needs as an off-campus or commuter student. We provide resources, education, and programs to keep you connected to campus, informed of campus activities and services, and promote positive connections between you and your community neighbors. We can help with landlord issues, keep you informed on renter’s rights, and assist you in searching for off-campus housing.

Stay informed! Sign up for our monthly e-newsletter at www.offcampus.neu.edu, visit our office in 226 Curry Student Center, or write us at offcampus@neu.edu.

**COMMUNITY AMBASSADORS**

Community Ambassadors are Northeastern students who live in our local neighborhoods and keep off-campus students connected to campus resources, provide information on tenant rights and city services, and help you get involved in your new neighborhood. Living off-campus can have its challenges; Community Ambassadors are ready to assist you. Have a question? Contact your Community Ambassador at CA@neu.edu.

**CURRY STUDENT CENTER**

The John A. and Marcia E. Curry Student Center is the crossroads for community life at Northeastern University. The Student Center’s central location and early morning and late night hours make it the ideal hangout to meet with friends, watch TV, relax or study between classes, or even catch a quick catnap. The Student Center food court features: D’Angelos, convenience store and Sushi station, Pizza Hut, Starbucks, and Wendy’s. Services include an information center, bookstore, lounges, roof terrace, student organization offices, meeting rooms, e-mail stations, ATM, game room, afterHOURS, Gallery 360, and offices for Student Activities, Leadership, Community Service & Student Employment. Visit www.curry.neu.edu for a full directory of services and hours.

Northeastern offers something for everyone!
STUDENT ORGANIZATIONS AND ACTIVITIES
Participating in a student organization is a great way to meet people with common interests. Northeastern has over two hundred sixty student organizations. If you have an interest or advocacy concern that isn’t currently represented, we encourage you to start a new group. Stop by the Student Activities Office at 434 Curry Student Center, or visit them on the web at www.northeastern.edu/studentactivities.

Student Government Association (SGA)
The Student Government Association advocates for the interests of students and can assist with problems, no matter how big or small. If you have a question or concern, want to get involved with SGA, or just want to sound off, SGA is here to listen. The SGA is located at 332 Curry Student Center, e-mail sga@neu.edu, phone 617.373.2651. The Senate’s weekly meetings take place on Monday nights.

Center of Community Service
The Center of Community Service offers information, resources, and referrals for community service and service-learning opportunities. Sign up for a community service work-study placement, take a service-learning course, participate in a one-day service event, or become civically engaged through volunteering on your own. To find the opportunity that fits your interests and skills, or more about how you can get involved, visit 172 Curry Student Center or www.northeastern.edu/communityservice.

Campus Recreation
The Campus Recreation program provides numerous ways to support an active, healthy lifestyle, including personal training, group fitness programs, and health and wellness classes. It also offers intramural, and over thirty club sports. Recreation facilities are the Marino Center, the Cabot Center, the Barletta Natatorium (indoor swimming pool), the Badger and Rosen Squashbusters Facility, and Matthews Arena. Visit www.campusrec.neu.edu for more information.

DINING ON CAMPUS
Even though you aren’t living on campus, you can still take advantage of the dining options available to Northeastern students. The flexible Profiler Plan allows you to purchase a certain amount of meals (50, 86 or 110) for the year, and the Student Center food court accepts Dining Dollars. For more information on available dining plans, go to www.dineoncampus.com/northeastern.

CO-OP CONNECTIONS
The Co-op Connections office offers resources and opportunities for students to stay connected, get involved, and know what’s going on at Northeastern – no matter where you are. Co-op Connections offers: Beyond Boston Relocation Workshops, Nationwide Events, Student/Alumni Connections, Global Outreach, Mentor and Leadership Programs. For a complete list of services and programs visit www.northeastern.edu/coopconnections or visit the Co-op Connections office in Speare Commons.
OFF-CAMPUS LIVING 101
OFF CAMPUS LIVING
Moving out on your own offers you an exciting new level of independence. Now you are responsible for all the details of daily life that were once provided at home or in the residence halls. You are faced with choices that impact you as a tenant, a neighbor, and a citizen of the community in which you reside. At the same time, you are still a Northeastern University student, which means that you have all of the support of the University behind you. It also means that you are expected to abide by Northeastern’s Code of Student Conduct, as well as state and local laws.

BE A GOOD NEIGHBOR
Nothing will influence your quality of life as an off-campus student more than being a good neighbor. Get to know your neighbors by taking some initiative; introduce yourself and establish good relations early. Neighbors can share information and secrets to success about your new living environment.

Explore what the community has to offer, such as houses of worship, community centers, parks, and local businesses. By attending neighborhood meetings, participating in community events, and shopping at local businesses, you are supporting a vibrant neighborhood and enhancing your own quality of life as well as the lives of your neighbors.

Five Easy Steps to Being a Good Neighbor

1. Introduce yourself to your neighbors. Open lines of communication will make it easier to address small issues before they become big problems.
2. Watch out for the safety of your community. Be observant, notice unusual things, and report suspicious behavior to the police.
3. Understand and follow apartment/house rules. Any rules that are outlined in your lease need to be followed.
4. Be reasonable when it comes to noisy activities. This applies not only to social gatherings, but also vacuuming, hanging pictures, and moving furniture.
5. Treat your neighbors and their children with respect. Watch your words and behavior; they will appreciate it.

LIVE RESPONSIBLY
Part of being a good neighbor is remembering that what you do can affect those living around you. Be aware that your music may be heard in the next apartment where a toddler is trying to sleep, or a medical student just got home from a 36 hour shift. Sounds bounce off buildings in odd ways, so the voices of your friends and the music from your apartment may affect someone three houses down as much as it affects someone living two floors above you. And the person you just woke up might be the person you are interviewing with for your co-op or full-time job next week! The bottom line: in the city, the choices you make in your lifestyle can, and will, affect those living around you.
Neighbors and community members will call the police if they feel that noise or other disturbances are impacting their safety or quality of life. As a member of the Northeastern community you are expected to comply with all local, state, and federal laws, and the University’s Code of Student Conduct. **You can be held accountable for behavior off campus that is in violation of the Code, and can be referred to the University for disciplinary action.**

The University’s Code of Student Conduct can be found in the *Student Handbook*, as well as at www.northeastern.edu/osccr/codeofstudentconduct.html. Please remember that the actions of one individual can have an impact on the reputation of all Northeastern students. The University works actively to minimize the possibility that one individual’s inappropriate choices affect your reputation as a Northeastern student. We ask that you support us by not being the student that behaves in such a way as to hurt your peers’ future reputations as responsible Northeastern students.

So be a GOOD NEIGHBOR. Report incidents you witness to nupledge@neu.edu, or call the Boston Police at 800.494.TIPS (8477), or anonymously text tips to CRIME (27463).

**GET INVOLVED IN YOUR NEIGHBORHOOD**

We all benefit from a safe and successful community. The citizens of Boston have a vested interest in their neighborhoods and are actively involved in them. By working together in local community groups, community members have a direct impact on the issues that affect them, including crime and violence, economic development, and politics. You can become involved in your neighborhood by joining a community group or through the University. The Center of Community Service (www.northeastern.edu/communityservice) offers many opportunities to volunteer in the neighboring communities, or you can find opportunities through any of Northeastern’s community service groups. Those students with specific expertise or interests can work to develop their own skills while also contributing to the neighborhood. Your role as a volunteer will have an important and positive impact on you and the nearby communities.

**Boston Neighborhoods**

The City of Boston Web site has in-depth information about neighborhood associations in the Boston area. For details about your neighborhood, go to: www.cityofboston.gov/neighborhoods.

