Guide to Living Off Campus

Northeastern
Off Campus Student Services
This Guide is designed to help you make a successful transition off campus and stay connected to campus life. After reading this guide, you will know what to look for when choosing an apartment and how to read and understand your lease.

OFF CAMPUS STUDENT SERVICES
Off Campus Student Services is dedicated to supporting your needs as an off-campus student. We offer a number of resources (like this off-campus guide), special programs and events to help you stay connected to campus, and serve as a link to your new neighborhood. We can help with landlord issues, keep you informed on renters’ rights and responsibilities, assist you in searching for off-campus housing, and review your lease.

We are located in the Curry Student Center, Room 226 or online at www.northeastern.edu/offcampus and offcampus@northeastern.edu.

Residing off campus is no reason to be less active in life on campus. 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 can help you meet your neighbors, learn about city resources, and assist with tenant issues.

COMMUNITY AMBASSADORS
Community Ambassadors are Northeastern students who live in the local neighborhoods that surround campus and are your student resources! They work for Off Campus Student Services to help you stay connected to campus, assist with tenant issues, and help you get involved in your neighborhood. Have a question? Contact your Community Ambassadors at CA@northeastern.edu.

STAY INFORMED!
Sign up for our monthly e-newsletter and explore our website at www.northeastern.edu/offcampus
Visit our office in 226 Curry Student Center
Write us at offcampus@northeastern.edu
Follow us on Twitter @NUoffcampus
Like us on Facebook at www.facebook.com/NUoffcampus
Follow us on Instagram at NUoffcampus
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- West Roxbury
- Hyde Park
- Brookline
- Mission Hill
- Brighton
- Allston
- Brighton
- South End
- Hyde Park
- neighborhoods in Boston
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WHERE TO LIVE?

Neighborhoods

Boston and the surrounding areas of Northeastern, offer a wide variety of communities in which to live, each with their own personality and character. Below are the neighborhoods near Northeastern’s campus where many students live. It is important to consider proximity to campus, your rental budget, access to public transportation and type of housing (large building or multi-family home), as this will help determine your preferred neighborhood.

For more information on Boston’s neighborhoods, go to www.cityofboston.gov/neighborhoods or find cost comparison of average rents by neighborhood at: www.northeastern.edu/offcampus/rental-costs.

**Back Bay**
Home to: Boston Public Library, Newbury Street, Prudential Center, Boston Public Garden
Neighbors: Mostly professionals and some students
Proximity to Campus: 1 mile
T Access: Green line (B, C, D & E lines), orange line, many buses.
Commute to Campus: 15-20 minute walk or a 10 minute subway ride.

**Boston Downtown**
Home to: Theatre District, Financial District, Dewey Square, South Station
Neighbors: Mostly professionals
Proximity to Campus: 1 mile
T Access: Green line (B, C, D & E lines), orange line, red line, silver line, many buses.
Commute to Campus: 15-20 minute walk or a 10 minute subway ride.

**Fenway/Kenmore**
Home to: Fenway Park, The Fens field and community gardens, Isabella Stewart Gardner Museum, Museum of Fine Arts
Neighbors: Many students, some families and young professionals
Proximity to Campus: 1 mile or less
T Access: Green line (B, C, D & E lines), orange line, red line, silver line, local buses.
Commute to Campus: 15-20 minute walk or a 10 minute subway ride.
Jamaica Plain
Home to: Jamaica Pond, the original J.P. Lick’s Ice Cream, Franklin Park Zoo, Arnold Arboretum
Neighbors: Families, professionals, and some students
Proximity to Campus: 2 miles
T Access: Orange line, 39 bus
Commute to Campus: 35 minute walk or a 15 minute subway ride.

Mission Hill
Home to: Brigham Circle shopping center, local restaurants, Fitzgerald Park and Longwood medical area.
Neighbors: Families, professionals, and some students
Proximity to campus: 1-1.5 miles
T Access: Orange line, green line (E line only), 39 bus
Commute to Campus: 20 minute walk or a 10 minute subway or bus ride.

Roxbury
Home to: Dudley Square business district and Roxbury Community College
Neighbors: Families, professionals, some students.
Proximity to campus: 1-1.5 miles
T Access: Orange line, silver line, local buses.
Commute to Campus: 20-25 minute walk or a 15 minute subway or bus ride.

South End
Home to: Boston Medical Center and Boston Center for the Arts
Neighbors: Families, professionals, and some students
Proximity to campus: 1 mile
T Access: 39, 43 buses
Commute to Campus: 10-15 minute walk or 5 minute subway ride.
FINDING AN APARTMENT
**STEP 1: Before you begin your search, ask yourself the following questions**

- What is my budget? What can I afford? Don’t forget about utilities.
- What size apartment do I want? (studio, 1 bedroom, 2 bedroom or more)
- Do I want to live with roommates?
- How long do I want to live there? Less than a year? Consider sublets or temporary housing (p. 10).
- What neighborhood do I want to live in? (p. 5-6)
- How close to campus do I need to be? How will I commute? Consider any associated costs (T-Pass, gas, parking, etc.).
- Do I need furniture? Most apartments in Boston are unfurnished.
- What amenities are priorities: air conditioning, laundry facilities, extra storage?
- Do I have a co-signer?

**GET IT ONLINE**

**Apartment Hunting Checklist**

To make sure you cover your bases download our Apartment Hunting Checklist at www.neu.edu/offcampus/get-started

**STEP 2: Find an Apartment**

**Off-Campus Housing Database**

- Contact Off Campus Student Services for advice on realtors.
- Use our Housing Database to search available apartments in the area and to find roommates.
- Contact a trusted realtor listed on our Housing Database.
- Visit several apartments in person with a realtor until you find one you like. Use the Apartment Hunting Checklist as your guide.
- Tell the realtor which apartment you want and ask about their next steps.

**STEP 3: Understand Your Lease**

- Do not sign a lease until you have fully read and understood it.
- Go to pages 12-17 for more information about understanding your lease.
NAVIGATING THE DATABASE

Follow these steps to register and use the database
1. Go to aptsearch.neu.edu
2. Click on Sign Up in the top right-hand corner; Select Northeastern Community Member.
3. Use your Husky e-mail address and create an account (make sure you complete the entire registration form!). You will receive a confirmation link in your inbox.

Don’t have your Husky email yet? Sign Up as a Guest
1. If you are an incoming student or parent of a current student, sign up as a Guest.
2. Complete all the information on the registration form.
3. Allow 2-3 business days for your guest privileges to be verified and your account activated. A guest account is good for 30 days.

Search for Housing
Search for available properties under the Housing tab. If you are looking for a sublet, you can also find one here.
1. Narrow your results by applying filters with your preferences such as budget, neighborhood, number of bedrooms, building type, etc.
2. Under More Filters, indicate your desired move-in date.
3. Call or email the property lister for more information.

Agents/Brokers
1. Go to the Agent/Broker tab to find preferred area realtors.
2. Give some a call and indicate your budget, neighborhood preference, number of bedrooms, etc.
3. Make an appointment to view available apartments.

Roommates
Looking for roommates or someone to sublet your place? Make a Roommate profile! Once your profile is set, other students can message you about living with you or subletting from you. You can also view the profiles of others and message them.
1. Log into your account on the Apartment Database.
2. Click on the Roommates tab at the top of the page.
3. Make a roommate profile for yourself and list your social habits, cleanliness, and other preferences.
4. Search for roommates who Have a Place or who Need a Place depending on what you need.
5. Message students you think would be a good roommate match and other students can message you too or reply to your roommate profile.
6. If you have a place, click on My Account; then on Edit Listings under Housing and create a listing for your apartment.
Beyond Boston
Going on co-op? Need housing or roommates outside of Boston? Select the Beyond Boston tab.
1. Click on Beyond Boston and view the message board options.
2. Find a listing that pertains to your needs and reply via e-mail.
3. Post your own message by clicking the Add Board Post button.

