Welcome to Carlton Arms at 362 Riverside Drive!

Created for students living at Carlton Arms, this guide contains information regarding guest policies, mail and package procedures, and other rules and regulations specific to Carlton Arms. In addition, it informs you of the facilities available for your use in this building. Please take some time to familiarize yourself with this pamphlet.

We hope your stay at Carlton is enjoyable this year and that you find this information useful.

Sincerely,
University Apartment Housing

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**Useful Phone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>University Apartment Housing (UAH) Office</td>
<td>(212) 854-9300</td>
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<tr>
<td>UAH Billing Information</td>
<td>(212) 854-9455</td>
</tr>
<tr>
<td>Student Financial Services</td>
<td>(212) 854-4400</td>
</tr>
<tr>
<td>Columbia Escort Services</td>
<td>(212) 854-SAFE (7233)</td>
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<tr>
<td>University Public Safety</td>
<td>(212) 854-5555</td>
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<tr>
<td>Columbia University Information Technology</td>
<td>(212) 854-1919</td>
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<tr>
<td>Facilities Service Center</td>
<td>(212) 854-2222</td>
</tr>
<tr>
<td>Verizon Telephone Co.</td>
<td>(212) 890-1550</td>
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</tbody>
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**Important Guidelines**

**SHOW YOUR ID UPON ENTERING THE BUILDING**

In order to prevent unauthorized access and enhance building security, you are **required** to show your Columbia University photo identification card with **Carlton Resident** sticker every time you enter the building. During evening hours when the door is locked, you must use your key to access the building. The security guard cannot, and will not, buzz you into the building.

**NEIGHBORHOOD SAFETY**

When in New York City, or any big city, it is important to be “street smart” and always be aware of your surroundings. We recommend you use well lit/populated streets and avoid isolated areas, particularly at odd hours. The University has taken steps to ensure that the area around the building itself is well lit and monitored around the clock by closed circuit cameras. Some people prefer to use 108th Street to get to the Carlton building since that street has more buildings with door attendants.

**ESCORT SERVICE AND SHUTTLE BUS SERVICE**

During the academic year, at night Monday through Friday, it is advisable to use the University Shuttle service. Leaving from opposite the Law School at 116th Street and Amsterdam Avenue, it drops you off right outside Carlton. Routes and shuttle times can be found at [http://www.columbia.edu/cu/publicsafety/operations.htm](http://www.columbia.edu/cu/publicsafety/operations.htm)

**Late Night On-Call Service**

Operating seven days a week during the academic year between the hours of 11:00pm and 2:00am, **Late Night On-call Service** provides a walking escort or door-to-door transportation, depending on availability, between
campus and Carlton. Escorts carry two-way radios that keep them in contact with Columbia security. You can arrange an escort by calling (212) 854-SAFE (854-7233) or 4-SAFE (from a ROLM phone).

**VISITORS AND GUESTS**

Each tenant is allowed to sign in up to four (4) visitors at any one time. As a host, you are responsible for the actions and behavior of your visitors. In consideration of suitemates, please note that visitors should be brought into the confines of your room if the visit goes beyond midnight. Visitors should be out of the building before 4:00am; otherwise, they will be considered overnight guests.

At the discretion of building staff and security, visitors who aren’t issued a guest pass may be asked to leave.

All visitors and guests must sign the visitor’s book, and also must leave a photo-ID at the security desk before being allowed in. Please make sure you let your guests know about this in advance.

Under no circumstances will security open a resident’s room for a visitor. Guests are NOT allowed to sleep in the common areas of the suite.

Room keys as well as guest pass stickers are for the exclusive use of the individual they are issued to, and should not be given to anyone else.

*Temporary Guest Pass / Overnight Guests*

One guest may be allowed to stay in your single suite room for a maximum of seven days. To obtain permission for a guest to stay overnight please visit the superintendent’s office during regular business hours. The resident and the guest must each present a photo ID at the time of request. There is no charge.

The guest must be accompanied by the tenant at all times. Guests are not to use a tenant’s room without the tenant being present.