**WHEN CONFLICTS ARISE/CONFLICT RESOLUTION AT NU**

Conflicts can be a normal part of living and learning in a city like Boston. If you are having a conflict with a roommate, landlord or community member, the Spiritual Life Center and the Office of Student Conduct and Conflict Resolution serve as cosponsors for conflict resolution at Northeastern University.
Conflict Coaching
Conflict coaching is a confidential resource for students who are experiencing conflict and are interested in resolving the conflict on their own, rather than involving a third party. Conflict coaching is an informal 1:1 meeting: a trained staff member or “coach” asks questions to help you think about the cause(s) of the conflict and brainstorm potential options for resolution. Additionally, the conflict coach can share resources and tips for managing conflict.

What is mediation?
Mediation is a process in which a neutral third party facilitates communication between parties that are in conflict.

Mediation is:
• Voluntary – all parties must agree to participate.
• Confidential.
• A process where parties are asked to listen, communicate honestly, be respectful and work together to solve their problems.
• A process where the individuals themselves create the agreements that result from the mediation.

Mediation is not:
• A way to decide who is “right” and who is “wrong.”
• Assigned as punishment or in any way a part of the disciplinary process.
• A place where an arbitrator makes the final decision. The mediator will facilitate the communication, but will not be the problem solver.

For more information on Conflict Resolution Services, including mediation, visit www.northeastern.edu/osccr/ or call 617.373.4390 or send an e-mail to osccr@neu.edu.

For students of Northeastern, Boston provides an exciting and diverse urban setting. The University is proud to be a part of this great city. Whether you live on or off-campus, you are a citizen of Boston and an ambassador of Northeastern. You are a member of the community and as such, you contribute to the prosperity of the community and Boston.

The Office of Government Relations and Community Affairs
The Office of Government Relations and Community Affairs is the University’s liaison between the students, the City of Boston, and the surrounding neighborhoods. The office works on various issues with our neighbors and has a great deal of information about the communities we are part of. To learn more about community connections, please contact the office at 617.373.3168.
ASSESS YOUR HOUSING NEEDS

Before you begin your search, think through what you want and need in your living space. Brainstorm all options and preferences, consider all the choices you come up with, then evaluate those choices.

Things to Consider Before You Begin a Search

- What is your budget? What can you afford? Don’t forget about utilities.
- Do you want to live alone or share space and expenses with a roommate?
- How close do you need to be to campus? What type of transportation will you rely on and what costs are associated (T-Pass, gas, parking, etc.)?
- Do you have furniture or will you need a furnished apartment?
- What type of accommodations would you prefer: an apartment, a room within a private home, or a situation like housing in exchange for services?
- What amenities are priorities: air conditioning, laundry facilities, extra storage?

THE APARTMENT SEARCH

Off-Campus Housing Online

The best place to begin your search for off-campus housing is to use Northeastern’s Off-Campus Housing Online database. Northeastern students can search and post apartment listings, or use the Message Board feature to search for roommates, sublets, and housing while away from Boston.

Follow these steps to register and use the database

1. Go to www.northeastern.edu/offcampus/apartment
2. Click on the Search/Post button.
3. Go to Register Here in the top right-hand corner, and select Northeastern University Community Members.
4. Using your Husky e-mail address, create your account. You will receive a confirmation link in your inbox.

Don’t have your “NEU” address yet? Register as a guest

1. Go to www.northeastern.edu/offcampus/apartment
2. Click on the Search/Post button.
3. Go to Register Here in the top right-hand corner, and select Guests.
4. Complete the information on the registration page.
5. Allow 2-3 business days for your guest privileges to be verified and your account activated. A guest account is good for 30 days.

Going on Co-op? Find Housing outside Boston

1. Click on Advanced Search.
2. Scroll down to Other Cities.
3. Check the box to search other cities outside of Boston or use the links.
Message Boards
Looking for a roommate, sublet, furniture, or want to carpool? The Message Boards are the perfect place to link up with others from Northeastern.

1. Click on Message Boards.
2. Find a topic that pertains to your needs and reply via e-mail.
3. If you don’t find the right match, post your own message by clicking on the Add Board Post button.

This site is managed by Northeastern in conjunction with Off Campus Partners, LLC. If you should encounter issues, please contact customer support via e-mail under the “Contact Us” tab, or call 877-895-1234.

Subletting Your Apartment
To sublet is to rent your apartment to someone during your own lease term. Note, however, subletting does not negate or release you from your lease.

Some leases prohibit subletting. Check with your landlord as to his/her requirements or procedures before subletting. If allowed to sublet, get your landlord’s permission IN WRITING!

Unless otherwise instructed, make sure that you sign a sublet agreement. This insures that the sub lessee is legally obligated to you. You are still obligated to your landlord so if the sub lessee does not pay, you will be held responsible! Try to get as much rent up front as possible, as well as a security deposit to cover possible damages.

The landlord has the right to approve any sub lessee (the person to whom you are subletting). However, approval must be based on a financial assessment, not any discriminatory factors. Some landlord’s charge a fee to allow their tenants to sublet, which is perfectly legal.

It is easier to sublet your apartment if you leave it furnished. Consider lowering the price of your rent and/or negotiating other costs (parking, utilities, etc.) to make your apartment more attractive. Feel free to post your sublet information on our Off-Campus Housing site as described above.

Additional References to Consult as Part of Your Search
Friends – There is no better source for apartment information than word of mouth. Other Northeastern students can recommend a neighborhood or may even know of a particular apartment or an opportunity becoming available due to their co-op commitment.

Local newspapers – Some property owners only advertise in local papers.

Realtors – Most area realtors manage multiple rental units and charge a fee for their service, but it can be negotiable. Occasionally, agreements can be reached so the property owner pays a portion of the fee. Check our Off-Campus Housing site for realtors frequently used by Northeastern students.

Bulletin boards – Postings found on community bulletin boards can provide good leads.
BUYER BEWARE - Avoid Rental Scams!

Internet web sites and other third party rental resources are great for searching for roommates, apartments, and subletting. However, there is no guarantee they are free from scams. Be cautious when completing transactions with prospective roommates, tenants, landlords, etc. Learn about common scam techniques and avoid becoming a victim. Here are some guidelines to help keep you scam free:

- Deal locally with people you can meet in person.
- Never rent a place you can’t view in advance.
- Never wire funds via Western Union or MoneyGram.
- Never give out financial or personal information such as social security numbers, bank account numbers, or credit card information.
- Be mindful of fraudulent checks and money orders.

PAYING THE RENT

Paying for your apartment off-campus is a little more complicated than paying for a room in a university-owned residence hall if you rely on loans for your housing. The “Cost of Attendance” is what the Financial Aid office uses to decide your maximum loan amount. When you live off-campus, the Financial Aid office does not automatically know how much you are paying for rent and utilities so it has to use a standard amount that is applied to your cost of attendance. You should have your cost of attendance reviewed by making an appointment with your Financial Aid counselor and bring a copy of your lease with you.

HEALTH AND SAFETY STANDARDS

Even more important than location, cost, and amenities, you must consider health and safety standards when you begin apartment hunting. The State Sanitary Code is a set of regulations developed by the Massachusetts Department of Public Health to protect the health, safety, and well-being of occupants of any dwelling. In Boston, the Housing Division of the Inspectional Services Department enforces these regulations. A summary of the Code can be found at www.cityofboston.gov/isd/housing/sanitary.asp.