SUBLETTING
How to Sublet Your Apartment
To sublet your apartment is to rent it to someone during your own lease term. If you choose to sublease your apartment, you remain on the original lease and continue to be responsible for all lease provisions. You are still responsible for the actions of the sub-lessee, so make sure everyone signs a sublease agreement. Know that the sublease agreement does not replace the original lease.
Know: Some leases prohibit subletting. Check with your landlord first about their requirements or procedures, and get your landlord’s permission in writing before subletting!
1. Read the Steps to Sublet infographic for sublessors at www.neu.edu/offcampus/subletting.
2. You must have your landlord’s permission to sublet your space to someone.
3. You will still be responsible for the rent and any damages.
4. You are not entitled to your security deposit until the lease expires.
5. Post your sublet on the Housing Database and create a roommate profile so you can be found in both places.

How to Find a Room to Sublet
1. Read the Steps to Subletting infographic for sublessees at www.neu.edu/offcampus/subletting.
2. Use the Housing Database to find a sublet. Create a roommate profile too.
3. Make sure your sublessor has the landlord’s permission to sublet their place.
4. Create a sublet agreement contract between yourself and the sub-lessor.
5. Determine if you will pay the sublessor or the landlord directly.

RENTAL SCAMS - Buyer Beware!
Internet web sites and other third party rental resources are great for searching for roommates, apartments, and sublets. However, be cautious of scams when completing transactions with prospective roommates, tenants, landlords, etc. Learn about common scam techniques and avoid becoming a victim. Here’s how to stay scam free:
• Use Northeastern’s Off-Campus Housing database.
• Never rent a place you can’t view in advance.
• Never wire funds via Western Union or MoneyGram.
• Never make payments with cash and be wary of PayPal.
• Never give out financial or personal information such as social security numbers, bank account numbers, or credit card information.
LEASE GENIUS

A lease is a binding legal contract between you (the tenant or lessee) and the landlord (lessor). You are given the possession of an apartment that is owned by the landlord and, therefore, there are specifications as to what you must do and not do. A typical lease states the terms of the rental agreement and is legally enforceable. If certain conditions of the lease are violated, the landlord can try to terminate the lease. Most landlords use the Fixed Term Lease with an attached addendum.

Always read the lease completely before signing and make sure you understand all terms, or ask for clarification!

TOP 10: WHAT TO KNOW ABOUT YOUR LEASE

1. Purpose of the lease: It protects both the landlord and the tenant, as it binds the tenant to make rental payments and protects the tenant from rental increases or eviction during the lease term.

2. What is included in the lease: Name of all tenants, landlord contact information, address of the apartment, term of the lease (start and end dates), monthly rent amount, when rent is due, who to send rent to, amount of security deposit, contact for repairs, subletting permission requirements, and any utilities included.

3. Typical terms of a lease: Most leases are for 12 months, September 1 to August 31. If looking for a shorter term, consider a sublet. If your lease is month-to-month (or Tenant-at-Will), your landlord can raise your rent or evict you with 30 days notice. You must also give 30 days notice to leave a month-to-month rental. A year lease provides greater protection against changes.

4. When to sign the lease: Sign the lease only AFTER you have read it (including the addendum) in its entirety, or have had someone else read it, such as Off Campus Student Services. Only sign once you have clarified all concerns, negotiated any terms and feel comfortable abiding by all terms of the lease. Do not sign a lease for an apartment that is under construction unless you understand the risks that construction may not be complete when you move in.

5. What to pay upfront: There are generally four fees you will need to pay when you sign a lease: first month’s rent, last month’s rent, security deposit, and realtor fee (broker’s fee). First month’s rent can be requested as a deposit before you sign the lease. Only pay the remainder of the fees after you have read, agreed to, and signed the lease.

6. No More Than 4 Rule: The Boston ordinance, No More Than 4, protects you from unsafe conditions by limiting the number of undergraduate students who can live together to 4. This is to protect students from overcrowded housing and unsafe conditions.
7. Watch out for:
- “As is” clauses that stipulate the premises will be taken “as is” – this does not protect you against receiving the apartment in an unclean and unsanitary condition.
- Some leases allow your landlord to access your apartment without your consent. Protect your rights to privacy with a clause that states the landlord must give you reasonable notice.
- Any unusual or unreasonable rules or regulations in the addendum that may not be in your best interest. Be sure you read all rules and ask for clarification as needed.

8. Get everything in writing! It may feel awkward to ask for verbal promises to be put in writing, but you need to protect yourself and ensure everything agreed upon is in writing.

9. Get a copy of your lease. A landlord is legally required to provide you with one copy of your lease (hard copy or electronic) for free.

10. Ask Questions! Don’t understand a clause or rule? Ask. Don’t agree with the language? Ask to have it changed. Want a second opinion? Ask Off Campus Student Services! **Never sign a lease in which you do not agree!** You can walk away from a lease before you sign it.

**Lease Addendum(s)**
In addition to the standard lease, many landlords attach additional pages, referred to as an **Addendum**. Be sure that you read these clauses carefully and understand them, because they are also a legal part of your lease and are binding once signed.

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**Are you a #LeaseGenius?**

1st time signing a lease?  
Got a few questions?  
Want a 2nd opinion?

We'll review it!  
Visit www.northeastern.edu/lease-genius
PAYING THE RENT
As a tenant, you have a legal responsibility to pay the rent for use of a property that is in decent condition.

A landlord cannot charge interest or a penalty on late rent until 30 days after the due date. However, the landlord can begin the eviction process immediately, even if the rent is only one day overdue. The landlord also cannot use a reverse penalty clause to encourage you to pay early. The rent can only be increased when your lease term expires.

When you live off-campus, the Student Financial Services office does not automatically know how much you are paying for rent and utilities, so they apply a standard rate as your “cost of attendance.” The Cost of Attendance is used to determine your maximum loan amount. Make an appointment with your Financial Aid counselor and bring a copy of your lease with you to review your cost of attendance. Contact them at 617.373.3190.

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

Upon receiving a security deposit, a landlord must provide you (the tenant) with a receipt that includes: the amount of the security deposit, the name of the person receiving it, the name of the landlord, the date on which it was received, and the 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 a second receipt that includes: the name and location of the bank where the money is being held, the account number, and the 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 days, or the tenant disputes any deductions made, the tenant should send a demand letter asking for the immediate return of the amount in dispute.
**TENANT RIGHTS**

You have many rights as a tenant, much of which pertain to making your apartment livable and safe. The state Sanitary Code outlines these provisions. If the following requirements are not met, you have the right to withhold a portion of the rent from the date the landlord is notified:

- **You must be provided with running water**, and you can’t be charged for it unless you live in a single-family home or you have a sub-meter for your unit.
- **You must be provided a sink, stove, and oven.** Note that a refrigerator is not required, but if one is provided it must be kept in good working condition.
- **The landlord must keep the apartment rodent- and insect-free.**
- **Your landlord (or their agent) may only enter your apartment** to inspect the premises, make repairs, show the apartment to prospective tenants, in accordance with a court order, and they must provide proper notice. Landlords or their agents may only enter without notice in an emergency.
- **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.

**TENANT RESPONSIBILITIES**

- **Pay your rent** on time or you may be subject to late fees and/or eviction.
- **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.
- **Remove garbage and recyclables** in a clean and safe manner into the appropriate containers and follow proper garbage collection procedures.
- **Be responsible for your conduct** and the conduct of other persons on the property, whether you know them or not.
- **Keep your apartment in good condition** by keeping the apartment clean and safe, including plumbing fixtures, notify the landlord of any needed repairs as soon as possible and handle all appliances appropriately.

Use your rights to your benefit and make your tenancy a successful and happy one! More great information can be found on the Rental Housing Services website and Good Neighbor Handbook.

**LANDLORD RIGHTS**

The landlord also has rights and responsibilities, many of which are protected in the lease.

