

# THE HOUSE | AT CORNELL TECH

## RESIDENT REFERENCE GUIDE

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## GENERAL INFORMATION

### Building Address

The official address of The House at Cornell Tech is 1 East Loop Road, New York, NY 10044.

### Professional Building Management

The House at Cornell Tech is professionally managed by Related Management Company. If you feel the onsite team isn't providing adequate service then you may contact Ralph Yoakum, Regional Manager at RYoakum@related.com.

### Resident Service Center

The Office Manager, Terry McPhee, is professionally trained and available on-site in the Resident Service Center to address your questions and needs. We invite you to drop in or make an appointment during these hours whenever you have anything to discuss. The telephone number is 929314.5091, the e-mail address is [terry.mcphee@related.com](mailto:terry.mcphee@related.com)

### Housing Manager

Housing Manager, Jessica Walker provides administrative and financial transaction support for the operations of The House. She is available to assist with housing licensing, payment agreements, and any questions. She works in close collaboration with Office Manager, Terry McPhee and with Related Management Company in providing excellence in administration. The telephone number is 646-713-3738, the email address is [housing@tech.cornell.edu](mailto:housing@tech.cornell.edu)

### Resident Manager and Staff

The building is staffed with a Resident Manager, Oscar Collins, and Assistant Resident Manager, Ronny Cornier as well as a complete staff of service and maintenance professionals. For maintenance requests, please create a ticket in the Resident Portal.

### Contact Numbers

For your reference see the below contact information:

|   |              |  |
|---|--------------|--|
| Concierge, Front Desk                     | 929.314.5090 | <a href="mailto:ConciergeCT@related.com">ConciergeCT@related.com</a>             |
| Office Manager, Terry McPhee              | 929.314.5091 | <a href="mailto:Terry.McPhee@related.com">Terry.McPhee@related.com</a>           |
| Housing Manager, Jessica Walker           | 646-713-3738 | <a href="mailto:housing@tech.cornell.edu">housing@tech.cornell.edu</a>           |
| Resident Manager, Oscar Collins           | 929.314.5092 | <a href="mailto:Oscar.Collins@related.com">Oscar.Collins@related.com</a>         |
| Assistant Resident Manager, Ronny Cornier | 929.314.5092 | <a href="mailto:rcorniel@related.com">rcorniel@related.com</a>                   |
| Cornell Tech Security (Non-emergencies)   | 646.971.3611 | <a href="mailto:security@tech.cornell.edu">security@tech.cornell.edu</a>         |
| Resident Website                          | -            | <a href="http://www.thehouseatcornelltech.com">www.thehouseatcornelltech.com</a> |
| Local Police (24/7 for Emergencies)       | 911          |  |

## THE BUILDING

### Passive House Living

The entire Cornell Tech campus was designed to push the boundaries of current sustainable practices.

The House at Cornell Tech is designed to meet Passive House Certification, the most rigorous energy efficiency standard in the world. Passive House buildings are designed to cut energy consumption by 60-80% compared to standard code buildings. At The House at Cornell Tech this translates to a projected savings of 882 tons of CO<sub>2</sub> per year compared to a similar building built to code (during the same period).

The benefit to living Passive is that the building offers superior indoor temperature control and comfort, leading to higher indoor air quality. Not only that but Passive House principles also translate to savings on electric bills, thanks to the tight building envelope and an exterior window and wall system that keeps heat inside during the winter and colder temperatures during the summer. Living at The House at

Cornell Tech means you are living at a state-of-the-art sustainable building, but there isn't anything special you need to do to enjoy this environment, it should operate the same as any other residential experience. This is part of the benefit of living Passive.

### Commitment to Smoke-Free Living

The House at Cornell Tech commitment to smoke-free living includes providing completely smoke-free common areas, amenity spaces and building entryways. Every resident will be required to agree to refrain from smoking on the Cornell Tech campus, in the apartments, roof terrace and all other common areas.

### Drugs

Use of illegal drugs of any kind is strictly prohibited.

### Noise

To maintain the quiet and peaceful enjoyment of everyone's home please keep the operation of any audio, visual, musical instrument, etc. at a reasonable level. Children are not allowed to play or ride toy vehicles in the hallways or run and yell in common areas of the building (i.e., lobby).

### Hallways

Please keep all personal items out of the hallways, such as shoes, umbrellas, strollers, toys, etc. Obstruction of common areas is considered a fire hazard and is prohibited by the NYC Fire Department; therefore, all items found in the hallway will be removed and discarded as safety of our residents is of the utmost priority.