Look carefully at the following in any building or apartment you are considering renting:

- Structural elements – Foundations, walls, floors, doors, windows, ceilings, roofs, staircases, porches, chimneys, and other structural elements must be in good repair.
- Electricity and wiring – All rooms, except kitchen and bath, should have either two outlets or one outlet and one light fixture. Kitchens must have one light fixture and two outlets while baths must have one light fixture.
- Ventilation – There must be windows or mechanical vents in every room.
- Safety exits – The law requires two exits that are free from obstruction and secured from the inside.
- “No More Than Four” - Boston Zoning Code prohibits more than four full time undergraduate students living in one unit, regardless of its size.
Landlords are required by law to have their rental units inspected for compliance with the State Sanitary Code within 45 days of a new tenancy. Check inspection records and dates at www.cityofboston.gov/isd/housing/certunits.asp. You may also contact Inspectional Services at 617.635.5300 to verify that a “Certificate of Fitness” for the apartment was issued upon the inspection.

Don’t fall prey to unscrupulous landlords! Utilize the resources below if you have questions, need advice, or require assistance.

**Off Campus Student Services**  
226 Curry Student Center  
617.373.8480

**Boston Rental Housing Resource Center**  
www.cityofboston.gov/rentalhousing  
617.635.4200

**Inspectional Services Department**  
www.cityofboston.gov/isd  
617.635.5300

To make sure you are covering all of your bases before you move in, download our Housing Code and Apartment Hunting Checklists at www.neu.edu/offcampus/getstarted.

**WHERE TO LIVE?**

Boston offers a tremendous variety of communities in which to live. The city is divided into many neighborhoods, each of which has its own character. Visit prospective neighborhoods to get a feel for them. For more information on the neighborhoods of Boston, go to www.cityofboston.gov/neighborhoods.

**Allston** – Once a home to stockyards, slaughterhouses, and meat packing industries, Allston today is a thriving hub of urban activity. Largely populated by students and young families, Allston caters to the individual looking for something different and cheap. It’s hard to turn a corner in this neighborhood without running into a discount furniture or thrift store, upscale eateries to mom-and-pop grocery stores.

**Back Bay** – The Back Bay, once a stagnant pool of water behind the Public Garden, offers some of the most exclusive real estate in Boston. A stroll down Newbury Street will take you from high fashion to hip ice cream parlors, and a walk back up Commonwealth Avenue takes in some of the most elegant townhouses in the city. With its rows of historic homes and a vibrant commercial district, Back Bay is an elegant and exciting place to live.
For more details on the neighborhoods in and around Boston, visit www.cityofboston.gov/neighborhoods.
Brighton – Like neighboring Allston, Brighton was once home to agricultural plots and stockyards. With the extension of streetcar lines in the 1800s, houses and apartments were built across the neighborhood. Unlike Allston today, Brighton is fairly quiet, and is primarily populated by graduate students, young professionals, and families, with streets lined with houses and small apartment buildings.

Fenway-Kenmore – The Fenway, perhaps best known as the home of the Red Sox, is more than just a ballpark. It is actually a dense urban neighborhood with a considerable amount of green space (the Fens). Home to a large number of college students, it also contains a significant population of professionals. You’ll find many of Boston’s hot spots here and keep your eyes open for the occasional home run ball that clears Fenway Park’s Green Monster.

Jamaica Plain – Diversity is the strength of Jamaica Plain, or JP as it is lovingly referred to by its residents. Every ethnicity and socio-economic stratum is well represented in this neighborhood sandwiched primarily between Roxbury and Brookline. The rich diversity in JP has created a strong character of social awareness and tolerance among neighbors and residents.

Mission Hill – Mission Hill today is an architectural landmark district with a combination of freestanding houses built by early wealthy landowners, blocks of traditional brick row houses, and many triple-deckers. Many families, students, and staff from the nearby Longwood Medical Area come to Mission Hill for the affordable rents. A diverse community in proximity to downtown, Mission Hill offers its residents an excellent view of the city from a historic neighborhood.

Roxbury – A drive through Roxbury is both a history lesson and a tour of a modern urban neighborhood. One of the oldest neighborhoods in Boston, Roxbury has long thrived on its proximity to downtown while retaining its neighborhood qualities. Home to a great number of parks, schools, and churches, one can see Boston’s history in the architecture and landmarks of the neighborhood, with a multitude of housing options and a variety of ethnic shops.

South End – The South End, with its blocks of Victorian brick row houses, upscale restaurants, and art galleries, is swiftly becoming one of the most popular places to live in Boston. Many of the row houses underwent renovation starting in the 1960s, and today the neighborhood is filled with a diverse mix of families, young professionals, and a thriving artistic center. Trendy restaurants brush shoulders with coffee shops and mom-and-pop grocery stores.

Brookline – Cheek to jowl with Boston, the town of Brookline has managed to maintain its own identity. It has a unique mixture of busy streets and rolling countryside, upscale shops and village pubs, gracious apartment buildings and large estates. It is home for legions of academic and scientific professionals who work at the nearby medical centers in Boston. Brookline is also home to Parsons Field, where Northeastern’s baseball, men’s and women’s soccer teams, and a number of club sports play.
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Nothing will influence your quality of life as an off-campus student more than being a good neighbor. Get to know your neighbors by taking some initiative; introduce yourself and establish good relations early. Neighbors can share information and secrets to success about your new living environment.

Utilize those things the community has to offer, such as houses of worship, community centers, parks, and local businesses. By attending services, participating in community events, and shopping at local businesses, you are supporting a vibrant neighborhood and enhancing your own quality of life as well as the lives of your neighbors.

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1. Say hello and get to know your neighbors. Open lines of communication will make it easier to address small issues before they become big problems.
2. Watch out for the safety of your community. Be observant, notice unusual things, and report suspicious behavior to the police.
3. Understand and follow building/house rules. Any rules that are outlined in your lease, like parking or pets, need to be followed.
4. Be reasonable when it comes to noisy activities. This applies not only to social gatherings, but also vacuuming, hanging pictures, and moving furniture.
5. Treat your neighbors’ children with respect. Watch your words and behavior when children are around. Their parents will appreciate it.

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LIVE RESPONSIBLY

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THINGS YOU SHOULD KNOW ABOUT YOUR LEASE

1. Say hello and get to know your neighbors. Open lines of communication will make it easier to address small issues before they become big problems.
2. Watch out for the safety of your community. Be observant, notice unusual things, and report suspicious behavior to the police.
3. Understand and follow building/house rules. Any rules that are outlined in your lease, like parking or pets, need to be followed.
4. Be reasonable when it comes to noisy activities. This applies not only to social gatherings, but also vacuuming, hanging pictures, and moving furniture.
5. Treat your neighbors’ children with respect. Watch your words and behavior when children are around. Their parents will appreciate it.
TYPES OF RENTAL AGREEMENTS

There are three types of tenancies: tenants with a lease, tenancy at will, and tenancy at sufferance. The most common rental agreement is a lease.

A lease is a legally enforceable contract that defines the relationship between an owner or landlord, and a renter (the tenant). A typical lease spells out all of the terms involved in the rental agreement, including the length of time a tenant may use it and what condition it must be in upon return to the landlord. The amount of rent and any financial penalties for late payments should also be included in a lease. Most leases are written for one year of occupancy, September through August.

A lease agreement should protect both the landlord and the tenant. The landlord knows that a legally binding contract obligates the renter to make regular payments throughout the life of the lease. The tenant knows that he or she has full rights to the property without fear of sudden seizure or eviction. A lease also guarantees that the original rental terms will not change until the lease expires.

A lease between landlord and tenant can contain a number of restrictions. Renters are not owners, therefore the property is always subject to scrutiny by the landlord. If certain conditions of the lease are violated, such as an unauthorized pet or a sanitation problem, the landlord can decide to terminate the lease.