- **The right to prompt payment.** The landlord should be paid by the day indicated in the lease. There is no grace period in Massachusetts, but a landlord cannot charge a late penalty unless there is a “late payment penalty” clause in the lease and not until it is 30 days late.
• **The right to have the tenant follow the terms of the tenancy agreement.** If the agreement is broken in any way, the landlord has the right to terminate the tenancy.

• **The right to increase the rent, but must follow certain guidelines in doing so.** For a tenancy at will, tenant must be notified at least a full rental period in advance. For a tenant under a lease, the rent can only be increased after the lease expires, unless the lease states otherwise.

• **The right to have tenants pay for their own utilities** (electricity and gas), and should be stated in the tenancy agreement. Water is paid for by the landlord, unless there is a sub-meter and it’s specified in the lease.

• **The right to enter the tenant’s apartment at specific times, with proper notice.** A landlord may enter for the following reasons: to show the apartment to prospective tenants, purchasers, lenders or their agents; to make necessary repairs; to inspect within 30 days of the end to the tenancy to assess damages that should be deducted from the security deposit; the apartment appears abandoned; or there is a court order to enter. Landlords or their agents may enter without notice only in an emergency.

**LANDLORD RESPONSIBILITIES**

• **Provide tenants a copy of the signed lease within 30 days.** They must also provide a security deposit receipt including the bank location and account number of where the funds are being held.

• **Provide running water** and pay for water usage unless sub-meters have been installed or rental is a single-family home.

• **Provide a sink, stove, and oven.** Note that a refrigerator is not required, but if one is provided it must be kept in good working condition.

• **Keep the apartment rodent- and insect-free.** A landlord must pay for rodent/insect removal if there are 2 or more units.

• **A landlord cannot terminate tenancy or raise rent in response to a tenant exercising their legal rights.** If such actions are taken within six months of a tenant contacting the Board of Health, joining a tenants’ organization, or exercising any other legal rights, those actions can be considered retaliation. The landlord will be required to prove otherwise. For more detailed information, visit the Rental Housing Services online.

What can I do if my landlord violates my rights or problems arise?

Use the following resources to take action.

• **Your first stop should be Off Campus Student Services,** 226 Curry Student Center. Come in, email offcampus@neu.edu, or call 617.373.8480 for assistance with your situation; you do not have to handle it alone.

• **Review rights and responsibilities in the Good Neighbors Handbook.**

• **Call the Boston Rental Housing Center** to ask about your rights and Massachusetts tenant and landlord law. Contact information on p. 17.

• **Set up a free inspection of your apartment with the Inspectional Services Department** (City of Boston).

• See the contact information for these resources and other Boston nonprofit 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
Report violations of the State Sanitary Code not addressed by a landlord.

Boston Housing Court
www.mass.gov/courts/selfhelp/housing
617.788.6500
Advice and representation for tenants and landlords.

Massachusetts Office of Consumer Affairs and Business Regulation
617.973.8787
Ensures fair treatment for consumers. www.mass.gov/ocabr

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

Lawyers for Affordable Justice
www.lawyers4aj.org
857.277.1963
Affordable legal assistance for tenant/landlord issues.

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

Massachusetts Attorney General
www.mass.gov/ago
617.727.2200
Safeguards consumer rights.
OFF-CAMPUS LIVING

101

• EXPLORE YOUR NEIGHBORHOOD
• WHAT EVERY STUDENT SHOULD KNOW
• STAY CONNECTED TO CAMPUS
The majority of students settle into new apartments on September 1. Northeastern works with neighbors, the Mayor’s Office, the Boston Police Department, and Inspectional Services to help make the move-in/move-out transition run smoothly. You should unload your truck in a timely manner to allow the next vehicle to unload. In any move-in process, trash is inevitable. Be mindful of the amount of waste you produce as you are settling into your new home, and dispose of it properly.

The City of Boston has an ordinance regarding the safety and sanitary standards for the delivery of rental units. If an apartment fails to meet these standards within the first 48 hours of tenancy, the landlord can be fined up to $300 dollars. Make sure your apartment is in compliance with the established safety and sanitary standards: Download the City of Boston’s Rental Unit Delivery Standards Checklist at www.cityofboston.gov/isd/housing/pdfs/checklist.pdf.

Don’t move into an unsafe or unsanitary apartment! Contact your landlord immediately, or dial 311 or go to cityofboston.gov/311 for serious situations.

Explore Your New Neighborhood

MOVE-IN DAY

RENTAL UNIT STANDARDS

Boston provides an exciting and diverse urban setting and Northeastern 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 the city.
BE A GOOD NEIGHBOR

Nothing will influence your quality of life as an off-campus student more than being a good neighbor!

5 Easy Steps to Being a Good Neighbor

1. Be friendly and introduce yourself to your neighbor. Start with a smile and a hello! Offer to exchange contact information. Open lines of communication make it easier to address small concerns before they become big issues.
2. Be conscious of your noise levels, especially during early and late hours, and in warm weather with open windows. Notify your neighbor before a gathering and ask them to advise you if you are too loud. This shows respect and builds trust.
4. Treat your neighbors and their children with respect. Watch your words and behavior, they will appreciate it.
5. Watch out for safety in your community. Be observant and report any suspicious behavior to the police. Keep your house or building safe by keeping doors shut and locked.

GET INVOLVED IN YOUR COMMUNITY

Boston residents have a vested interest in their neighborhoods and are actively involved in them. Living off campus gives us the unique opportunity to get involved. Community Ambassadors host events, attend community meetings, and explore their neighborhood. Find ways to get involved off campus with your Community Ambassadors at www.northesatern.edu/offcampus/in-your-community.

Northeastern’s Center for Community Service offers opportunities for students to volunteer off campus. Sign up for service projects, take a service-learning course, and much more. Visit 172 Curry Student Center or www.northeastern.edu/communityservice to find a civic engagement opportunity near you!

LIVE • SHOP • EAT

BOSTON

There is no better city than Boston! As a Northeastern student, make sure you take in all that Boston has to offer. Whether you are looking forward to trying out new restaurants, or excited about making your own meals in your apartment, be sure to experience your neighborhood’s rich history and culture.

Your Husky Card offers discounts to more than 100 businesses and local resources in and around Boston. Vendors that accept Husky dollars display a sign in their storefront.

Visit northeastern.edu/huskycard/vendors/off-campus-vendors for the most up-to-date list of locations. See pages 42-43 for some featured vendors.
Northeastern Mobile
Northeastern University
Stay Connected! Access your schedule, contact advisors, and check your Husky card balance.

Go Huskies
Northeastern University
Stream Athletic news, scores, and the student radio.

BOS: 311
City of Boston
Report issues in your apartment and neighborhood. Send pictures of code violations, potholes, etc. to City officials.

Boston Trash
City of Boston
Find your trash day and set reminders.

Around Me
Attomo A Me SRL
Find the nearest banks, supermarkets, gas stations, hospitals and much more.

Task
1 Button SARL
Manage your TODO list! Easily create, move and check tasks.

Mint Personal Finance
Mint.com
Track, budget and manage your money all in one place.

Yelp
Yelp
Before working with that realtor, or trying that new restaurant, check out their reviews!

SafeZone
Northeastern’s newest tool to keep you safe around campus with just the touch of a button.

Foodler
Your favorite foods delivered. Find local flavor and earn rewards.

Fandango Movies
Fandango
Get movie times and locations. Purchase your tickets before you get to the theater.

Transit
Get upcoming departure times, plan your trip, set reminders and get notifications

Uber
Request a ride and get picked up in minutes!

Lyft
Count on Lyft for a ride in minutes.

SafeHer
Rides for women by women. SafeHer background checks provide added security.

ZipCar
Wheels when you want them! Rent a car by the hour or day to run errands or get out of town.

SpotCycle
Use to locate Hubway bike share locations in Boston.
LIVING WITH A ROOMMATE

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 so take time to establish clear expectations and open lines of communication to ensure roommate harmony.

