

## Move-In FAQs

### Preparing to Move In

*What should I bring with me to the apartment? What should I not bring?*

- Bring: furniture, bedding, telephone, TV, computer, microwave, extension cords, plates/glasses/utensils, lamps, small kitchen appliances (blender, toaster, coffee machine), tool kit

- **Don't bring:** Pets, firearms/ammunition, prohibited appliances (washing machines, dishwashers, freezer units), waterbeds

*Can I ship packages to my apartment that will arrive before I move in?*

- No, you may not ship packages to your apartment before you move in, because there are no services available to receive them.

*How do I set up my utilities (heat, electricity, phone, TV, internet)?*

- When you signed your housing contract, you received information about which utilities you will need to arrange yourself. You must set up the utilities that are not included in your monthly rent. Please review this information at [www.yale.edu/gradhousing/rates-apts.html](http://www.yale.edu/gradhousing/rates-apts.html)

If any utility is checked, please call these utility providers in order to set up the service:

**Electricity:** United Illuminating ..... 1-800-722-5584

**Gas:** Southern Connecticut Gas Company ..... 1-800-659-8299

If you would like to set up telephone, television, internet, or cell phone service, please contact these providers to set up service.

**Telephone:** SBC ..... 1-800-453-7638

**Television:** Comcast Cablevision ..... 1-800-COMCAST

**Internet:**

AOL ([www.aol.com](http://www.aol.com)) ..... 1-800-392-5180

AT&T ([www.att.com](http://www.att.com)) ..... 1-800-WORLDNET

Comcast ([www.comcast.com](http://www.comcast.com)) ..... 1-800-COMCAST

Verizon ([www.verizon.com](http://www.verizon.com)) ..... 869-5222

**Cell Phone Service:**

Cingular Wireless ([www.cingular.com](http://www.cingular.com))

91 Boston Post Road, Orange .....1-203- 795-2100

Sprint ([www.sprint.com](http://www.sprint.com))

125 Boston Post Road, Orange .....1-203- 891-1030

T-Mobile ([www.t-mobile.com](http://www.t-mobile.com))

109 Church Street .....1-203-789-8231

Verizon Wireless ([www.verizonwireless.com](http://www.verizonwireless.com))

116 Boston Post Road, Orange .....1-203-795-6259

### Moving In

*When can I get my key? Where can I get it?*

- Starting on the first day of your contract, keys are available in the Graduate Apartment Office (420 Temple St., Room G4) during business hours (Monday through Friday, 9AM-4PM). If you are unable to pick up your key during business hours, please call the office at 203-432-8270 to make other arrangements.

### Financial Matters

*When is the first rent payment due? How do I pay it?*

- Rent is billed to your student account and will appear on your monthly statement. Payment is due the first of the month. Students who receive a stipend from the university may arrange to have rent automatically deducted from their stipend checks. To arrange automatic deductions, or if you have any other questions, please contact Student Financial Services at 432-2700 or [sfs@yale.edu](mailto:sfs@yale.edu).

*Should I get renter's insurance? How do I do so?*

- It is strongly recommended that all residents purchase renter's insurance. For a relatively nominal fee, renter's insurance may protect your possessions from theft or damage. Information on obtaining student insurance is available at the Graduate Apartment Office.

### **Apartment Maintenance**

*How do I report a maintenance problem with my apartment?*

- Call the Graduate Apartment Office at 432-8270. Outside of business hours, if there is an emergency (such as no heat, power failure, broken windows, lack of a single light source, unsecured doors, flooding, or stolen keys) please call Physical Plant at 432-6888.

### **Furniture and Decorating**

*Am I allowed to paint my apartment?*

- It is permissible to paint your apartment with other colors. Please remember that when you vacate, the walls need to be returned to their original color to avoid penalties.

*What types of furniture will fit well in my apartment?*

- Typical floor plans for each apartment complex can be found at [www.yale.edu/gradhousing/apartments.html](http://www.yale.edu/gradhousing/apartments.html). They are included in the virtual tours. Please consult the Graduate Apartment Office 203-432-8270 if you have any questions about the floor plan of your apartment.

*Where can I find furniture and apartment supplies in the New Haven area?*

The following is a brief list of stores in the surrounding areas. More information can be given at the time of arrival.

IKEA (www.ikea-usa.com)  
450 Sargent Drive, Long Wharf, New Haven ..... 865-4532

Railroad Salvage  
1131 Campbell Avenue, West Haven ..... 933-5468

Hallock's  
30 Water Street, West Haven ..... 397-1101

Columbia Mattress  
870 Dixwell Avenue, Hamden ..... 789-1213

Bedding Barn  
131 Boston Post Road, Orange ..... 795-0271  
314 Washington Avenue, North Haven ..... 239-4461

Treasures on the Post Consignment Furniture  
367 Boston Post Road, Orange ..... 795-4715

Goodwill Store & Donation Center  
86 Amity Road ..... 397-2735

Salvation Army Thrift Store & Donation Center  
274 Crown Street ..... 776-2448  
1349 Dixwell Avenue, Hamden ..... 230-2323