Tenancy at will is the occupancy of property by a tenant for an unspecified period. Either the landlord or tenant can terminate the tenancy at any time, with reasonable notice. Thirty-day written notice or one full rent period is typical. When your lease expires, or the landlord ends your tenancy but you stay in the apartment, you are a tenant at sufferance. Technically, under the law you do not have a tenancy. However, the law does not consider you to be trespassing because at some point in time the landlord agreed to rent the apartment to you. Landlords who receive rent from tenants in this situation must mark checks and receipts with the words “for use and occupancy only.” If this is not done, the acceptance of rent creates a new tenancy at will.

The important thing to keep in mind about a lease is that it is a binding legal agreement and you should be aware of all of its conditions before signing. Make sure you understand everything!

IMPORTANT ITEMS IN YOUR LEASE

- Name(s) of each tenant, the landlord or the landlord’s agent, and the person or company authorized to manage the property.
- A description of the rental unit, identifying the appliances included in the unit and the heat and cooling source.
- The amount of rent and the date it is due, late charges, or return check fee charges.
- How rent is to be delivered to the landlord and whether by check, money order, or cash.
- Method to terminate the agreement prior to the expiration date and what, if any, charges will be imposed.
- The amount of the security deposit and the account where it is held.
• Utilities furnished by the landlord or, if the landlord charges for such utilities, how the charge will be determined.
• Amenities and facilities on the premises that the tenant is entitled to use such as swimming pool, laundry, or storage spaces.
• Rules and regulations related to pets, noise, etc., and whether or not breaking such rules can be grounds for eviction.
• Designated parking spaces, if provided.
• Whether pest control is provided and how often.
• How tenant repair requests are handled and procedures for emergency requests.
• Whether subletting is permitted.

SECURITY DEPOSITS

In Massachusetts, it is common practice for landlords to require incoming tenants to pay a security deposit. Such deposits cannot exceed the amount of one month’s full rent. A security deposit is a form of protection for the landlord if tenants cause damage to the property or leave owing rent.

Upon receiving a security deposit, a landlord must provide you (the tenant) with a receipt that includes: amount of the security deposit, name of the person receiving it, name of the landlord, date on which it was received, description of the premises being rented.

The landlord must place the money in a separate, interest bearing account in a bank located in Massachusetts. Within thirty (30) days of receiving the deposit, a landlord must provide you with a second receipt with the following information: name and location of the bank where the money is being held, account number, and amount of the deposit.

A security deposit may only be used for three things:
• Unpaid rent
• Repair of damages caused by the tenant (NOT including general wear and tear)
• Payment of the tenant’s percentage of a property tax increase (provided that there was a tax escalator clause in the tenant’s lease)

A landlord has until 30 days after the end of the tenancy to return the entire security deposit and accrued interest. If any deductions are made, the landlord must return the balance along with an itemized listing of any deductions, plus supporting documentation and receipts. If the landlord does not return the deposit within 30 day, or the tenant disputes any deductions that the landlord made, the tenant should send a demand letter asking for the immediate return of the amount in dispute.

Download and print our Apartment Condition Checklist at www.neu.edu/offcampus/getstarted.
TOP TEN THINGS YOU SHOULD KNOW BEFORE RENTING

10 Legal and Illegal fees – When you move into an apartment, a landlord can charge you the first month’s rent, the last month’s rent, a security deposit, a lock fee, and a portion of a re-inspection fee. A landlord can’t charge you any other fees such as a holding fee or a pet fee. A landlord also can’t charge you a broker’s/finder’s fee, unless they are a licensed realtor.

9 Roommates – If one of your roommates moves out, you may still be responsible for paying their portion of the rent until you find a new roommate. Boston Zoning Code prohibits more than 4 full-time, undergrads from sharing one apartment, regardless of its size.

8 Leases and Tenancies-at-Will – If a landlord offers you a lease, read it carefully before signing. Leases, which typically run for one year, are binding legal contracts. Tenancies-at-will run from month to month, but offer you less security against rent increases and evictions.

7 Renter’s Insurance – Your personal property such as computers, TV’s, clothing, jewelry, and furniture would be expensive to replace in case of fire or theft. Renter’s insurance is a good idea and can be surprisingly affordable. Don’t assume that your landlord’s or your parents’ insurance will cover your belongings.

6 Re-Inspection of Rental Unit – The City of Boston requires landlords to have apartments inspected for compliance with the State Sanitary Code within 45 days of your move-in. Ask your landlord or check the status of your apartment at www.cityofboston.gov/isd/housing/rental.asp.

5 Code Violations – You are entitled to an apartment that is in compliance with local and state sanitary and building codes. Violations should be reported to your landlord in writing. If repairs aren’t made, call the city’s Inspectional Services Department at 617.635.5300.

4 Condition of Apartment – Before entering into a rental agreement, check out the condition of the apartment. If you can’t, have a friend do it for you. You do not want to be charged for damages that existed when you moved in!

3 Security Deposits and Last Month’s Rent – Your landlord can legally require a security deposit and the last month’s rent in amounts equivalent to one month’s rent. Your landlord must give you receipts, pay interest on an annual basis, and the security deposit must be put in a separate account in a bank located in Massachusetts.

2 Noise – Be considerate of your neighbors. Having loud parties late at night or cranking up the music can lead to complaints and eventually to eviction, as well as consequences on campus.

1 Mediation – If you and your landlord have a dispute, mediation is an informal process to reach a resolution with the help of an impartial mediator. Free mediation services are offered by the City of Boston’s Rental Housing Resource Center, call 617.635.RENT.

(This information is provided by the City of Boston’s Rental Housing Resource Center at www.cityofboston.gov/rentalhousing/students.asp.)
LIVING ARRANGEMENTS
LIVING WITH A ROOMMATE

Living with someone in a roommate relationship can be enjoyable, educational, and fun. Just like any other type of relationship, roommates have their ups and downs. Some fit perfectly together, others need some fine tuning. You will be living in close proximity to this person for the entire year, so take time to think about who you want to live with. Once you have decided, establishing clear expectations and open lines of communication will ensure cohabitation harmony.

When choosing a roommate, consider the following:
• Should you live with a friend or stranger?
• Do you share common interests?
• Does “clean” mean the same thing to each of you?
• Are you an early bird or a night owl?
• How do you feel about guests?
• Move-out procedures: how much notice is expected if one of you moves out early? what agreement will you make about forfeiting deposit monies?

ROOMMATE AGREEMENTS

Although you may feel that informal, verbal agreements about living arrangements and expectations are all that will be needed to live happily ever after with your roommate, having a more formal, written agreement can prevent unnecessary problems. Take the time to spell out specifics with regard to chores, guests, and who writes the rent check every month; it will make your shared living easier and more comfortable.

Put into writing your mutual decisions about bedroom assignments, cooking and cleaning schedules, quiet hours, rules concerning guests, and cost breakdown. All roommates should sign and date the agreement; then make copies for everyone.

If you opt to sublet before your lease period ends, be sure to communicate with your current roommates. Although you have covered your lease obligations, your roommates have to live with this person. Ensure your roommates are on-board with who you choose, so there aren’t difficulties in your absence.

Remember, these types of agreements have nothing to do with the landlord. Whoever signed the lease is/are the person(s) who have the legal obligation to the property owner.

TIPS FOR A COOPERATIVE LIVING ENVIRONMENT

Be mindful of the fact that your relationship with your roommate will impact your quality of life. Here are some useful tips to help sustain the peace:
• Set rules that you all will follow.
• Communicate openly, consider a weekly “house meeting.”
• Be considerate; remember to “do unto others…”
• Be flexible, be willing to make adjustments.
• Respect each other, even when you disagree.
• Spell out everything, even if it seems obvious. For example: “Food: Each roommate is responsible for her own food.”
• If a problem arises, renegotiate and draft a new agreement.
• Seek a neutral party to help resolve issues you cannot agree upon.