Roommate Agreements

Although you may feel that informal, verbal agreements about living arrangements and expectations are adequate; creating a written agreement can prevent unnecessary problems and conflicts. Take the time to spell out specifics with regard to chores or who sends in the rent every month; it will make your shared living experience easier and more comfortable.

Be sure to include 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.

GET IT ONLINE

Roommate Selection Worksheet

Be thoughtful when selecting a roommate; download our helpful Roommate Selection Worksheet at www.neu.edu/offcampus/resources
Tips for a Cooperative Living Environment

- 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 his/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 Conflicts Arise

Conflicts can be a normal part of living with roommates. If you run into conflict with a roommate and need assistance resolving it, there is help on campus. One way conflicts can be resolved is through mediation, a process in which a neutral third party facilitates communication and understanding between all parties. Most mediations result in an agreement created by involved parties to prevent future conflict from arising.

Mediations are confidential and allow the individuals themselves to create the agreements and resolutions. Call the Office of Student Conduct and Conflict Resolution at 617.373.4390, or send an e-mail to osccr@northeastern.edu for more information.

NORTHEASTERN CODE OF STUDENT CONDUCT

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. The Code of Student Conduct applies to all students both on and off campus, whether in Boston or out of the city.

The University's Code of Student Conduct can be found in the Student Handbook, as well as at http://www.northeastern.edu/osccr. Please remember that the actions of one individual can have an impact on the reputation of all Northeastern students. The University strives to ensure that all individuals make choices that leave a positive impression on others in the community.

BE S.M.A.R.T.

Students Making Accountable Responsible Thoughtful Decisions

We all like to get together with friends, but when police are called, you face Boston city fines, Code of Student Conduct violations, and possible arrest. Be a S.M.A.R.T. Northeastern University off-campus student and follow these tips to avoid a bad situation.

1. Give your neighbors a heads up and provide them with your contact information.
2. Keep your music and noise down, and talk softly when walking through neighborhoods. Noise travels, especially at night, and is the #1 reason police are called to a residence. Citations for “disturbing the peace” start at $50, and you face possible court summons or arrest.
3. Be invited! Don’t enter an apartment without an invitation.
4. Leave your valuables at home. Carry only what you need for the evening—your i.d., keys, and money.
5. Don’t leave with a drink in your hand. You can get fined $200 and/or arrested for drinking in public.
6. Know your guests. Courts routinely hold hosts **legally responsible** if a guest leaves drunk and causes death or injury.
7. Know the age of your guests. Providing/buying alcohol for anyone under 21 could have consequences of probation, court summons and/or arrest.
8. Don’t go on the roof or balcony without permission in your lease. Consequences can be possible eviction and/or fine up to $500.
9. If the police knock, cooperate and show them respect. It is important to always answer the door and answer questions truthfully.

**SCHOOL CLOSINGS AND ALERTS**

Northeastern University will notify students, faculty, and staff by text message and email when it becomes necessary to cancel classes because of inclement weather. To receive these notifications, make sure your emergency contact information is current on your myNEU portal. If a storm occurs at night, the announcement of University closings is generally released by 6 AM. When a storm begins late in the day, cancellations of evening classes are generally announced between 2 and 3 PM. **Please refrain from calling NUPD for closing/delay information, as this inhibits police business and hinders responses to emergency situations.**

In the case of emergency or crisis situations, Northeastern has implemented NUAlert, a service that allows University officials to reach all students and staff with time sensitive information. The system uses voice, email and text messaging to broadcast pertinent information and, when appropriate, provide directions to those in the affected area(s).

**MOVING OUT**

When moving out, give your landlord 30 days’ notice, even if your lease is expiring. You may want your landlord’s acknowledgement in writing for your records. Make an appointment with your landlord to jointly inspect the apartment. Together you should determine the condition of your apartment 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 very important that we have current and accurate contact information for our students. You may complete a change of address form online through myNEU.
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 between classes, or even catch a quick catnap.

Lockers
Why carry your books around all day? Get a locker on campus. Lockers are free and you can reserve one any time, while supplies last. Go to the Information Desk on the ground floor of the Curry Student Center to sign up. Lockers are located in the tunnels near the Bookstore.

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!

Stay Connected to Campus

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 between classes, or even catch a quick catnap.

Curry Student Center’s general hours of operation for Fall and Spring are:

Monday-Thursday 7am to 12am
Friday 7am to 11pm
Saturday 8am to 11pm
Sunday 10am to 12pm

Curry Student Center’s general hours of operation for the Summer are:

Monday-Thursday 7am to 10pm
Friday 7am to 8pm
Saturday 8am to 8pm
Sunday closed

Lockers
Why carry your books around all day? Get a locker on campus. Lockers are free and you can reserve one any time, while supplies last. Go to the Information Desk on the ground floor of the Curry Student Center to sign up. Lockers are located in the tunnels near the Bookstore.
CAMPUS ACTIVITIES AND STUDENT ORGANIZATIONS
Continue to make your mark at Northeastern by participating in one or more of Northeastern’s many student organizations! Being involved will help you stay connected to campus life and happenings. Visit the Center for Student Involvement or northeastern.edu/csi to learn more about how to get involved and connect with student organizations and events. To stay up to date, follow CSI @434CSC on Twitter, Instagram and Facebook.

CAMPUS RECREATION
The Campus Recreation program provides numerous ways to support an active, healthy lifestyle including group fitness classes, personal trainers, intramural leagues, non-credit instruction classes and over 45 club sports. Although you may be living off-campus, as a full time student you have full access to all 4 recreation facilities: the Marino Center, the Cabot Center with indoor swimming pool, the Badger and Rosen Squashbuster Center, and Matthews Arena. Visit www.campusrec.neu.edu for more information including hours of operation.

DINING OPTIONS ON CAMPUS
Take advantage of the dining options available to Northeastern students through the flexible Profiler Plan. This meal plan allows you to purchase a certain amount of meals (25, 50, 86, or 110) to use throughout the year. For more information on available dining plans, go to www.nudining.com.

CO-OP CONNECTIONS
The Co-op Connections Office offers out of region housing and relocation resources and opportunities for students to stay connected, get involved, and know what’s happening at Northeastern wherever you may be on co-op. For a complete list of services and programs visit www.northeastern.edu/coopconnections or visit the Co-op Connections Office in 11 Stearns Hall.
APARTMENT SAFETY CODES
The Massachusetts State Sanitary Code is a set of regulations developed to protect the health, safety, and well-being of occupants of any dwelling. A summary of these requirements can be found at www.cityofboston.gov/isd/housing/sanitary.asp.

Look carefully at the following in any property you are considering renting:
- Structural elements- Landlords must maintain the foundation, floors, walls, doors, windows, ceilings, roof, staircases, porches, chimneys, and other structural elements 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 inside.
- No More Than Four- Boston Zoning Code prohibits more than four full-time undergraduate students living in one apartment, regardless of its size.

RENTAL INSPECTIONS
Landlords are required by law to have their rental units inspected for compliance with the State Sanitary Code to ensure safe and healthy rental units for residents. If your property has not been inspected, ask your landlord to have it done, or request an inspection by calling Inspectonal Services (ISD). For a copy of the State Sanitary Code, visit www.cityofboston.gov/isd/housing.

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

Off Campus Student Services
226 Curry Student Center
www.northeastern.edu/offcampus
617.373.8480

Boston Rental Housing Center
26 Court Street, 1st floor
www.cityofboston.gov/rentalhousing
617.635.4200

Inspectional Services Department (ISD)
1010 Massachusetts Ave, 5th floor
www.cityofboston.gov/isd
617.635.5300
STAY CLEAN AND INFESTATION FREE

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

1) Infestation by rodents can often be avoided by storing trash in appropriate locations.
2) Make sure trash containers have lids and remove trash from inside the residence frequently.
3) Ask your landlord about the proper location for trash and recycling. For information on trash pickup for your street, download the Boston Trash App.

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. To prevent bed bugs, inspect your apartment carefully and make sure your landlord completes all rental inspections required by Boston. If you buy used furniture, inspect it carefully for the bugs. If bed bugs do appear, notify your landlord immediately and arrange for fumigation. If may be necessary to throw away infested furniture.

