



Montefiore Medical Center
Real Estate and Property Management Department
111 East 210th Street
Bronx, NY 10467
718-920-5088 Office
718-654-4205 Fax

Montefiore Hospital Housing 3411 Wayne Avenue

Welcome Packet

Table of Contents

Welcome Letter	3
Contact/Management Information	4
Rent Payments	4
Staff	5
Work Requests	5
Renter's Insurance	5
Pets	5
Eligibility	5
Moving	6
Parking	6
Transfers	6
Extermination	6
Renovations	6
Laundry Room	7
Packages	7
Lockouts	7
Garbage/Recycling Procedures	7
Community Room	7
Con Edison	8
Smoke Detectors	8
Lighting Program	8
Terraces	8
Decorations/Floor Mats	8

**Montefiore Housing
3300 Bainbridge Avenue
Bronx, NY 10467**

Dear Tenant:

Montefiore Housing would like to welcome you to Monte I and into the Montefiore community.

This Welcome Packet is designed to provide you with essential information to assist you in your new home.

To ensure your enjoyment of the property, we ask that you please take note of all policies outlined in this packet. Please feel free to call us with any questions:

**Montefiore Housing
718-920-5088**

We know you will enjoy living at Monte I and wish you luck in your new home.

Sincerely:

Christine Watts

Christine Watts
Housing Manager

Contact Information

Montefiore Housing
3300 Bainbridge Avenue
Bronx, NY 10467

Housing Manager: Christine Watts
Office Coordinator: Perdita Hippolyte-Epps

Monte I Front Desk (24 Hours) 718-920-4259
(to reach the superintendent, please call the front desk)

Housing Office 718-920-5088
 718-654-4205 (Fax)

The Real Estate Department intranet page can be found at:
<http://intranet/websitefiles/mmcintranet25168/body.cfm?id=2811>

The Housing office is generally open Monday through Friday between the hours of 8:30 AM and 5:00 PM, excluding major holidays.

Rent Payments

Rent is due on the 1st day of each month.

All eligible tenants are required to sign up for **rent payroll deductions** as part of their lease agreement. A deduction of ½ month's rent is made from each paycheck for the first two pay periods of each month. *Tenants are responsible for verifying that the appropriate deductions are made.*

For tenants who are unable to be signed up for payroll deductions, a check must be sent for the full rent amount each month, payable to *Montefiore Housing*. Please be sure to reference your apartment number on the check.

Payments can be left in the rent drop box located in the building lobby or mailed to 111 East 210th St., Bronx NY 10467, Attn: Housing.

Please be aware that a late fee of \$35.00 will be charged for all rent received after the 10th of the month. If you are on payroll deduction and the full amount of rent is not withdrawn in a given month, it is your responsibility to pay the balance by check or money order by the end of the month. There will be a \$50.00 fee for all returned payments.

Staff

Monte I employees a highly competent, skilled and hard working staff headed by superintendents, Mike Rojas and Candido Rodriguez

Superintendents: Mike Rojas and Candido Rodriguez
Porters: Julio Mejia
Harold Ellis
Anthony Demercado
Wayne Henderson
Dinga Franklin Njingum
Nelson Vasquez
Handymen: Hector Campos and Dembo Fadiga

Work Requests

To have a repair completed in your apartment, please fill out a *work order*, which is available at the front desk. **A work order must be filled out for any request.** Staff members will never enter your unit without your permission, except in an emergency. In all cases of access, we will leave a form showing who was in your unit and the time and reason. If you grant permission to access your unit and will not be at home, please be sure to leave your top lock unlocked. **You should still lock your bottom lock, never leave your door fully unlocked.**

For emergency repairs, please call the front desk at 718-920-4259 or the Housing Office at 718-920-5088.

Renter's Insurance

It is **mandatory** that all tenants carry renter's insurance. Any claims of loss or damage must be made to your insurance company and will not be covered by Montefiore. Renter's insurance is available for as little as \$125/year.

Some of the companies that provide this insurance are:

Geico: 1-800-841-2964
Allstate: 718-405-0700
State Farm: 718-655-1000

Pets

Pets are **NOT** allowed in Montefiore Housing for all new tenants. This policy will be strictly enforced. Your lease will be cancelled for violating this policy!

Eligibility

Montefiore Housing is reserved for House Staff currently enrolled in Montefiore programs accredited by the Accreditation Council on Graduate Medical Education (ACGME). Your lease will automatically end the last day of your program. Lease extensions are only granted if your program is extended. Only the Housing Office can

extend your lease, **not your Director or Department Head**. If your employment is terminated prior to the end of your program, voluntarily or otherwise, you must vacate your unit within seven (7) days. The House Staff Office shall have final say in determining eligibility.

Moving

During the heavy turnover period (June – August), there is no restriction on moving hours.

At all other times of year, moving is restricted to normal business hours (8:30am – 5pm). Within reason, we can accommodate requests to move at other times, but we ask that you schedule ahead of time with the superintendent.