WHEN LIVING “OFF CAMPUS” MEANS LIVING AT HOME

Students who remain in the familiar surroundings of home often make the mistake of expecting little to no change in their lives when they begin life as a college student. You may be sleeping in the same bed, but life as you know it won’t be the same.

Students who live at home face many of the same challenges as their on-campus friends. Everyone needs to strike a balance between academic studies, social activities, and family life. To your advantage, you have the resources of Northeastern University at your disposal on a daily basis, and you also have your family as a support system.

It is important to keep in mind that adjustments are completely normal. Once you realize things are going to change, it is essential to communicate with your family.

Maintaining open communication about school life will make home life run more smoothly. Perhaps some negotiations with regard to things such as household duties or curfews will be in order.

The Northeastern campus may not be your “home” address, but it will become your second home. Be sure to find places on campus where you are comfortable spending time. Figure out where you can enjoy meals, and where you can study and socialize. The Curry Student Center and Snell Library are both great options.

There are a myriad of people on campus who are here to help with academic support, counseling services, and technical assistance. Services are for all Northeastern students, not just residents. Remember that!

Sign up for our monthly e-newsletter so we can keep you informed of campus events and programs! E-mail offcampus@neu.edu to help you stay connected to campus!
YOUR RIGHTS AND RESPONSIBILITIES AS A RENTER

Educating yourself about your rights as a renter is important to make your living situation a positive experience. Understanding your rights will only benefit you and make your tenancy successful.

Housing Codes

You are entitled to a habitable apartment and a certain measure of safety must be provided. The State Sanitary Code outlines such provisions. Here are the basics:

- **Running water** – A landlord must provide water with adequate pressure and the means to heat the water.
- **Heat** – A landlord must provide a heating system in good working order.
- **Kitchens** – A landlord must provide a sink, stove, and oven in the kitchen. Note that a refrigerator is not required; if one is provided, it must be kept in working order.
- **Pests** – A landlord must keep the unit free from insects and rodents, including bed bugs.

Unlawful Entry

Your landlord (or their agent) may only enter your apartment for the following reasons:

- To inspect the premises.
- To make repairs.
- To show the apartment to prospective tenants/agents.
- In accordance with a court order.
- If the apartment seems abandoned.
- To inspect the premises within the last thirty days of tenancy (checking for damage related to a security deposit).

Retaliation

Your landlord cannot terminate tenancy or raise rent in response to you exercising your legal rights. If such actions are taken within six months of you contacting the Board of Health, joining a tenants’ organization, or exercising any other legal rights, those actions can be considered retaliation against you. The landlord will be required to prove otherwise.

Your Responsibilities

Here are some responsibilities you assume when entering into a rental agreement.

- Pay your rent – Pay your rent on time or you may be subject to late fees and/or eviction.
- Sign and keep a copy of the lease – You must be given a copy of the lease within 30 days of your move in. Even without a copy, you are agreeing to the terms of the lease by occupying the apartment or paying the rent, and you’re bound by the terms of the lease you signed.
- Follow the terms of the lease – You can be evicted before your lease is up if you do not obey the terms of the lease.
• Write down and photograph any damages – You are responsible for documenting and providing your landlord with a list of everything that is wrong when you move in. When you move out, if there are damages to the apartment, the landlord has the right to charge for the damages.

• Agree to reasonable entry of your apartment – If the landlord has a good reason, you must allow them to enter your apartment. The landlord can enter without your consent in emergency situations. The landlord must not abuse the right of entrance or use it to harass you, and can only enter at reasonable hours of the day, except in an emergency.

• Give proper written notice before moving – Your lease should state how much time is enough notice, usually 30 days before the end of your rental period. If you have a week-to-week lease then you must give a ten-day notice.

• Provide correct information – If you give false information, the landlord has the right to end your lease.

**Keep Your Apartment in Good Condition**

You must:
• Obey building and housing codes that affect health and safety.
• Keep the apartment as clean and safe as conditions permit.
• Remove garbage and recyclables in a clean and safe manner into the appropriate containers and follow proper garbage collection procedures.
• Keep all plumbing fixtures you use in the apartment as clean as conditions permit.
• Notify the landlord of any repairs that need to be done to the apartment as soon as possible. The notice must be in writing and dated.
• Use all utilities and all electrical, plumbing, sanitary, heating, ventilation, air-conditioning, and other facilities and appliances on the property correctly.
• Be responsible for your conduct and the conduct of other persons on the property, whether known by you or not.
• Abide by all rules and regulations outlined by the landlord.

You must NOT:
• Deliberately destroy, deface, damage, impair, or remove any of the property or permit any person to do so whether known by you or not.
• Tamper with a properly working smoke detector or carbon monoxide monitor.

**EVICTIONS**

Eviction actions are legal proceedings. A tenant cannot be evicted without a court order. To evict a tenant, the landlord must first properly terminate the tenancy and then obtain the court’s permission to take possession of the unit.

If you receive an eviction notice, you have the right to defend yourself in court and try to prevent or delay the eviction. If possible, contact a legal aid service or your own attorney for assistance.
Tenants with a standard written lease may only be evicted for:
1. Non-payment of rent.
2. Violation of a term of the lease (if the lease states the landlord may evict for such violation).
3. Illegal activity in the apartment.

For more information regarding your rights, check the Rental Housing Resource Center’s “Good Neighbor’s Handbook” at http://www.cityofboston.gov/rentalhousing/pdfs/handbook.pdf.

LANDLORDS’ RIGHTS

Since landlords typically compose the lease, it usually has language designed to protect their interests. In addition to details in the lease, the landlord is protected by the following rights as prescribed by Massachusetts Consumer Affairs detailed at www.state.ma.us/consumer.

Right to Prompt Payment

Landlords have the right to receive rent on the first of the month, unless otherwise agreed upon. In Massachusetts, there is no grace period.

Right to Have Compliance with Tenancy Agreement

Landlords have the right to have tenants abide by any and all terms of the tenancy, written and oral. Violations can lead to eviction. This is why it’s important to read and understand your lease.

Download and print our Apartment Condition Checklist at www.neu.edu/offcampus/getstarted.
WHERE TO GO WHEN PROBLEMS ARISE

Your first stop should be Off Campus Student Services, located in room 226 of the Curry Student Center. Come in or call 617.373.8480 for assistance with your situation; you do not have to deal with it alone. Additionally, there are a number of nonprofit and governmental resources that offer advice regarding tenant/landlord issues.

**Boston Rental Housing Resource Center**
www.cityofboston.gov/rentalhousing
617.635.4200
Advice, information, and assistance for Boston landlords and tenants regarding rental housing issues.

**Inspectional Services Department**
www.cityofboston.gov/isd
617.635.5300
Violations of the state sanitary code not addressed by a landlord should be reported to ISD.

**Massachusetts Attorney General**
www.ago.state.ma.us
617.727.8400
Safeguards consumer rights.

**Greater Boston Legal Services**
www.gbls.org
617.371.1234
Free civil (non-criminal) legal assistance to low-income people in Boston.

**Volunteer Lawyers Project**
www.vlpnet.org
617.423.0648
Free civil legal assistance to low-income residents of Greater Boston.

**Massachusetts Bar Association Lawyer Referral Services**
www.masslawhelp.com
617.654.0400
Referrals to lawyers who are members of the Massachusetts Bar.

**Boston Housing Court**
617.788.8485
Advice and representation to low-income tenants and landlords.

**Massachusetts Office of Consumer Affairs and Business Regulation**
617.973.8787
Ensures businesses treat consumers fairly.