## YOUR NEW APARTMENT

### Temperature Control Unit

Your apartment has individually controlled incremental heating and cooling units. The units contain a thermostat to control the temperature, which makes for comfortable living for all residents. The control is under the metal cover on the right-hand side of the unit. There is a unit in each habitable room. If you encounter anything unusual with your heating or cooling unit, do not attempt to repair it yourself. Call the concierge desk to request service. The system is designed to either have cooling or heating. This effect should be minimal due to the passive house design of the building.

If you want to keep your energy usage and bills low, we recommend closing your windows and doors when you are running the heating and cooling unit. Also keeping blinds closed to the sun in summer when you're out of the home and open for the sun in winter which will help keep the temperature of your

home comfortable and energy efficient. Shutting the heating and cooling off when you are not in the apartment is recommended to save on utility bills. If you are expecting to be away for an extended period during the winter, please set your thermostat to no lower than 50°F in heating mode.

### Smoke and Carbon Monoxide Detectors

For your safety, your apartment is equipped with smoke and carbon monoxide detectors that will automatically sound an alarm in case of fire, smoke, or excessive carbon monoxide levels. Periodic “chirping” of the alarm within the detector indicates a low battery condition. If this condition occurs, please contact the concierge desk to have your battery replaced. In case of fire or smoke, please call 911 and refer to your Fire Safety Plan.

### Windows and Window Treatments

The Shades provided with your apartment must remain in the windows. When leaving your apartment for extended periods of time please ensure all windows are completely closed and locked. In accordance with New York City Department of Health Regulations, The House at Cornell Tech is required by law to provide window stops in all apartments, tampering with these stops is illegal.

### Electric Sub-metering

In each apartment there is sub-metered electric and all utilities in your apartment including your stove and oven are electric. The meter is electronically read monthly by Satec, a third-party billing agent. Each month the electric cost will be invoiced to your apartment and may be paid via check or ACH. For more information about setting up payment options please visit the resident website or contact Office Manager, Terry McPhee.

Residents living in shared units will be invoiced for the fraction of the bill that their bed represents. For example, if a resident is living with one other apartment mate in a two bedroom, each resident will be invoiced for 50% of the total apartment bill. If at any time you believe there is a discrepancy in the electric usage you may contact the Office Manager, Tel# 929.314.5091.

### Bathtub

The bathtub should not be cleaned with abrasive cleaners. Use products such as Bon Ami Powder Cleanser, Method Le Scrub Bathroom Cleaner, Mrs. Meyer’s Bathroom Cleaner, Simple Green All Purpose Cleaner, Clorox Green Works Bathroom Cleaner, Pink Solution or Seventh Generation Tub & Tile Cleaner, as per product directions. Use a sponge or nylon bristle brush to clean your bathtub to prevent abrasions to the surface.

### Wood Floor Care

As with all hardwood flooring, it is important to properly clean and maintain wood floors to prevent substances, including but not limited to water, food, and grease, from making the floor slippery. Please vacuum, sweep, or dust mop regularly. Never use a wet mop with water, as you may permanently damage the floor. Use a wood floor cleaner such as Bona Hardwood Floor Cleaner, Method Squirt + Mop Wood Floor Cleaner, Caldera All-Purpose Cleaner, Attitude Floor Surfaces Tiles & Wood, or Seventh Generation Wood Cleaner, as per product directions.

Do not use hardwood floor cleaning machines, steamers, oil soaps, wax or other products which contain oils, silicone, or ammonia. Area rugs should be slip-resistant with a backing that will not discolor the floor. Please use floor protectors under heavy furniture to help reduce the risk of indentation by distributing weight properly and help prevent scrapes and scratches when moving furniture.

### Repairs and Service

If, at any time, you require repair or service attention in your apartment, simply stop by the concierge desk to prepare a service request or enter your request into the resident website. You may also call the

concierge desk. Most service requests are addressed within 24 hours. Naturally, emergencies are handled immediately. For your convenience, you can make and track the status of service requests through the resident website.

To avoid any miscommunication, and because staff may not enter any apartment without a written service request on file, please ensure you fill out a service request. Please do not request service directly from maintenance staff personnel.

### Alterations to the Apartment

All alterations to your apartment must have the written authorization of the management office in advance of any work being performed. It is your responsibility to restore your apartment to its original condition when you vacate.

### Damage Charges and Furniture Replacement Policy

If incorrect usage is determined to be the cause of any damage to your apartment, or if you incur any damage beyond normal wear and tear, you will be charged for labor and materials to complete the repair.

The apartments are fully furnished, and furniture cannot be removed per the license agreement each renter signs.

