

SUMMER GENERAL INFORMATION

Offices

Management Office (617-879-5103)

The Management Office is responsible for facilities management of the MassArt residence halls. The Management Office is located on the first floor of the Artists' Residence in Room 120. Summer office hours are Monday – Fridays 9:00 AM-5:00 PM. After regular business hours, the Courtesy Desk will handle any questions.

The Courtesy Desk

The Courtesy Desk is located on the first floor at the front entrance of each building. The Courtesy Desk is staffed by a professional security company and is open 24 hours a day.

Care of Apartment/Suite Items

**Please note, not all Apartments/Suites will have all of the below listed items. This is an overview for all summer housing.*

Stove

- The stove should be wiped down and cleaned after each use.
- Use “heat” approved utensils (plastic can melt).
- **Do not use water on grease fires.** A fire extinguisher is located within all apartments/suite that have a stove.
- When you use the oven it's best to use an oven-safe dish with a cover or to cover the food with aluminum foil.

Refrigerator

- Set your temperature dial on the middle number to prevent your food from freezing.
- To reduce odors, it is helpful to place an open box of baking soda inside the refrigerator/freezer.
- The inside shelves can be cleaned with soap and water.

Dishwasher

- Use dishwasher detergent **ONLY**. **DO NOT** use liquid dish soap that you would use in your sink.
- When you are putting the dishes in the dishwasher remember the water jet in the middle of the bottom rack must have room to pop up and spin or it will not clean the dishes. Blocking the jet may also cause damage to the dishwasher. You will be held responsible for damage caused by a blocked jet.

Trash/Recycling

- You are responsible for bagging, tying and removing the trash from your apartment/suite.
- In the Artists' Residence, the trash room is located between the -05 and -06 rooms.
- In the Treehouse, each floor has a trash chute located near the -03 rooms.
- Please take care not to drip liquid on the hallway carpets when taking trash to the trash rooms.
- Boxes must be broken down if left in the trash room.
- There are recycling bins located in each building for plastic, glass and cardboard.

Counter tops

- All counter surfaces can be cleaned with mild soap and water.
- A cutting board is recommended when using any knives.

Tile floor

- The tile floors have a wax finish on it. Use a mild cleaner to clean it.
- Use caution when moving furniture as sliding of furniture across the tile floor will cause damage to the floor.
- Area rugs can also help protect your floor.

Furniture

- The furniture can be wiped off with a damp cloth to keep it clean.
- Do not place furniture directly against the wall as it could leave marks. Do not stack furniture
- If something is spilled on your furniture and is not cleaned immediately, it may leave a stain on the furniture.
- If you notice a stain, check with the maintenance staff to find out how to best clean it.

- All furniture within the apartment has been inventoried and **must remain within your apartment.**
- Only approved furniture can be used in the building per Boston Fire Code. Please speak with someone in the Management Office to have furniture approved.

Bathrooms

- The bathroom should be kept clean during your stay.
- Please only use toilet tissue in the toilet. Feminine products should be disposed of in trash cans.
- **Improper use of your toilet may result in damage billing to the residents for repairs.**
- You may sign out a plunger at the Courtesy Desk by providing an ID.

Windows

- Your windows have safety stops, which prevent the windows from opening all the way.
- **DO NOT** remove the screens from your windows. You will be charged to re-secure them if they are removed.

Smoke detectors

- There are smoke detectors in the apartment/suite for your safety.
- Smoke detectors are connected to the central fire alarm system that is monitored at the Courtesy Desk and by a Monitoring Company.
- Should you have any problems with a smoke detector, notify maintenance or the Courtesy Desk immediately.

Tampering with smoke detectors or fire safety equipment in any way, including trying to cover them with a bag, may result in a fine from the Fire Department. Use of candles, incense, and any type of smoking, are not permitted in the building. Use of these items may cause the smoke detector to be activated.

All buildings are Smoke Free Facilities per Massachusetts Law MGL Chapter 270, Section 22.

Fire Sprinkler system

- The fire sprinkler heads within your apartment/suite that are covered by a round protective plate.
- No items should be hung, draped or attached to the protective plates.
- In the event of an actual fire, the cover plate will pop off of the sprinkler head dispersing a water flow.

Do not tamper with the Protective Cover Plate. Anyone who is found responsible for causing a sprinkler to discharge will be held financially responsible for all damage to apartment/suite and/or building as well as the property of other residents damaged by the water.

How to Operate the Thermostats

For The White Thermostats (Artists' Residence)

To turn **ON** the Air Conditioner, you must press the button that says **MODE** until the display says **COOL**. Then set it at your desired temperature by using the up and down arrows.

To turn **OFF** the Air Conditioner, you must press the button that says **MODE** until the display reads **OFF**.

For The Brown Thermostats (Artists' Residence)

To turn **ON** the Air Conditioner, you must press the button down to the Cool mode and then rotate the circular knob counterclockwise to the desired temperature.

To turn **OFF** the Air Conditioner, you must push the button up to the **OFF** position.