Download and check out the Housing Code Checklist at www.neu.edu/offcampus/getstarted.
MOVING IN AND MOVING OUT
MOVING IN

September 1st is a very busy day in Boston, as most leases begin on this date. Moving vans and delivery trucks clog streets as thousands of people move into apartments. Landlords and management companies are aware of this as well, and may let you move in a few days early if the apartment is available. You might also consider holding off your move for a few days to allow the crowds to clear.

Before you move in, make sure the repairs you requested have been completed or that you have a clear, written understanding of when the repairs will be made. Completing an apartment condition report would be smart. It can assist you and your landlord in identifying any damage that already exists within the apartment. Once you settle in, it can be difficult to remember what damage was there prior to your arrival. Failure to make a list could jeopardize your security deposit later. If your landlord does not conduct a walk-through with you, take pictures and note the damages yourself. Notify your landlord of your concerns via a certified letter.

Move-In Day

The majority of students settle into new apartments on September 1. In any move-in process, trash is inevitable, but please be mindful of the amount of waste you produce with respect to the health and safety of your community. For information on the City of Boston’s Recycling and Sanitation Services, go to www.cityofboston.gov/publicworks/RecyclingandSanitation.

Northeastern works with neighbors, the Mayor’s Office, the Boston Police Department, and the Inspectional Services Department to help make the move in/move out transition run smoothly. Students should unload their trucks in a timely manner to allow the next truck to unload. Inspectional Services provides brochures on rental inspections and proper furniture removal so students can check over their apartments while they are moving in. Don’t move into an unsafe or unsanitary apartment—contact your landlord immediately, or the Mayor’s Hotline at 617-635-4500 for serious situations.

Make arrangements for your utility service in advance to ensure service upon arrival. This includes telephone, electricity, cable, gas, and Internet.
Utility Contact Information

Electricity
National Grid 800.322.3223
NStar 800.592.2000

Gas Heating
National Grid 800.732.3400
NStar 800.592.2000

Phone Service
AT&T 800.222.0300
RCN 888.726.3000
Verizon 800.837.4966
Vonage 800.705.7092

Cable TV
Comcast 888.633.4266
RCN 800.746.4726

High Speed Internet
Comcast 866.447.7333
RCN 800.746.4726
Verizon 877.483.5898

MOVING OUT

When moving out, give your landlord 30 days notice, even if your lease is expiring. You may want your landlord’s acknowledgment in writing for your records. Make an appointment with your landlord to jointly inspect the apartment. Together you will determine the condition and whether your full security deposit will be returned. Consult the Apartment Condition Report you completed when you first moved in.

Change of Address Notification

Change your address with the University and the local post office.

It is of the utmost importance that we have current and accurate contact information for our students. You may complete a change of address form online through myNEU.
With independence comes responsibility. While living on your own, you will encounter situations that you may not have had to deal with when living in the residence halls or at home with your family. The following information and recommendations will help make living in your own apartment a little easier.

**STAY CLEAN AND INFESTATION FREE**

Your landlord is responsible for keeping your apartment free from insects and rodents. If you do have an infestation problem, contact your landlord so that appropriate measures can be taken to get rid of the unwanted guests.

Infestation by rodents can often be avoided by storing trash in appropriate locations. Make sure trash containers have lids and remove trash from inside the residence frequently. For information on trash pickup and schedules, go to: www.cityofboston.gov/myneighborhood and enter your address into the appropriate fields.

**Special Alert: Bed Bugs**

Bed bugs are tiny insects that are only four to five millimeters long. They hide in furniture, especially in beds and mattresses, and are hard to see. Most people realize bed bugs are present from their persistent biting around the arms and shoulders, which can result in painful red bumps. To prevent bed bugs, inspect your apartment carefully and make sure that your landlord completes the required rental inspections. If you buy used furniture, inspect it carefully for the bugs. If bed bugs do appear, notify your landlord immediately and arrange for fumigation. It may be necessary to throw away infested furniture.

Boston’s Inspectional Services Department seeks to protect the health, safety, and welfare of all city residents. Violations of the state sanitary code not addressed by a landlord should be reported to the Inspectional Services Department. For more information, go to www.cityofboston.gov/isd

**BE SAFE & SECURE**

**Emergency Service - NU Alert**

Northeastern has NU ALERT, a service that allows University officials to reach all students and staff with time-sensitive information during unforeseen events or emergencies. The system uses voice, e-mail, and text messaging to broadcast pertinent information and, when appropriate, provide directions to those in the affected area(s). The information you provide is kept completely confidential and will only be used to provide updates to the NU ALERT system.

If you have not done so already, please provide your information:
- Log into the student portal at www.myNEU.neu.edu.
- Select the **Self Service** tab.
- Under **Registrar**, select the **Emergency Contact Info** tab and follow the directions shown.
Your Security

- Get to know your neighbors.
- Avoid walking alone, especially at night. Use well-lit, familiar streets. Never take poorly lit shortcuts through alleyways or wooded areas.
- Be aware of your surroundings. Avoid using cell phones or listening to music with headphones. Plan your route and walk with confidence.
- Use fire escapes for emergency exiting only.
- Be aware of the activity in your community. For more information about your neighborhood provided by the Boston Police Department, visit www.bpdnews.com.

Personal Safety Escorts

Northeastern's Public Safety Division provides an on-campus personal safety escort service twenty-four hours a day, seven days a week. Call the Northeastern University Police at 617.373.2121. Tell them your name, Northeastern ID number, exact location, and destination.

Public Safety also provides an off-campus escort when you leave campus to return to your off-campus apartment during the hours of darkness. This university-operated hourly shuttle departs from the Snell Library on the hour, starting at 7 PM until dawn. The shuttle is free and provides drop off service to locations in a one mile radius of campus. Off-campus escorts are solely to your residence. Exceptions will be made under emergency situations only. Go to www.neu.edu/publicsafety for complete details.

SAFETY IN YOUR APARTMENT

Fire Safety

- Check smoke detectors once a month and change the batteries at least once a year.
- Plan and practice emergency evacuation routes so you and all of your roommates know exactly what to do in the case of a fire. Include all stairs, hallways, and windows that can be used as fire escape routes. Inquire with your landlord to see if they already have a plan.
- Test windows and doors. Are they easy to open? Wide and tall enough?
- If you hear the fire alarm, leave immediately. Time is critical; don’t waste time by getting dressed or searching for pets and valuables.
- If there is a fire, roll out of bed and stay low. One breath of smoke or gases may be enough to kill.
- Feel all doors before opening them. If a door is hot, get out another way.
- Post emergency numbers in a prominent location.
**Locks**
- Check all door locks to make sure they are functioning properly.
- Make sure your door has a deadbolt lock and a peephole.
- Become familiar with how your door locks operate and remember to keep your door locked at all times.
- Lock your door and take your keys whenever you leave your apartment.

**Window Security**
- Check to make sure that all windows in your apartment are equipped with properly functioning locks and riser restrictors.
- If you have a sliding glass door, place a wooden rod in the door track so it can’t be opened from the outside.

**Building Security**
- Never “buzz in” someone you don’t know and don’t allow strangers to follow you into the main entrance or to enter as you are leaving the building.
- Immediately report all suspicious activity, strangers loitering in or near the building, or behavior by other residents or tenants that you feel presents a safety or security risk.
- To limit access to the building, do not prop open the front door.
- If the front door lock is not working, call the building owner or maintenance person to get it fixed.
- Do not allow anyone who is loitering or hanging out in front of the building to gain access.
- Always check to see who is at the door before opening it.
- Make sure that you know who has the master keys, that is, who has access to your building apartments.
- Make sure that all public areas of your building and walkways are well lit.
- Make sure that the mailboxes are locked.
- Know who handles your maintenance. Hazardous situations like snow, trash, and burned out lights should be handled immediately.