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

APARTMENT SAFETY

Fire Safety

• Check smoke and carbon monoxide alarms once a month and change the batteries at least once a year. The landlord is responsible for installing working alarms.
• If your apartment does not already have a fire extinguisher, buy one to have in an easily accessible location. Keep it in or near the kitchen, as this is the room most likely for a fire to start.
• Plan and practice emergency evacuation routes so you and all roommates know exactly what to do in the case of a fire. Consider all stairs, hallways, and windows that can be used as fire escape routes.
• 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.
• If your clothes catch on fire, stop, drop to the ground, and roll.
• 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
• Make sure all windows in your apartment are equipped with properly functional
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 enter as you leave 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
security risk.
• Do not prop open the front or back doors.
• If the door locks are not working, call the landlord or maintenance
person to get them 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 your door before opening it.
• Make sure you know who has master keys to your building apartments.
• Make sure that all public areas of your building and walkways are well lit.
• Make sure mailboxes are locked.
• Know who handles your maintenance. Hazardous situations like snow, trash, and
burned out lights should be reported immediately.

Snow Safety
In buildings with more than one unit, your landlord is responsible for removing snow
and keeping every exit clean and unobstructed, unless your lease states otherwise.

RENTER’S INSURANCE
Renter’s insurance is very important as it covers you and your possessions as a
renter. A standard policy protects your personal property from theft or damage;
and it may cover temporary living expenses if your rental is damaged and unlivable.
Here are a few FAQs about renter’s insurance.

Would my landlord’s insurance cover me?
Almost always, no. Your personal items such as clothes, furniture, computers, etc.
are not covered by your landlord’s insurance. Usually the landlord’s insurance only
covers their loss when their property has been damaged or destroyed.
Would my parent’s insurance cover me?
Possibly. If you’re a full-time college student and part of your parent’s household their homeowners or renter’s insurance may provide you with some coverage for your residence hall room, but more than likely 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 of your personal property or damages caused by the tenant. Property losses are usually unexpected. Insurance is a means of protection in case such losses occur.

What is covered or not covered?
Talk with an insurance agent to understand their array of policies and coverage options. Normal coverage may include fire, lightning, windstorm, explosion, vehicles, smoke damage, water damage from plumbing, and theft. Floods, normal wear and tear, and earthquakes may not be covered. Check with an insurance agent as some policies may include these factors or coverage may be available to purchase.

How do I determine what coverage is right for me?
Most insurance companies have household inventory sheets to aid in calculating how much coverage is needed. Complete coverage may cost as much as two hundred dollars or less per year depending upon location. Shop around and compare prices. Renter’s insurance is a small price to pay for protection.

How do I get renter’s insurance?
It’s easy. If you have a car, talk to the agent who handles your car insurance. Ask your family members for contact information for agents they have had 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?
If making a claim for theft, there must be a police report. It’s also a good idea to have a list and pictures of your belongings. Consult your policy and agent for specific details or protocol.

Check out these sites for more information regarding Renter’s Insurance.

- **College Student Insurance:** CSI Insurance Agency, Inc. provides Northeastern students with insurance protection designed exclusively for college life. For more information, call 888.411.4911 or go to [www.collegestudentinsurance.com](http://www.collegestudentinsurance.com).

- **State Farm Insurance:** State Farm renters insurance is for anyone who rents a home, be it a house or an apartment. For more information go to [www.statefarm.com/insurance/renters/renters.asp](http://www.statefarm.com/insurance/renters/renters.asp).

- **Progressive Insurance:** Protect your apartment or rental house — and your possessions — with renters insurance from Progressive Home Advantage. For more information go to [www.progressive.com/renters](http://www.progressive.com/renters).
When living off campus, it’s extremely important that you are always mindful of your environment. Your personal safety is of our utmost concern. To ensure your personal safety, please consider these tips:

- 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 headphones when walking, especially at night.
- Use fire escapes for emergency exiting only.
- Be aware of the activity in your community. For information about your neighborhood provided by the Boston Police Department, visit www.bpdnews.com.
- Save the phone number for your local police station in your phone.

**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:

1) Log into the student portal at www.myNEU.neu.edu.
2) Select the Self Service tab.
3) Under Registrar, select the Emergency Contact Info tab and follow the directions shown.
SAFEZONE
Northeastern’s new, cutting-edge safety app. It will allow you to call for help, first aid alert, emergency alert, check-in to share your location, and receive emergency notifications. Download it today on the app store!

PERSONAL SAFETY ESCORTS
Northeastern’s Public Safety Division provides personal safety escort services 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 operates the REDEYE van which departs from Snell Library and the Ruggles Public Safety Substation every 20 minutes, starting at 7 PM until 6AM. The REDEYE is free and provides drop off service to your off-campus apartment within a 1.5 mile radius of campus. Go to www.northeastern.edu/nupd for complete details.

SAFE HAVEN
Safe Haven is a safety program designed to provide Northeastern University students, faculty, and staff with access to specific locations where you can seek shelter and help in emergency off-campus situations. Safe Haven partners can be identified by a Safe Haven decal clearly displayed in the front window of their business. For Safe Haven locations: northeastern.edu/offcampus/safehaven/index.html

WE CARE
The We Care program is a support system to aid students during times of difficulty or crisis, or who experience unexpected challenges in maintaining their academic progress. We Care works with students to coordinate assistance among university offices and to offer appropriate on and off-campus referrals to support a successful resolution. Visit We Care in 104 Ell Hall, call 617.373.4384, or go to www.northeastern.edu/wecare for more information.

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. The Office of Prevention and Education at Northeastern (OPEN) provides confidential, personalized check-ins for students around alcohol and other drug use, online assessment, information and resources. Contact OPEN at 617.373.4459 or open@northeastern.edu, or visit their website at www.northeastern.edu/open.
Title IX of the Education Amendments of 1972 protects individuals from sex or gender-based discrimination, including discrimination based on gender-identity, in educational programs and activities that receive federal financial assistance.

Northeastern’s Title IX Policy prohibits sexual misconduct, which is defined as sexual harassment, sexual assault, relationship or domestic violence, and stalking. The Title IX Policy applies to the entire community, including male, female, transgender students, and faculty and staff.

If you, or anyone you know, experience any form of sexual misconduct, you may report to any of the following areas:

1. **Title IX Coordinator:** Mark Jannoni (see below for contact information)
   - The Title IX Coordinator is the University administrator charged with overseeing the investigation process and response to allegations of sexual misconduct. The Office for Gender Equity and Compliance understands the sensitivity surrounding the decision to report, and their goal is to empower all parties by making them aware of their rights, available support resources, and options through the University reporting process.

2. **NUPD:** Emergency 617.373.3333; Non-Emergency 617.373.2121
   - NUPD can escort the victim/affected party to a local hospital, provide information about criminal prosecution as well as University disciplinary processes, conduct criminal investigations by specifically trained officers, and offer assistance in obtaining a judicial Harassment Protection/Restraining Order or a University No Contact Order.
   - Note: Reporting sexual misconduct to NUPD does NOT commit the victim/affected party to future legal action.

3. **UHCS & CSDS:** University Health and Counseling Services staff and the Center for Spiritual Dialogue and Service clergy members are CONFIDENTIAL employees. By law, those employees are not required to report allegations of sex or gender-based discrimination to the University.

Please visit [www.northeastern.edu/titleix](http://www.northeastern.edu/titleix) for a complete list of reporting options and resources both on- and off-campus.

Title IX-related experiences can be extremely difficult to navigate for all parties. The Office for Gender Equity and Compliance will support all parties with compassion and equity while respecting individuals’ privacy.

