

## GENERAL INFORMATION

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1. **Can my parents contact housing?**

- Parents can only contact the Housing Office if the student sends written permission in form of an email, letter etc. This is to protect students' identities. The Housing Office is not required to speak with parents at any given time unless written permission is given.

2. **How do I do Laundry?**

- Residents can now download the Hercules CP Mobile App from the App store for iPhone or Google Play for Androids. The App allows you manage your laundry letting you know the status while in use.

3. **How do you receive packages in Housing**

- Please sign up for our packaging system to make sure you receive your packages at: <https://app.luxerone.com/register>. Once you have registered, you will receive an email when a package has been placed in the lockers for you to retrieve it. **Housing is not responsible for packages**

4. **How do I file a work request online for maintenance?**

- o To place a work order, go to the below website:  
<https://montefiore-archibus.buildingi.com/archibus/login.axvw>  
Username: email (uppercase)  
Password: email (lowercase)

5. **Who do I contact if I have an after hour emergency?**

- In case of emergency in your apartment, you can call the Security desk at (718) 430-3066 or go directly to the security desk in 1935 building for assistance. ***An emergency would be a flood, loss of power, electrical fire or smell of gas, etc.***
- There is a security presence 24-7, 7 days a week in the Albert Einstein College of Medicine Campus and Residence Halls. Student Housing has a Building Superintendent who also lives on premises.

## FACILITIES

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6. **When does the heating and air conditioning turn on?**

- o The heating system is online in mid-October.
- o The cooling system is online in mid-May.
- o Once the system has been changed over to either heating/cooling it will not be switched back until the next season.

7. **My Internet is not working in my apartment, who do I contact?**

Place a workorder at: <https://montefiore-archibus.buildingi.com/archibus/login.axw>. One of the staff members in the Housing office will email you the instruction to contact Verizon directly to

resolve you issues.

8. **My AC unit is leaking water on floor. What do I do?**

- You should immediately place a work order to prevent damage to your wood floors. Our maintenance staff will prioritize work orders for this type of maintenance request. It would be helpful if you keep the fan switch on low throughout the day rather than shutting the unit off while you are not at home.

9. **When will the filter be changed on my AC/Heating unit?**

- o The filters to your units are service annually. You will receive a notice via email specifying when this will occur.

10. **I put in a work order, and it wasn't completed. How long should I wait before filling another one?**

- o On any normal operating day, it typically takes 24-48 hours to respond and/or complete a work order. However, if there is a shortage of staff, this can take longer.
- o If a work order requires the service of an outside vendor to complete, our maintenance staff will advise you accordingly.
- o If your work order has not been completed within a week, check with the Housing office to check on the status of your work request. If it is urgent, check within 72 hours of the request.

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## RENT

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1. **How do I pay rent online?**

- o To Pay rent online, use the below link:  
[https://secure.touchnet.net/C22897\\_ustores/web/store\\_main.jsp?STOREID=1&SINGLESTORE=true](https://secure.touchnet.net/C22897_ustores/web/store_main.jsp?STOREID=1&SINGLESTORE=true).
- You will need your Banner ID and Account number (i.e., 193504H)
- When paying online please make sure you use the mailing address for the card you are using. If you opened the card prior to your arrival, use that address.

2. **I did not pay my rent on time, will there be a late fee associated?**

- o On every license agreement, it states rent payments not received by the 10th of the month are subject to late fees. Accounts that are seriously delinquent are reported to the Deans of your respective program.

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## PARKING

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**Where can I apply for a parking space?**

- Contact the parking garage at (718) 430-7021 for pricing and application.
- Hours of operation are 8:00am – 7:00pm
- Rates are subject to change.
- Housing does not manage parking on campus.

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## TRANSFERS

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1. **How can I move apartments?**
    - o If you would like to transfer to another apartment, you may contact the leasing coordinator in the Housing Office. Please note, there will be no transfers (no exceptions) during the Housing Freeze (May 1st to September 1st).
  2. **What if I want to move off campus?**
    - o If you would like to live off campus, simply email [Einsteinhousing@montefiore.org](mailto:Einsteinhousing@montefiore.org) and request a Vacate Notice form. You must first clear your account prior to vacating your apartment. Upon receipt, we will send you the amounts due to settle your account and return your security deposit after an inspection has been made and there are no damages found.
  3. **What is the purpose of the housing freeze?**
    - o The purpose of the Housing Freeze is to prevent students from moving apartments, which creates additional problems and backs up the process to properly prepare the apartments for the incoming class. Einstein is also involved with a summer program (SURP) in which we provide housing for undergraduate students interested in attending Einstein. This program is typically in session from the beginning of June until the beginning of August. This can cause delays for the Housing Office to prepare apartments for the incoming class as well.
    - o Transfers during the Freeze Period includes those who are on the Waiting List and partnership housing.
    - o All students who are graduating MUST clear their accounts by May 1<sup>st</sup>. Students will not receive a diploma if they have not done so.
  4. **How do I apply for Partnership Housing?**
    - o You must contact the housing office to be provided with the required forms and documents to be filled out, notarized and submitted for review.
  5. **How do I apply for a transfer to a bigger apartment if expecting a child?**
    - o Email the Leasing Coordinator at [Keisha.jackson@einsteinmed.edu](mailto:Keisha.jackson@einsteinmed.edu)
    - o You will need to provide a sonogram with name and date listed on the sonogram.
    - o A letter from the attending physician on letterhead stating your expected due date.
    - o Once we receive the required paperwork, we will place you on the 2bdrm wait list for an available apartment.
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## Personnel

- I. **Who do I contact in the office to help me with my issue?**
  - o For help with a work orders, packages or if you have any general questions you can speak with **Terry Nembhard** [terry.nembhard@einsteinmed.edu](mailto:terry.nembhard@einsteinmed.edu) .
  - o For help with any Student or Post-Doc issues you can speak with **Keisha Jackson** [keisha.jackson@einsteinmed.edu](mailto:keisha.jackson@einsteinmed.edu) .

- o For additional assistance with rent, bills or financial issues you can speak to **Dana Waddell** [dana.waddell@einsteinmed.edu](mailto:dana.waddell@einsteinmed.edu).
- o If you have any issues that have not been resolved by staff or if you have a special problem you can ask to speak with **Dennis Renton the Housing Manager** [drenton@montefiore.org](mailto:drenton@montefiore.org) .