**Snow Safety**
In buildings with more than one unit, your landlord is responsible for removing snow and keeping every exit free from obstruction.

**Conserve Energy**
- Set your thermostat no higher than 68 degrees while home and lower the temperature when you go to bed or leave the house. This will save energy as well as keep your home warm.
- Use locks on windows to keep cold air from coming in. Insulate your apartment by caulking and weather stripping doors and windows.
- Don’t block radiators or heating vents with furniture and keep them dust free. Close vents and doors in rooms you do not use.
- Place a sheet of aluminum foil between the radiator and wall to reflect heat back into the room.
CONSIDER RENTER’S INSURANCE

Renter’s insurance is an important thing to consider when moving into an apartment. It covers you and your possessions as a renter of an apartment or house. A standard policy protects your apartment from theft or damage; in many cases it may also cover temporary living expenses if your rental is deemed unlivable. Here are a few FAQs about renter’s insurance.

Would my landlord’s insurance cover me?

Almost always, no. Usually the landlord’s insurance only covers their loss when their property has been damaged or destroyed. This does not include your personal belongings such as clothes, furniture, and computers.

Would my parent’s insurance cover me?

Check with your parents. Their homeowner or renter’s insurance may cover you, but those policies usually only cover a room in a residence hall, not an off-campus apartment.

Who should purchase Renter’s Insurance?

Anyone who rents a place to live. Under most circumstances, the landlord’s policy will not pay for losses to tenants’ personal property or damages caused by the tenant. Property losses are usually unexpected. Insurance is a means of protection in case such losses should occur.

What is covered or not covered?

Normal coverage may include fire, lightning, windstorm, explosion, vehicles, smoke damage, water damage from plumbing, and theft. Flooding and normal wear and tear may not be covered. Check with an insurance agent to determine what your coverage options are.

How do I get renter’s insurance?

If you have a car, talk to the agent who does your car insurance. Ask your family members for contact information for agents they have good experiences with. Your realtor may also be able to give you some information on where to go as well.

How do I file a claim?

In making a claim for a theft, there must be a police report. It’s also a good idea to have a list or pictures of belongings.

CSI Insurance Agency, Inc. has provided Northeastern students with insurance protection designed exclusively for college life. For more information, call 888.411.4911 or go to www.CollegeStudentInsurance.com. You can find more information about renter’s insurance at http://apartments.about.com/od/rentersinsurance.
ALCOHOL AND OTHER DRUGS
Living responsibly and being a good neighbor can be compromised by the use of alcohol and other drugs. Students who consume alcohol underage, consume heavily, and/or use illicit drugs, tend to run into disciplinary issues, and social-emotional-health consequences and implications around being a good neighbor. Northeastern believes that enforcing strong policies and educating students can help reduce the negative impact of substance use and abuse in and around our community. Contact the Office of Prevention and Education at Northeastern (OPEN). OPEN provides confidential, personalized check-ins for students around alcohol and other drug use, online assessment, information and resources. Call OPEN at 617-373-4459 or www.northeastern.edu/open.

BEWARE OF SEXUAL ASSAULT
Northeastern strives to create a community that is safe from violence. Studies have shown that college students are at higher risk of rape and sexual assault than members of the larger community. Rape and sexual assault are felonies under Massachusetts law and are clearly prohibited by our Student Code of Conduct.

We encourage students to make appropriate and healthy choices that promote wellbeing. Be aware that alcohol lowers inhibitions and can be used by perpetrators to minimize resistance of potential victims.

The University provides comprehensive crisis intervention, medical, and counseling services that fully respect the confidentiality and rights of the victim and help promote healing and recovery.

What to Do If You Are Assaulted
Tell someone who understands sexual assault. Sexual assault can be a terrifying and traumatic experience; you do not need to deal with this situation alone. Counseling is available both on and off-campus.

• Northeastern Police can assist you in securing safety, regardless if wish to file a report. NUPD always has officers on duty who have participated in specialized training and are certified sexual assault investigators.
• Consider contacting a family member, a friend or a confidential crisis hotline if you have questions or are not ready to tell someone you know.
• Medical attention can be sought with/without police being notified. If you think that you might want to take legal action someday, a hospital can collect legal evidence within 5 days of the incident.

When Someone You Know Is Assaulted
• Listen, believe them, and let them talk about what happened.
• Encourage them to seek medical assistance.
• Offer support. Encourage them to make their own decisions regarding next steps.
• Help to instill hope that they can recover from this experience.
Boston presents unlimited opportunities to experience the advantages of life in a world class city; it also provides some challenges regarding personal safety. Living off-campus means you have to be more aware that the potential for crime does exist, and assume greater responsibility for your own safety.

Local Resources

University Health and Counseling Services
135 Forsyth Building
617.373.2772
www.northeastern.edu/uhcs

Northeastern University Public Safety
716 Columbus Ave.
617.373.3333
www.northeastern.edu/publicsafety

Office for Student Conduct and Conflict Resolution
204 Ell Hall
617.373.4390
www.northeastern.edu/osccr

Boston Area Rape Crisis Center
24-hour phone line 1-800-841-8371
www.barcc.org

Fenway Community Health Center
Violence Recovery Program
1340 Boylston St., Boston
1-800-854-3242
GETTING TO CAMPUS

ALL ROADS LEAD TO NORTHEASTERN
Students using public transportation have many options available for getting to and from campus.

**By “T”**: Northeastern is accessible by the Orange line as well as the E branch of the Green line. The Blue line transfers to the Green line at Government Center and the Red line transfers at Park Street. When transferring to the Green line, be sure to get on the E branch for Heath Street.

**By Bus**: The #39 bus serves Northeastern on Huntington Avenue and 13 other bus routes (8, 15, 19, 22, 23, 28, 42, 43, 44, 45, 47, CT2, CT3) stop at Ruggles Station.

**By Commuter Rail**: The Needham, Franklin, and Providence/Stoughton lines all have direct service to Ruggles Station. Lines originating North of the city require a transfer at North Station. From there, connect with the Orange line bound for Forest Hills and get off at Ruggles Station.

For schedules, maps or more info, visit www.mbta.com or call 617.222.3200.

Northeastern University students can buy semester T and Commuter Rail passes at an 11% discount. However these passes need to be purchased through the NUpay link on the myNEU portal. Once in NUpay, click **basket** at the top and then **continue shopping**. From there, scroll down the page until you see the pass that best meets your needs.

Passes are purchased in blocks of semesters (Sept-Dec for fall, and Jan-April for spring). The deadline for purchasing discounted passes is usually about a month before the pass is active. You must pick up your pass each month from the Cashier’s Office at 356 Richards Hall.

If you don’t ride the T often, the best thing to do is get a plastic Charlie Card and load it with a pre-paid amount of money. You can get your Charlie Card by going to an information kiosk at most MBTA stations. Charlie Card holders pay lower fares than people who use cash or paper Charlie Tickets.

**PARKING SERVICES**

You can apply for a parking permit online using your 9 digit NU ID number found on your MYNEU account. Full-time day undergraduate, graduate and law students can purchase a parking permit on a semester/quarter basis. Part-time Evening College of Professional Studies and Lowell Institute students can purchase an annual permit, which is valid for the current academic year. Student parking fees will be charged to your tuition account. If you just need to park for the day, you can purchase a discount coupon at the Cashier’s Office that allows you to park in the Renaissance or Gainsboro Street garage any weekday for only $10. For additional information, please refer to the Parking Service Web site at www.northeastern.edu/parking or contact the Cashier’s Office in Richards Hall, 617.373.2366.
BIKING IN BOSTON
Biking is a great way to get around a compact city like Boston, and it’s great exercise. For a map of the bike routes in the city, check out the Boston Bike Map accessible from the City of Boston website at www.cityofboston.gov/bikes.