Mark Jannoni
Assistant Vice President of Title IX Initiatives / Title IX Coordinator
The Office for Gender Equity and Compliance
Northeastern University
West Village A North, Unit 106 | 500 Parker Street | Boston, MA 02115
Email: m.jannoni@northeastern.edu | Phone: 617-373-3543
GETTING TO CAMPUS
ALL ROADS LEAD TO NORTHEASTERN
Northeastern University is accessible by the Orange line via the Ruggles or Mass Ave. stops, and by the Green Line “E” train via the Northeastern University stop.

**T Pass Program**

As a Northeastern student, you can purchase a semester T pass at a discounted price! Passes are sold as a block for Fall (September – December), and Spring (January – April). The deadline for purchasing discounted passes is a full month before the pass is active (i.e. August/December). To purchase discounted passes for the upcoming semester, go to your myNEU page and select the NUpay link. You then pick up your pass each month from the Student Financial Services office located at 354 Richards Hall.

For month-to-month passes, visit www.mbta.com for fares and purchase options.

If you do not purchase a monthly pass, the best thing to do is get a plastic Charlie Card and load it with a pre-paid amount of money. Charlie Card holders pay lower fares than people who use cash or paper Charlie tickets. You can get your Charlie Card by going to the Charlie Card Store at Downtown Crossing station.
Riding the Bus
Boston has a very extensive bus system. Just like the “T”, you can take a bus anywhere. For direct service to Northeastern, take the #39 bus. It will drop you off right on Huntington Avenue. Other buses (#8, 15, 19, 22, 23, 28, 43, 44, 45, 47, CT2, and CT3) all stop at Ruggles Station, located on campus.

Riding the Commuter Rail
The Needham, Franklin, and Providence/Stoughton Lines all have direct service to Ruggles Station located on campus. Lines originating North of the city require a transfer at North Station. From there, connect with the Orange Line bound for Forest Hills to get off at either the Ruggles or Mass Ave. stops; or connect with the Green “E” Line to access the Northeastern University stop.

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

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 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 parking coupon at the Student Financial Services Office that allows you to park in the Renaissance or Gainsboro Street garage any weekday for only $15. For additional information, please refer to the Parking Service website at northeastern.edu/parking or contact Student Financial Services in 354 Richards Hall at 617.373.2270.

BIKING IN BOSTON
Biking is a great way to get around a compact city like Boston. For a map of the bike routes in the city, check out the Boston Bike Map accessible from the City of Boston at www.bostonbikes.org.

Wherever possible, use the bike racks located across campus. Bicycles should not be chained to fences, doors, trees, handrails, or other objects, and bicycles cannot be brought into any University building.

The Hubway System
Hubway is Boston’s bike sharing system. With over 100 stations, Hubway provides its Boston customers with an accessible and green transit option.

Hubway provides several membership options. The cost of your membership includes unlimited rides under 30 minutes.

There are two different Hubway stations right on campus, one in the North Parking Lot and a second one outside International Village.

