



## Temp Access Cards

Some of you moving into HGS, HHH, and ES Harkness Hall have been issued temporary access cards to work the electronic access points within the building. Once you have obtained your Student Picture ID card from your Orientation, please return the temporary card to the Housing Office OR your Resident Coordinator rooms.

If lost, please report it to the Housing Office immediately. Students will be fined for the loss of their temp ID card but we can deactivate the card for security purposes



## Facilities Repairs Needed?

To report an URGENT or EMERGENT problem directly to the Customer Service Control Center: call 432-6888 (Central Campus) or 785-4620 (Med School).

Emergent calls will be handled within 24 hours; Urgent calls will be handled within 2-3 days. Examples of urgent or emergent issues would involve loss of heat, water, electricity (large scale or small), broken windows, running toilets, broken door locks (security risks), etc.

For all ROUTINE work (Broken towel bars, light out, etc) ...

To enter a work request into the FAMIS system: Visit the following web site:

<http://www.facilities.yale.edu/fwr.shtml>

You will need to enter your Net ID and password to access the system.

At the first pull down menu, select your building.  
At the next pull down menu, select your floor.  
At the next, select your room number.

Then, briefly describe your problem. Example = "plumbing - clogged sink". In the large text box provided, write out, with detail, your work request.

Finally, click the "submit" button. It's that easy!

The GHO encourages all students to report their own work order problems but contact your RC or the GHO if it's a big problem so we can help monitor big problems!

---Furniture related problems need to be emailed to the GDHO at [grad.dorms@yale.edu](mailto:grad.dorms@yale.edu). Depending on the problem or request, we'll help coordinate work to be done.

---Problems with blinds or shades provided in HHH, 254 P & 276 P also need to be reported to [grad.dorms@yale.edu](mailto:grad.dorms@yale.edu). We have to call our repair vendor directly. (Sorry - we do not provide blinds or shades in HGS. Students may choose to purchase a small tension rod to hang sheers or curtains if desired.)

## Resident Coordinator Staff for 2010-2011

### Helen Hadley Hall

Whitney Bagge: HHH Room 105

Bonny Lin: HHH Room 429

Email: [rc.hhh.yale@gmail.com](mailto:rc.hhh.yale@gmail.com)

### Hall Of Graduate Studies

Rebecca Wolitz & Greg Ryslik : HGS C1300

Email: [rc.hgs.yale@gmail.com](mailto:rc.hgs.yale@gmail.com)

### 254 & 276 Prospect Sts

Jeremi Szaniawski: 254 Prospect St, Room 7

Anirvan Chaudhuri: 276 Prospect St, Room 103

### ES Harkness Hall

Matt Kruse: Harkness Room 410

Richard Arthur: Harkness Room 910

**They are here to help you so don't hesitate to contact them - email to their yale account or knocking on their door usually works best!**

## Grad Housing web site

The GHO webpages are at <http://www.yale.edu/gradhousing/>. We have forms for Room Changes, Contract Cancellations, copies of the newsletters, etc!

The MyHousing link is available for everyday use - You can update your cell phone, alternate email address, school, major, YOG, etc - so check it out!! No one but the GHO has access to our database so even if SFA&S or your School's Registrar's office has your most up-to-date info - we don't and I like to be informed for emergency purposes!

## Room Inspection Reports

Upon check-in, all students should have received a Check-In packet containing a Room Inventory Report to document the furniture your room has, the general condition of your room and its furnishing, as well as any damages that need to be repaired. **If you have not yet completed your room inspection report, please do so immediately and return the forms to your Resident Coordinator or the Harkness Housing Office. Rooms without Room Inventory Reports on file are considered to have a standard furniture inventory for that room type. Missing furniture or damaged rooms will result in fines at the end of the academic year.**

## LOCKOUTS or LOST KEYS

*Students who lose their keys can obtain replacement key from their RC or the Housing Office. There is a \$25per key charge for lost keys. Lock changes may be required depending on the circumstances of your lost key at an additional cost.*

*Do not loan your keys to other individuals. Always lock your bedroom door behind you. Do not prop open building doors or gates - it is for all of our safety!*

*If you are locked out of your room...*

*We have Lock-Out boxes in each of the graduate dormitories. There are printed directions on each box to explain how to use them BUT the GHO has not finished programming all of the boxes with your names, PINs and ID card numbers. When we have this completed (just a few more days), I will email all students directly with a reminder of how to use the boxes! This is a great free service but it cannot be abused by borrowing a key to give to a friend or significant other. The GHO monitors the keys borrowed from the box and will contact you if your lock-out key has been borrowed for too long!*

*In the meantime, utilize your RCs or Yale Security for lock-outs! As this can prove to be a lengthy waiting process, carry your keys with you at all times!*