Wherever possible, use the bike racks available at various locations on campus. Bicycles should not be chained to fences, doors, trees, or other objects, and bicycles cannot be brought into any University building.

LOCKERS
Why carry your books around all day? Get a locker on campus. Lockers are free and you can reserve one any time. Go to the information desk at the Curry Student Center and ask for an application. Lockers are located in the tunnels between Richards Hall and the Bookstore.

SCHOOL CLOSINGS AND CANCELLATION NOTICES
Northeastern University will notify students, faculty, and staff by radio and television when it becomes necessary to cancel classes because of extremely inclement weather.

If a storm occurs at night, the announcement of University closings is given to the radio stations at approximately 6 AM. Classes are generally cancelled for that entire day and evening at all campus locations unless stated otherwise. When a storm begins late in the day, cancellations of evening classes may be announced. This announcement is usually made between 2 and 3 PM. Consult the following resources for information on school closings, cancellations, and delayed openings.

NU Web site www.northeastern.edu
NU student portal myNEU.neu.edu
NU main phone line 617.373.2000
Relay service for the deaf and hard of hearing 800.439.2370

Local Media Outlets
Boston.com www.boston.com
WBZ Radio 1030 AM
WRKO Radio 680 AM
WBZ-TV (CBS) local channel 4
WCVB-TV (ABC) local channel 5
WHDH-TV (NBC) local channel 7

Please refrain from calling the Public Safety Division for closing/delay information, as this inhibits police business and hinders responses to emergency situations.
<table>
<thead>
<tr>
<th>STUDENT RESOURCES</th>
<th>ADDRESS 1</th>
<th>VOICE</th>
<th>TTY</th>
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<tbody>
<tr>
<td><strong>ON CAMPUS Contact Numbers</strong></td>
<td></td>
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<tr>
<td>African-American Institute</td>
<td>West Village F</td>
<td>617.373.3143</td>
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<tr>
<td>Asian American Center</td>
<td>109 Hemenway St.</td>
<td>617.373.8852</td>
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<tr>
<td>Athletics</td>
<td>219 Cabot Center</td>
<td>617.373.2672</td>
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<td><strong>Campus Police/Public Safety</strong></td>
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<tr>
<td>Campus Recreation</td>
<td>100 Columbus Place</td>
<td>617.373.3333</td>
<td>617.373.3934</td>
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<td>Non-emergency calls</td>
<td>100 Columbus Place</td>
<td>617.373.2121</td>
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<tr>
<td>Campus Recreation</td>
<td>140 Marino Center</td>
<td>617.373.4433</td>
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<tr>
<td>Career Services</td>
<td>103 Stearns Center</td>
<td>617.373.2430</td>
<td>617.373.2432</td>
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<tr>
<td>Cashiers Office</td>
<td>356 Richards Hall</td>
<td>617.373.2366</td>
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<tr>
<td>Center of Community Service</td>
<td>172 Curry Student Center</td>
<td>617.373-5809</td>
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<tr>
<td>Computer HELP Desk</td>
<td>184 Snell Library</td>
<td>617.373.4357</td>
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<tr>
<td>Co-op Connections</td>
<td>4 Speare Commons</td>
<td>617.373.7492</td>
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<tr>
<td>Disability Resource Center</td>
<td>20 Dodge Hall</td>
<td>617.373.2675</td>
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<tr>
<td>Gov’t Relations &amp; Community Affairs</td>
<td>526 Columbus Place</td>
<td>617.373.3168</td>
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<tr>
<td>Housing and Residential Life</td>
<td>4 Speare Commons</td>
<td>617.373.2814</td>
<td>617.373.4019</td>
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<tr>
<td>International Student and Scholar Institute</td>
<td>405 Ell Hall</td>
<td>617.373.2310</td>
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<tr>
<td>Latino/a Student Cultural Center</td>
<td>104 Forsyth Building</td>
<td>617.373.5845</td>
<td>617.373.2009</td>
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<td>Learning Disabilities Program</td>
<td>135 Forsyth Building</td>
<td>617.373.4526</td>
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<td>New Student Orientation</td>
<td>101 Ell Hall</td>
<td>617.373.3868</td>
<td>617.373.2645</td>
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<td>Off Campus Student Services</td>
<td>226 Curry Student Center</td>
<td>617.373.8480</td>
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<td>Office of Student Conduct</td>
<td>204 Ell Hall</td>
<td>617.373.4390</td>
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<td>Office of Prevention and Education@NU</td>
<td>307 Ell Hall</td>
<td>617.373.4459</td>
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<td>Parent and Family Programs</td>
<td>101 Ell Hall</td>
<td>617.373.3868</td>
<td>617.373.2645</td>
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<tr>
<td>President’s Office</td>
<td>716 Columbus Place</td>
<td>617.373.2101</td>
<td>617.373.5015</td>
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<tr>
<td>Provost’s Office</td>
<td>110 Churchill Hall</td>
<td>617.373.2170</td>
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<tr>
<td>Registrar</td>
<td>120 Hayden Hall</td>
<td>617.373.2300</td>
<td>617.373.5360</td>
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<td>ResNet Resource Center</td>
<td>6 Speare Place</td>
<td>617.373.4357</td>
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<td>Snell Library</td>
<td>100 Snell Library</td>
<td>617.373.2350</td>
<td>617.373.3995</td>
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<td>Spiritual Life</td>
<td>203 Ell Hall</td>
<td>617.373.2728</td>
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<td>Student Accounts</td>
<td>356 Richards Hall</td>
<td>617.373.2270</td>
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<td>Student Activities &amp; Leadership</td>
<td>434 Curry Student Center</td>
<td>617.373.2642</td>
<td>617.373.4747</td>
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<td>Student Affairs &amp; We Care</td>
<td>104 Ell Hall</td>
<td>617.373.4384</td>
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<td>Student Employment Services</td>
<td>101 Curry Student Center</td>
<td>617.373-3200</td>
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<td>Student Financial Services</td>
<td>356 Richards Hall</td>
<td>617.373.3190</td>
<td>617.373.5714</td>
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<tr>
<td>University Health and Counseling Services</td>
<td>135 Forsyth Building</td>
<td>617.373.2772</td>
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# CITY OF BOSTON Contact Numbers

## Boston Police

**EMERGENCY**

911

(Non Emergency)

<table>
<thead>
<tr>
<th>Area</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allston/Brighton</td>
<td>617.343.4260</td>
</tr>
<tr>
<td>Beacon Hill</td>
<td>617.343.4240</td>
</tr>
<tr>
<td>Fenway</td>
<td>617.343.4250</td>
</tr>
<tr>
<td>Mission Hill</td>
<td>617.343.4270</td>
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</tbody>
</table>

| Boston Public Health Commission | 617.534.5395 |
| BTD Parking/Stickers          | 617.635.4410  |
| Inspectional Services Department | 617.635.5300 |
| Code Enforcement             | 617.635.4896  |
| Health Division              | 617.635.5326  |
| Housing Division             | 617.635.5322  |
| Mayor’s Office 24-hour Hotline | 617.635.4500 |
| MBTA Information            | 617.222.3200  |
| Office of Neighborhood Services | 617.635.3485 |
| Rental Housing Resource Center | 617.635.4200 |
| Trash and Recycling Information | 617.635.4900 |