Please remember that it is your responsibility to give **30 days written notice** when you plan to move out to prevent automatic renewal of your lease. If you leave voluntarily prior to the end of your program, and have resided in the unit for less than 3 years, please be aware the cost of painting the unit will be taken from your security deposit (full details in “Paint Rider” portion of lease agreement).

Parking

A number of parking spots in the Monte II lot are reserved for tenants of the building. Parking assignments are NOT handled by the Housing Office. To be put on the wait list for a parking space, please register at the 210th Street Garage.

Transfers

Transfer requests are not guaranteed. No transfers will be made between the months of April and September. If you are interested in transferring to a new unit, you must fill out a transfer request which is made available at the Housing Office. We don't allow same unit type transfers (for example studio to studio, etc.) In addition you cannot transfer from a larger to a smaller unit. (for example a two bedroom to a one, etc.) Please be aware that the paint rider portion of your lease agreement is not waived if a transfer is granted. An application and further eligibility details are available on the Real Estate intranet site.

Extermination

An exterminator is on site twice a month. To have your unit treated, you must sign the extermination log at the front desk. Please check with the front desk for the schedule. All units are required to sign up for extermination for the first service after your move in date.

Renovations

No renovations can be made to units without written consent of the Housing Department.

Laundry Room

A laundry room is located on the lobby level. If you are experiencing any issues with the machines, please call Service Directions Inc. Their contact information can be found on the machines in the laundry room.

Please be aware that the installation and use of washers/dryers, dishwashers (including portable versions) in units is strictly prohibited.

Packages

If a package arrives for you, you will find your apartment number on a list posted in the mailroom. Please go to the front desk to retrieve your package, which must be signed for. Please be aware that we sign for packages as a courtesy only and any disputes regarding deliveries should be addressed to the shipping agent. Due to limited space, we are unable to sign for larger packages and deliveries.

Lockouts

Housing staff retains a key to the bottom lock of all units. This key will only be used with your permission or in emergencies. We do not keep copies of top lock keys.

If you are locked out of your apartment during regular business hours (Monday through Friday, 9am-5pm), you may report the lock-out to the security guard on duty, and we will do our best to accommodate you quickly. **During non-business hours or holidays you must call a locksmith to gain entry to your apartment at your own expense, no exceptions. If the locksmith changes the cylinder you must report this to the superintendent. Housing requires all cylinders work with our master key.**

Garbage/Recycling Procedures

Each floor has a trash compactor room for proper disposal of garbage. All trash must be disposed of down the compactor chute. Recyclable materials may be left in bags in the compactor room or brought to the main floor and deposited in the proper bins located at the rear of the building. Please be sure to wash out your bottles and cans before disposing of them. Please do not dispose of household trash in the mailroom; this can is reserved for paper waste only. **Please do NOT leave garbage or other waste in the hallways!**

Community Room

There is a community room on the lobby level of 3450 Wayne Avenue that can be reserved by Montefiore employees for small parties, meetings, video showings and other small gatherings. This space can be reserved with a \$200 deposit. The fee for use of the community room is \$35 per hour, with a minimum of four (4) hours. Please contact the superintendent of 3450 Wayne Avenue (718-920-5686) for more information and the application form.

Con Ed

Con Ed is available for electricity service. Please call 1-800-752-6633 to activate service in your unit. Gas is included in your rent.

Smoke/Carbon Monoxide Detectors

Please be sure to test your smoke/carbon monoxide detectors on a monthly basis and change the batteries at least twice a year, or as needed.

Lighting Program

Montefiore supports a “green” initiative. As a member of the Montefiore community, we encourage all tenants to use low wattage compact fluorescent bulbs. We carry a small stock of 13 watt (equivalent to 60 watt incandescent) bulbs at the front desk of 3450 Wayne Avenue. Montefiore Housing is subsidizing the expense of these bulbs in order to offer them at a cost of \$2.00/bulb. Limit 5 bulbs per year, additional bulbs available at a cost of \$4.40. Tenants are responsible for all installations. Check or money order only. Must show proof of tenancy to receive discounted rate. Even if you do not purchase your light bulbs through this program, we ask that everyone does their part to turn off lights and air conditioning when not needed.

Terraces

If your unit has a terrace, **please be aware that grills of any type are prohibited by NYC fire code.** Also, no items, including laundry, should be placed on railings or hung over terraces. Storage is not permitted on the terraces.

Decorations/Floor Mats in Common Areas

Floor mats, strollers and other items left in the hallways present a tripping hazard for our staff and your neighbors. If you require a floor mat, please place it inside your apartment door. **Items left in the hallways will be discarded.**

Tenants may decorate their doors for holidays, but we ask that decorations be removed within a reasonable time after the holiday. No permanent decorations should be placed on doors, nor should stickers or any other items that can peel off paint.

This informational packet is meant to be used as a guide and does not replace or supersede your lease agreement. Any fees listed are current as of this writing, but are subject to change. Please call the Housing Office at 718-920-5088 with any questions about these or other policies and procedures.