



Montefiore Medical Center  
Real Estate and Property Management Department  
111 East 210<sup>th</sup> Street  
Bronx, NY 10467  
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# Montefiore Hospital Housing 3636 Waldo Avenue

## Welcome Packet

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

Dear Tenant:

Montefiore Housing would like to welcome you to Waldo Avenue 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 3636 Waldo Avenue and wish you luck in your new home.

Sincerely:

*Christine Watts*

Christine Watts  
Housing Manager



## **Staff**

Waldo employees a highly competent, skilled and hard working staff headed by superintendent, Rafael “Ralph” Morillo.

Superintendent: Rafael Morillo

## **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.

For emergency repairs, please call the front desk at 718-601-2840 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 terminated 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**

Approximately 65 parking spaces are available to tenants of 3636 Waldo. To be put on the waiting list for a parking spot, please call the Housing Office to request a parking application. Parking spots are not guaranteed, and are contingent upon your continued tenancy and employment with Montefiore. Tenants must be in good standing to receive parking privileges.

## **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 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 4<sup>th</sup> floor. 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 (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 bagged and disposed of down the compactor chute. Recyclable materials should be placed in the appropriate bin in the compactor room. Please be sure to wash out your bottles and cans before disposing of them. **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 \$200.00 deposit. The fee for use of the community room is \$35.00 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.

## **Cablevision**

Cablevision is available for cable television service. Please call 718-617-3500 to schedule installation.

## **Con Ed**

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

## **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. If your detector is malfunctioning then please fill out a work request.

## **Shuttle**

A shuttle bus is provided by the House Staff office from Waldo Avenue to the Moses Campus. The shuttle leaves 3636 Waldo Avenue at 6:30am, 7:30am and 8:30am. Return trips are made at 5pm, 6pm and 7pm.

Seating is extremely limited and is reserved only for eligible House Staff members who are residents of 3636 Waldo Avenue. To register for a shuttle pass, please contact Kate Eisenberg at 718-920-2625.

## **Storage**

We offer a limited number of convenient, onsite storage spaces through Bargold Storage. Please call Bargold for details at 718-BARGOLD.

## **Lighting Program**

Montefiore supports a “green” initiative. As a member of the Montefiore community, we encourage you 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. 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. All fees referenced are current as of this writing and are subject to change. Please call the Housing Office at 718-920-5088 with any questions about these or other policies and procedures.*