Under no circumstances may more than one guest be sponsored by a resident during a 30-day period. Further, the same guest should not be sponsored by more than one individual resident during a 30-day period (i.e. other residents sponsoring the same person who’s been a guest already in those 30 days, for purposes of staying beyond 7 days). A resident not complying with these rules may jeopardize their ability to continue occupying his/her room in the building.

UAH reserves the right to revoke any visitor’s access to the building, if he/she remains in building without a temporary guest pass for more than seven (7) days within a 30-day period, or otherwise disturbs, inconveniences, or in any way creates difficulties for other tenants.

**NO OVERNIGHT GUESTS ARE ALLOWED IN SHARED ROOMS**

*Group Gatherings*

If you are expecting 5-15 guests for a single event, you are required to provide the Graduate Hall Director (GHD) with two copies of a guest list, along with the name and room number of the event sponsor, at least 48 hours prior to the event. You will be allowed a maximum of 15 guests per suite at a given time, upon approval.

These events are allowed to go on until 11:00pm Sunday through Thursday and until midnight Friday and Saturday. Please adhere to these time limits. Remember, you are also required to notify your suitemates in advance by posting a note in the lounge area and making sure that there will be no objection to having such a group in the common area of the suite.
Absolutely no loud noise or music is allowed at such events. Please make sure that your guests do not cause discomfort to other residents in any way.

Violations of the house rules may result in fines and/or disciplinary procedures.

**MAIL AND PACKAGE PROCEDURES**

Mail is distributed as soon as it is received and sorted. Generally, this occurs after 4:00pm Monday through Friday, and between 1:00pm and 3:00pm Saturday. Due to federal regulation a chain is up across the entrance to the mailroom while the mail is being distributed. Please note, crossing this chain is prohibited under all circumstances.

Mail can be accepted only for the person whose name appears on the housing contract. Please do not allow anyone else to direct his or her mail to your address. Mail addressed to anyone other than the tenant of record will be returned to sender.

**Packages**

In order to prevent package theft, packages can be picked up only between the hours of 4:00pm and midnight from the night clerk, Monday through Friday only. A slip will be placed in your mailbox informing that you have received a package. If packages are too large to fit in our package room, they will be placed in the lobby and watched by security.

If a package requires a signature, you must be home to sign for the package. It will not be signed for by building personnel.

**Vacating and mail forwarding**

You are required to provide a forwarding address in the Housing Portal when you vacate. Mail and packages will be forwarded up to 30 days only. Packages being sent to the building in your name after the 30 day period will be returned to the sender. You should also change your address with the United States Postal Service.

**LIABILITIES - RENT PAYMENT**

You are responsible for any damage to your room or the suite area, rest rooms, or kitchen. If damage occurs in common areas and no one resident claims responsibility, everyone in the suite will be charged for repairs.

**RULES AND REGULATIONS**

**Smoking**

This is a non-smoking building; if you wish to smoke, you must exit the building. Smoking is strictly prohibited in every area of the Carlton Arms building including out of the windows or on the fire escape. As the fire alarm system is very sensitive, if a smoke alarm is set off in your room due to your smoking and the FDNY comes to issue a violation, you will be liable for the penalty as a result of your disregard of this no-smoking policy.

**Furnishings**

Furnishings, fixtures, appliances, and locks provided by the University may not be altered or removed by the resident. Furniture should remain in the same layout and arrangements as it is found.

**Noise**

Excessive noise is prohibited. Residents in double rooms must respect the right of their roommates to enjoy quiet study and sleep. Any resident wishing to listen to music or the TV after midnight should use earphones. Please refer to guidelines for holding social gatherings and parties mentioned previously.
Unauthorized Subtenant/Guest
In order to sublet your room, you must first obtain approval through UAH, as outlined in your rental agreement. This is simple process and a free service to ensure the building’s security and more information can be found online at http://facilities.columbia.edu/housing/overview-5. If an unauthorized subtenant or guest is discovered, the subtenant/guest will be denied access or required to leave the premises. Failure to comply with these guidelines will result in the termination of your contract.

Dress
Dress appropriately while you are in the building’s common areas. Nudity is not permitted in the common areas of the building. Shoes are required in the lobby, elevators, stairs and hallways of the building. These requirements apply to residents as well as their guests.