For more information on the Boston Hubway System, including pricing and a station map, please visit www.thehubway.com.
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<tr>
<th>Contact Name</th>
<th>Campus Address</th>
<th>Phone Number</th>
<th>Website</th>
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<tbody>
<tr>
<td>African-American Institute</td>
<td>West Village F</td>
<td>617.373.3143</td>
<td><a href="http://www.northeastern.edu/aai">www.northeastern.edu/aai</a></td>
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<tr>
<td>Asian American Center</td>
<td>109 Hemenway St</td>
<td>617.373.8852</td>
<td><a href="http://www.northeastern.edu/aac">www.northeastern.edu/aac</a></td>
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<td>Athletics</td>
<td>219 Cabot Center</td>
<td>617.373.2672</td>
<td><a href="http://www.gonu.com">www.gonu.com</a></td>
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<tr>
<td>Campus Police/Public Safety</td>
<td>100 Columbus Place</td>
<td>617.373.2121</td>
<td><a href="http://www.northeastern.edu/nupd">www.northeastern.edu/nupd</a></td>
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<td><strong>EMERGENCY ONLY</strong></td>
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<td><strong>617.373.3333</strong></td>
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<td>Center for Student Involvement</td>
<td>434 Curry Student Center</td>
<td>617.373.2642</td>
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<td>Campus Recreation</td>
<td>140 Marino Center</td>
<td>617.373.4433</td>
<td><a href="http://www.campusrec.neu.edu">www.campusrec.neu.edu</a></td>
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<td>Career Development</td>
<td>103 Stearns Center</td>
<td>617.373.2430</td>
<td><a href="http://www.northeastern.edu/careers">www.northeastern.edu/careers</a></td>
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<td>Center of Community Service</td>
<td>172 Curry Student Center</td>
<td>617.373.5809</td>
<td><a href="http://www.northeastern.edu/communityservice">www.northeastern.edu/communityservice</a></td>
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<tr>
<td>City and Community Affairs</td>
<td>526 Columbus Place</td>
<td>617.373.7666</td>
<td><a href="http://www.northeastern.edu/communityaffairs">www.northeastern.edu/communityaffairs</a></td>
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<td>Computer HELP Desk</td>
<td>184 Info Commons - Snell Library</td>
<td>617.373.4357</td>
<td><a href="http://www.northeastern.edu/infoservices">www.northeastern.edu/infoservices</a></td>
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<td>Disability Resource Center</td>
<td>20 Dodge Hall</td>
<td>617.373.2675</td>
<td><a href="http://www.northeastern.edu/drc">www.northeastern.edu/drc</a></td>
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<tr>
<td>Fraternity/Sorority Life</td>
<td>434 Curry Student Center</td>
<td>617.373.2642</td>
<td><a href="http://www.northeastern.edu/csi">www.northeastern.edu/csi</a></td>
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<tr>
<td>Housing and Residential Life</td>
<td>4 Speare Commons</td>
<td>617.373.2814</td>
<td><a href="http://www.northeastern.edu/housing">www.northeastern.edu/housing</a></td>
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<tr>
<td>Latino/a Student Cultural Center</td>
<td>104 Forsyth Building</td>
<td>617.373.5845</td>
<td><a href="http://www.northeastern.edu/latino">www.northeastern.edu/latino</a></td>
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<td>Institutional Diversity &amp; Inclusion</td>
<td>125 Richards Hall</td>
<td>617.373.2133</td>
<td><a href="http://www.northeastern.edu/oidi">www.northeastern.edu/oidi</a></td>
</tr>
<tr>
<td>Student Conduct &amp; Conflict Resolution</td>
<td>204 Ell Hall</td>
<td>617.373.4390</td>
<td><a href="http://www.northeastern.edu/osccr">www.northeastern.edu/osccr</a></td>
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<tr>
<td>Office of Global Services</td>
<td>405 Ell Hall</td>
<td>617.373.2310</td>
<td><a href="http://www.northeastern.edu/issi">www.northeastern.edu/issi</a></td>
</tr>
<tr>
<td>Office of Prevention and Education (OPEN)</td>
<td>307 Ell Hall</td>
<td>617.373.4459</td>
<td><a href="http://www.northeastern.edu/open">www.northeastern.edu/open</a></td>
</tr>
<tr>
<td>Parking</td>
<td>354 Richards Hall</td>
<td>617.373.7010</td>
<td><a href="http://www.northeastern.edu/parking">www.northeastern.edu/parking</a></td>
</tr>
<tr>
<td>Registrar</td>
<td>271 Huntington Ave</td>
<td>617.373.2300</td>
<td><a href="http://www.northeastern.edu/registrar">www.northeastern.edu/registrar</a></td>
</tr>
<tr>
<td>Snell Library</td>
<td>Snell Library</td>
<td>617.373.8778</td>
<td><a href="http://www.northeastern.edu/library">www.northeastern.edu/library</a></td>
</tr>
<tr>
<td>Spiritual Life</td>
<td>203 Ell Hall</td>
<td>617.373.2728</td>
<td><a href="http://www.northeastern.edu/spirituallife">www.northeastern.edu/spirituallife</a></td>
</tr>
<tr>
<td>Student Accounts</td>
<td>354 Richards Hall</td>
<td>617.373.2270</td>
<td><a href="http://www.northeastern.edu/financialaid">www.northeastern.edu/financialaid</a></td>
</tr>
<tr>
<td>Student Affairs</td>
<td>104 Ell Hall</td>
<td>617.373.4384</td>
<td><a href="http://www.northeastern.edu/studentlife">www.northeastern.edu/studentlife</a></td>
</tr>
<tr>
<td>Student Employment</td>
<td>271 Huntington Ave, Suite 276</td>
<td>617.373.3200</td>
<td>studentemployment.neu.edu</td>
</tr>
<tr>
<td>Student Financial Services</td>
<td>354 Richards Hall</td>
<td>617.373.3190</td>
<td><a href="http://www.northeastern.edu/financialaid">www.northeastern.edu/financialaid</a></td>
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<tr>
<td>Student Leadership</td>
<td>434 Curry Student Center</td>
<td>617.373.2642</td>
<td><a href="http://www.northeastern.edu/csi/leadership">www.northeastern.edu/csi/leadership</a></td>
</tr>
<tr>
<td>University Health &amp; Counseling Services</td>
<td>135 Forsyth Building</td>
<td>617.373.2772</td>
<td><a href="http://www.northeastern.edu/uhs">www.northeastern.edu/uhs</a></td>
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<tr>
<td>WeCare</td>
<td>104 Ell Hall</td>
<td>617.373.4384</td>
<td><a href="http://www.northeastern.edu/wecare">www.northeastern.edu/wecare</a></td>
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<tr>
<td>Vendors in RED accept Husky dollars</td>
<td>Address</td>
<td>Neighborhood</td>
<td>Phone</td>
</tr>
<tr>
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<td><strong>Banks</strong></td>
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<tr>
<td>Bank of America</td>
<td>285 Huntington Ave.</td>
<td>Northeastern</td>
<td>617.437.0233</td>
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<tr>
<td>Citizen’s Bank</td>
<td>2343 Washington St.</td>
<td>Roxbury</td>
<td>617.445.2330</td>
</tr>
<tr>
<td>Santander Bank</td>
<td>279 Mass. Ave.</td>
<td>Fenway</td>
<td>617.867.9760</td>
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<tr>
<td><strong>Coffee Shops/Cafes</strong></td>
<td></td>
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<td></td>
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<tr>
<td>Au Bon Pain</td>
<td>Marino Center</td>
<td>Northeastern</td>
<td>617.578.0711</td>
</tr>
<tr>
<td>Dunkin’ Donuts</td>
<td>Hayden, Shillman, Ruggles</td>
<td>Northeastern</td>
<td>617.373.4611</td>
</tr>
<tr>
<td>Starbucks</td>
<td>Curry Student Center</td>
<td>Northeastern</td>
<td>617.536.6501</td>
</tr>
<tr>
<td>Pavement Coffee House</td>
<td>44 Gainsborough St.</td>
<td>Fenway</td>
<td>617.859.7080</td>
</tr>
<tr>
<td>Render Coffee</td>
<td>563 Columbus Ave.</td>
<td>South End</td>
<td>617.262.4142</td>
</tr>
<tr>
<td>Farmer’s Horse Coffee</td>
<td>374 Mass. Ave.</td>
<td>South End</td>
<td>617.982.7183</td>
</tr>
<tr>
<td>Green T Coffee Shop</td>
<td>754 Huntington Ave.</td>
<td>Mission Hill</td>
<td>617.487.8409</td>
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<tr>
<td><strong>Convenience Stores</strong></td>
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<tr>
<td>Giovanni’s Market</td>
<td>624 Columbus Ave.</td>
<td>South End</td>
<td>617.267.5522</td>
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<tr>
<td>Hemenway Variety</td>
<td>95 Westland Ave.</td>
<td>Fenway</td>
<td>617.262.8887</td>
</tr>
<tr>
<td>Symphony Market</td>
<td>291 Huntington Ave.</td>
<td>Northeastern</td>
<td>617.437.7907</td>
</tr>
<tr>
<td>Wollaston’s Grocery</td>
<td>Marino Center &amp; West Village B</td>
<td>Northeastern</td>
<td>617.247.0011</td>
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<tr>
<td><strong>Grocery Stores</strong></td>
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<tr>
<td>Star Market</td>
<td>53 Huntington Ave.</td>
<td>Back Bay</td>
<td>617.262.4688</td>
</tr>
<tr>
<td>Star Market</td>
<td>33 Kilmarnock St.</td>
<td>Fenway</td>
<td>617.267.4684</td>
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<tr>
<td>Trader Joe’s</td>
<td>899 Boylston St.</td>
<td>Back Bay</td>
<td>617.262.6505</td>
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<tr>
<td>Whole Foods</td>
<td>15 Westland Ave.</td>
<td>Fenway</td>
<td>617.375.1010</td>
</tr>
<tr>
<td>Stop &amp; Shop</td>
<td>1620 Tremont St.</td>
<td>Mission Hill</td>
<td>617.232.3572</td>
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<tr>
<td><strong>Museums</strong></td>
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<tr>
<td>Museum of Fine Art</td>
<td>465 Huntington Ave.</td>
<td>Fenway</td>
<td>617.267.9300</td>
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<tr>
<td>Museum of Science</td>
<td>Science Park</td>
<td>West End</td>
<td>617.723.2500</td>
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<tr>
<td>Isabella Stewart Gardner Museum</td>
<td>25 Evans Way</td>
<td>Fenway</td>
<td>617.566.1401</td>
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<td><strong>Pharmacies</strong></td>
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<tr>
<td>CVS Pharmacy</td>
<td>231 Mass. Ave.</td>
<td>Fenway</td>
<td>617.266.6775</td>
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<tr>
<td>Ruggles Square Pharmacy</td>
<td>1123 Tremont St.</td>
<td>Northeastern</td>
<td>617.536.6814</td>
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<tr>
<td>Walgreens Drug Store</td>
<td>1630 Tremont St.</td>
<td>Mission Hill</td>
<td>617.236.1692</td>
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### Vendors in RED accept Husky dollars

<table>
<thead>
<tr>
<th>Restaurants</th>
<th>Address</th>
<th>Neighborhood</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Boston Burger Company</td>
<td>1100 Boylston St.</td>
<td>Fenway</td>
<td>867.233.4560</td>
</tr>
<tr>
<td>Conor Larkin's Grille and Tap</td>
<td>329 Huntington Ave.</td>
<td>Northeastern</td>
<td>617.867.0084</td>
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<tr>
<td>Pho &amp; I</td>
<td>267 Huntington Ave.</td>
<td>Northeastern</td>
<td>617.262.0011</td>
</tr>
<tr>
<td>The Squealing Pig</td>
<td>134 Smith St.</td>
<td>Mission</td>
<td>617.566.6651</td>
</tr>
<tr>
<td>The Mission</td>
<td>724 Huntington Ave.</td>
<td>Mission Hill</td>
<td>617.566.1244</td>
</tr>
<tr>
<td>Symphony Sushi</td>
<td>45 Gainsborough St.</td>
<td>Fenway</td>
<td>617.262.3888</td>
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<table>
<thead>
<tr>
<th>Restaurants</th>
<th>Address</th>
<th>Neighborhood</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Uno Chicago Grill</td>
<td>280 Huntington Ave.</td>
<td>Northeastern</td>
<td>617.424.1697</td>
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<tr>
<td>Wagamama</td>
<td>Prudential Center</td>
<td>Back Bay</td>
<td>617.778.2344</td>
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<tr>
<td>Woody’s Grill &amp; Tap</td>
<td>58 Hemenway St.</td>
<td>Back Bay</td>
<td>617.375.9663</td>
</tr>
<tr>
<td>Five Napkin Burger</td>
<td>Prudential Center</td>
<td>Back Bay</td>
<td>617.375.2277</td>
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### Utilities—Electricity/Gas