For The White Thermostats (Treehouse)

This thermostat has a digital display. When the display is solid (not blinking) it shows the current temperature in the room. To adjust this, turn the dial left or right. This will cause the number to either go up or down. The number will blink while turning the dial and then will return to the original solid number.

During the summer months, only air conditioning is available. Setting the temperature higher will not turn on the heat. This will prevent the air conditioner from turning on however.

Maintenance Work Orders

The following are some situations in which you might need to request service from maintenance:

- Loss of power or heat
- Leaks or plumbing problems
- Pest control issues
- Broken appliances
- Furniture repairs
- Key, lock, or door problems

Should you have questions about what services the maintenance team performs, please contact the Management Office or Courtesy Desk.

Procedures for Placing a Work Order

- Our goal is to complete work orders within 24 hours of receiving the request, but if your request necessitates us having to contact an outside contractor, that may extend the time required for completion of your request.
- Non-emergency requests will be completed between 9:00 and 3:00 PM, Monday - Friday, excluding holidays.
- Should you have a **Non-Emergency** request, please email the management office at capstonemanagement@massart.edu. We will then submit the work order on your behalf.
- Be as specific with your request as you can to ensure that all necessary work is completed to your satisfaction.
- Our staff will need to enter your living space in most cases to correct issues. All staff will have picture IDs and will announce themselves before entering your living area.

Please report to the Management Office if any of the maintenance procedures below are not being followed by our maintenance and facilities team members. Our standard procedures include the following important items:

1. Our maintenance team members are required to knock three times and announce themselves each time they come into your apartment home.
2. A door-hanger must be left on the outside of your front door notifying you that a maintenance staff member is in your apartment or has been in your apartment.
3. A copy of the work order should be left on your kitchen table letting you know maintenance was in your apartment and for what reason.
4. In the case of room inspections or other reasons that maintenance or other Management or MassArt staff would need to access your apartment a 24-hour notice must be given to your apartment or be posted on your floor in the elevator lobby. Obviously, an emergency would be an exception to this policy.
5. All maintenance team members must have on their person a staff picture ID at all times. Feel free to verify that a person at your front door is indeed a team member with the staff ID before allowing them access.

Emergency Maintenance Requests

Maintenance requests will be handled after office hours **only** if they are emergencies. We define **EMERGENCIES** as situations which present a danger to people:

- fire
- lack of electricity
- broken doors, locks, windows
- lack of air conditioning
- toilet not functioning
- lack of water/flooding/broken pipes

Emergency maintenance requests **must** be reported to the Courtesy Desk located in the lobby area on the first floor. The Courtesy Officer will contact the on-call maintenance employee who will respond as quickly as possible.

General Information

Insurance

- **Neither MassArt nor the Management Office provides renter's insurance.**
- We strongly recommend that you obtain adequate renter's insurance coverage for your personal belongings.

Evacuation Location

- In the event that the building needs to be evacuated, residents will be directed to a general meeting point.
- In the case of inclement weather, go to the Tower Building, located across Huntington Avenue.
- Going to these locations will assist the Staff in accounting for residents during an emergency.

Safety Tips

- Always keep your apartment door locked.
- Lock up and obtain renter's insurance on all valuable items in your apartment.
- Be alert and aware of your surroundings when it comes to the general maintenance of the building.
- If you notice something that has been broken or vandalized, please contact the Courtesy Desk immediately.

Building Access

- You will be issued an ID card upon arrival that will allow access to the front door of the building and the elevator.
- **Upon entering the building you will be asked to show your ID card to the Courtesy Officer.**
- The elevators in the Artists' Residence and the Treehouse will be called through your ID.
- The front door of each residence hall is the only way to enter/exit the building. In the case of an emergency, there are Emergency Exits on the ground floor that will alarm when opened.
- Each building has two stairwells that lead from the top floor to the ground floor. These are located on each end of the floors.

Alcohol/Illegal Drug

Alcohol is not permitted in the residence halls during summer housing. This applies to all residents and guests, regardless of age.

The use, possession, or distribution of any non-prescription drug or controlled substance within the residence halls is forbidden. Additionally, any paraphernalia that could reasonably be assumed to be used in relation to controlled substance abuse is not permitted.

Guest Policy

Overnight guests are not permitted for any summer guest, however you are able to have guests during the daytime following these guidelines. All guests must be signed in at the front desk of the building. They will be required to leave a picture ID while they are in the building. Residents may sign in up to 3 guests during the day (7am to 11pm) and must accompany their guest at all times while in the building. All guests must be signed out no later than 11pm each night.

Move out Procedures

When it comes time to move out please do the following:

- Clean all trash from your apartment
- Remove all personal belongings
- Wipe down all furniture to remove all dust and clean all mirrors
- Wipe down all surfaces in the common spaces of the Apartment/Suite including showers, sinks and toilets.
- Empty all cabinets and wipe them out. Clean all kitchen appliances, inside and out
- Put dishwasher detergent in the dishwasher and run it empty to clean it
- If you have any other questions please feel free to contact capstonemanagement@massart.edu. You can also stop by the building office on the first floor (Rm. 120).

Thank you for choosing MassArt Summer Housing as your "home away from home" this summer and we hope you will consider us for future summer stays in Boston.