Diversity
The diversity of the residents makes the Carlton a special place for living and learning. We are expected to treat each other with respect. The official University Policy statement on Discrimination and Harassment contains, in part, the following:

"As a community, we are committed to the principle that individuals are to be treated as human beings rather than dehumanized by treatment as members of a category that represents only one aspect of their identity… (such as) stigmatizing consideration of race, national ethnic origin, color, religion, disability, gender, sexual orientation, marital status, age, or veteran status. Nor will Columbia tolerate any behavior that harasses members of the community on the basis of any of these qualities. Such behavior will be regarded as a violation of the standards of conduct required of any person associated with the University and will subject the person guilty of it to the full range of internal institutional discipline, including permanent separation."

VIOLATIONS OF THESE RULES AND REGULATIONS MAY RESULT IN FINES AND/OR DISCIPLINARY PROCEDURES UP TO, AND INCLUDING, TERMINATION OF YOUR HOUSING CONTRACT.

LAUNDRY ROOM
Our laundry room is located in the basement of the building and can be reached by using the elevator. It is open 24 hours per day. Laundry machines are card-operated and cards can be purchased in the laundry room. Please be sure that you dispose of empty detergent containers and other disposable properly and help keep the laundry room clean. If any problems with the machines are encountered, please contact the service number on the back of the card.

UPKEEP OF COMMON AREAS
Each student is responsible for picking up and cleaning up after him/herself. In the kitchen, this includes (but is not limited to) washing and putting away one's own dishes; putting unused food away in its proper place; cleaning up spills on the counters, stove, etc.; and proper separation of recyclable items and disposal of all refuse. In consideration of suitemates as well as to discourage development of pest activity, no dirty dishes / cups / pots / pans etc. are to be left in sinks, on the counters, or any other common area surfaces (including lounge areas and restrooms), and must be washed and properly put away after each use. Likewise, no personal items are to be left out on kitchen countertops or in the restrooms (appliances, cutlery, utensils, pots, pans, cups, soaps, shampoos, toothbrushes, etc.). All containers of food items must be properly sealed and stored away. Under no circumstances should a tenant leave the stove or cook top unattended while in operation. Further, each student is required to clean up after him/herself after using the bathroom. This includes picking up hair and pieces of soap from drain catches, and the proper disposal of waste. Do not leave any toiletries in the bathroom.
**Personal Property**
No personal property is to be left in the lounge. Newspapers, magazines, books, shoes, athletic equipment, etc. should be in the lounge only when their owner is in the lounge. The porters will do the heavy cleaning such as washing the kitchen floor and vacuuming; however, it is the responsibility of residents to clean up after themselves and keep the common areas neat. Failure to maintain appropriate levels of cleanliness, improper recycling/disposal of waste, and/or damages made to furniture and furnishings may result in penalties being imposed to the individual and/or to residents of the entire suite.

**Schedule Cleaning**
During scheduled cleaning time by the porters, residents should refrain from using the kitchen and bathroom areas. A cleaning schedule is posted in the building.

**MAINTENANCE REQUESTS**
If you need maintenance done in your room or suite, simply fill out a maintenance request form (available at the security desk in the lobby) and leave it in the slot for the superintendent by the mailboxes.

**RECYCLING**
New York City has an extensive recycling program. It is important that we comply with these regulations scrupulously. In order to avoid penalties, we must comply with all recycling laws and guidelines, as posted in the building. Please do not leave newspapers or beverage cans in the suite areas. Also, do not throw them away but put them in the designated bins in the kitchen or compactor room. Please take a moment to understand the recycling law, building process, and separate your garbage appropriately.

**LOCKOUT / LOST KEY POLICY**
Be sure that you carry your room keys with you at all times. If you are locked out of your room between the hours of 8 AM and 12:30 AM Mondays through Fridays, please contact building personnel. There is no charge for the service during these hours. If you are locked out at other times or during University holidays, you must call the Columbia University Facilities Service Center at (212) 854-2222 for access to your room.

You will need to complete a lockout/lost key form for either service. All charges will be billed to a student’s Financial Services account. For key replacement see the Superintendent.

**Lockout and Replacement Fees**
Lockout service is subjected to a charge of $30.00.

Key replacement is subjected to a charge of up to $30 per key.