<table>
<thead>
<tr>
<th>Utilities</th>
<th>Website</th>
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<tbody>
<tr>
<td>National Grid</td>
<td><a href="http://www.nationalgrid.com">www.nationalgrid.com</a></td>
<td>800.322.3223</td>
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### Utilities—Cable/Internet

<table>
<thead>
<tr>
<th>Utilities</th>
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<tbody>
<tr>
<td>Xfinity</td>
<td><a href="http://www.xfinity.com">www.xfinity.com</a></td>
<td>888.633.4266</td>
</tr>
<tr>
<td>RCN</td>
<td><a href="http://www.rcn.com/boston">www.rcn.com/boston</a></td>
<td>800.746.4726</td>
</tr>
<tr>
<td>Verizon</td>
<td><a href="http://www.verizon.com">www.verizon.com</a></td>
<td>877.483.5898</td>
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</table>
## City of Boston Directory

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone Number</th>
<th>Website</th>
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<tbody>
<tr>
<td><strong>Emergency</strong></td>
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</tr>
<tr>
<td>Boston Police, Ambulance, Fire</td>
<td>911</td>
<td></td>
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<tr>
<td><strong>Boston Police Non-emergency</strong></td>
<td></td>
<td><a href="http://www.cityofboston.gov/POLICE">www.cityofboston.gov/POLICE</a></td>
</tr>
<tr>
<td>Allston/Brighton</td>
<td>617.343.4260</td>
<td></td>
</tr>
<tr>
<td>Beacon Hill</td>
<td>617.343.4240</td>
<td></td>
</tr>
<tr>
<td>Fenway and South End</td>
<td>617.343.4250</td>
<td></td>
</tr>
<tr>
<td>Mission Hill and Roxbury</td>
<td>617.343.4270</td>
<td></td>
</tr>
<tr>
<td>Mission Hill Problem Property Hotline</td>
<td>617.504.7003</td>
<td></td>
</tr>
<tr>
<td><strong>City Services</strong></td>
<td></td>
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<tr>
<td>Boston City Council</td>
<td>617.635.3040</td>
<td><a href="http://www.cityofboston.gov/citycouncil/">www.cityofboston.gov/citycouncil/</a></td>
</tr>
<tr>
<td>BTD Parking/Stickers</td>
<td>Call 311</td>
<td><a href="http://www.cityofboston.gov/transportation">www.cityofboston.gov/transportation</a></td>
</tr>
<tr>
<td>Mayor’s 24-Hour Hotline</td>
<td>617.635.4500</td>
<td></td>
</tr>
<tr>
<td>Office of Neighborhood Services</td>
<td>617.635.3485</td>
<td><a href="http://www.cityofboston.gov/ons">www.cityofboston.gov/ons</a></td>
</tr>
<tr>
<td>Transportation Towline</td>
<td>617.635.3900</td>
<td><a href="http://www.cityofboston.gov/towing">www.cityofboston.gov/towing</a></td>
</tr>
<tr>
<td>Trash and Recycling Information</td>
<td>617.635.4900</td>
<td><a href="http://www.cityofboston.gov/publicworks">www.cityofboston.gov/publicworks</a></td>
</tr>
<tr>
<td><strong>Health Services</strong></td>
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<tr>
<td>Boston Area Rape Crisis Center (BARCC)</td>
<td>800.841.8371 (hotline)</td>
<td><a href="http://www.barcc.org">www.barcc.org</a></td>
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<tr>
<td>Boston Public Health Commission</td>
<td>617.534.5395</td>
<td><a href="http://www.bphc.org">www.bphc.org</a></td>
</tr>
<tr>
<td>Fenway Community Health Center</td>
<td>617.267.0900</td>
<td><a href="http://www.fenwayhealth.org">www.fenwayhealth.org</a></td>
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<tr>
<td>Mass General Hospital</td>
<td>617.726.2000</td>
<td><a href="http://www.massgeneral.org">www.massgeneral.org</a></td>
</tr>
<tr>
<td>MA Poison Information Center</td>
<td>EMERGENCY: 800.222.1222</td>
<td><a href="http://www.maripoisoncenter.com">www.maripoisoncenter.com</a></td>
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## City of Boston Directory

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone Number</th>
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<tr>
<td><strong>Housing/Tenant Services</strong></td>
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<tr>
<td>Boston Rental Housing Center</td>
<td>617.635.4200</td>
<td><a href="http://www.cityofboston.gov/rentalhousing">www.cityofboston.gov/rentalhousing</a></td>
</tr>
<tr>
<td>Inspectional Services Department</td>
<td>617.635.5300</td>
<td><a href="http://www.cityofboston.gov/isd">www.cityofboston.gov/isd</a></td>
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<tr>
<td>Code Enforcement</td>
<td>617.635.4896</td>
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<tr>
<td>Health Division</td>
<td>617.635.5326</td>
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<tr>
<td>Housing Division</td>
<td>617.635.5322</td>
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<tr>
<td><strong>Legal Services</strong></td>
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<tr>
<td>Boston Housing Court</td>
<td>617.788.6500</td>
<td><a href="http://www.mass.gov/courts/selfhelp/housing">www.mass.gov/courts/selfhelp/housing</a></td>
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<tr>
<td>Greater Boston Legal Services</td>
<td>617.371.1234</td>
<td><a href="http://www.gbels.org">www.gbels.org</a></td>
</tr>
<tr>
<td>Lawyers for Affordable Justice</td>
<td>857.277.1963</td>
<td><a href="http://www.lawyers4aj.org">www.lawyers4aj.org</a></td>
</tr>
<tr>
<td>Massachusetts Attorney General</td>
<td>617.727.2200</td>
<td><a href="http://www.mass.gov/ago">www.mass.gov/ago</a></td>
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<tr>
<td>Massachusetts Bar Association Lawyer Referral Services</td>
<td>617.654.0400</td>
<td><a href="http://www.masslawhelp.com">www.masslawhelp.com</a></td>
</tr>
<tr>
<td>Massachusetts Office of Consumer Affairs and Business Regulation</td>
<td>617.973.8787</td>
<td><a href="http://www.mass.gov/ocabr">www.mass.gov/ocabr</a></td>
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<tr>
<td>Small Claims Advisory Service</td>
<td>617.497.5690</td>
<td><a href="http://www.masmallclaims.org">www.masmallclaims.org</a></td>
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<tr>
<td>Volunteer Lawyers Project</td>
<td>617.423.0648</td>
<td><a href="http://www.vlpnet.org">www.vlpnet.org</a></td>
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<tr>
<td><strong>Local Attractions</strong></td>
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<tr>
<td>Boston Duck Tours</td>
<td>617.267.3825</td>
<td>3 Copley Place, Back Bay</td>
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<tr>
<td>Boston Public Library</td>
<td>617.536.5400</td>
<td>700 Boylston St., Back Bay</td>
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<tr>
<td>Fenway Park</td>
<td>877.REDSOX9</td>
<td>4 Yawkey Way, Fenway</td>
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<tr>
<td>Franklin Park Zoo</td>
<td>617.541.5466</td>
<td>1 Franklin Park Rd., Roxbury</td>
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<tr>
<td>New England Aquarium</td>
<td>617.973.5200</td>
<td>Central Wharf, Waterfront</td>
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<td><strong>Transportation</strong></td>
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<tr>
<td>Amtrak</td>
<td>800.872.7245</td>
<td><a href="http://www.amtrak.com">www.amtrak.com</a></td>
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<td>Greyhound Bus</td>
<td>800.231.2222</td>
<td><a href="http://www.greyhound.com">www.greyhound.com</a></td>
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<tr>
<td>Hubway Bike System</td>
<td>855.448.2929</td>
<td><a href="http://www.thehubway.com">www.thehubway.com</a></td>
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<td>MBTA Information</td>
<td>617.222.3200</td>
<td><a href="http://www.mbta.com">www.mbta.com</a></td>
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<td>Peter Pan Bus</td>
<td>800.343.9999</td>
<td><a href="http://www.peterpanbus.com">www.peterpanbus.com</a></td>
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