Any damage to furniture will be immediately charged to the resident's account. Residents will have 30 days to pay for damages, unless otherwise agreed upon with management.

### Tips on How to Minimize Mold Growth

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Residents can help minimize mold growth in their apartment by taking the following actions:

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fans on the apartment HVAC units to circulate fresh air throughout your apartment. In damp or rainy weather conditions, please keep windows and doors closed.
- If possible, always maintain a temperature between 50 and 80 degrees Fahrenheit within your apartment. Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows, and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented out from the kitchen. Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Thoroughly dry any spills.
- Do not overfill closets or storage areas. Ventilation is important in these spaces. Do not block any supply or exhaust vents in your unit.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold growth that

- cannot be removed by simply applying a common household cleaner and wiping the area. Also, report any area of mold that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating, ventilation, or air-conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.

## INSPIRED AMENITIES

### Lobby and social spaces – 1<sup>st</sup> floor

Large open social lobby with communal study tables, soft seating, and a “hub” alcove that has a counter/service space. Available to residents and resident guests.

### Porch – 1<sup>st</sup> floor

Outdoor terrace along the south and eastern portions of the building, overlooking the pedestrian pathway and the East River. The Porch is an amenity space for all residents.

### Bicycle Storage Room – 1<sup>st</sup> floor

The bicycle room is available on a first-come, first-served basis. There is no monthly fee for bicycle space (subject to change at any time). Please see the Office Manager for access and to register your bicycle. Please note that space is limited. Abandoned bikes are donated annually.

### Fitness Center – 2<sup>nd</sup> floor

The Fitness Center features state-of-the-art equipment. It is available for use 24 hours a day with the use of your apartment key fob. You must complete a Fitness Registration form to use the fitness center. No one under the age of 16 is allowed in the fitness center.

### Laundry Room – 2<sup>nd</sup> floor

Energy efficient washer and dryer facilities are available to residents. Residents utilize a pre-paid laundry card for payment.

### Study Rooms – 2<sup>nd</sup> floor

Two group study rooms are available anytime by using your residential key-fob.

### River Room – 26<sup>th</sup> floor

The River Room is an enclosed lounge space on the western side of the 26<sup>th</sup> floor, equipped with soft lounge seating, floor to ceiling windows, and sweeping views of Manhattan, the Queensboro Bridge, the campus, and the East River. It contains a full-service kitchen that is available with room rental. The River Room is open to all residents via their key fob from 8:00 am to 12:00 am, 7 days a week at times when it is not reserved for private functions.

### Top of The House – 26<sup>th</sup> floor

The Top of The House is a lounge and game room space on the southern side of the 26<sup>th</sup> floor, equipped with soft seating, tables, a pool table, a large screen television, and two points of access to the outside terraces. The Top of The House is open to all residents from 8:00 am to 12:00 am, 7 days a week by using your residential key-fob.

### East Terrace – 26<sup>th</sup> floor

This outside terrace along the southeast corner of the building is outfitted with 2 barbecue grills, non-

movable dining tables and chairs and lounge seating, and plantings. It boasts spectacular views of the East River, Queens, and the New York skyline. The East Terrace is open to residents from 8:00 am to 10:00 pm, 7 days a week.

#### South Terrace – 26<sup>th</sup> floor

This outside terrace along the south side of the building is outfitted with non-movable lounge seating and plantings. It boasts spectacular views of the East River, Queens, Brooklyn, and the lower Manhattan skyline. The South Terrace is open to residents from 8:00 am to 10:00 pm, 7 days a week.

#### Off-Site Valet Services

Prestige Garment Care is an off-site valet service. A menu of services and a form to create your account profile are included for your convenience and available at the front desk with the concierge.

## LIFESTYLE BENEFITS

#### Office Manager

At The House at Cornell Tech, an on-site dedicated service professional, known as the Office Manager, is available to address all your service needs. Your Office Manager, Terry McPhee, will reach out to welcome you to the building and help you settle in. The Office Manager is also available on an ongoing basis to address your questions.

#### Complimentary WiFi and Television service in Common Areas and the Apartment of Building

Residents and guests enjoy complimentary building WiFi throughout the entire building. To access the network, open your web browser and click on “for free access”. WhiteSky is the internet service provider for the property and may be contacted at 800-611-9837, [support@wscmdu.com](mailto:support@wscmdu.com) or you may log-into your account [online](#). Please contact the concierge or Office Manager for additional information.

#### Resident Website

As a resident, you have access to our [resident website](#), where you can track packages and service requests, manage keys and guest access, and use the online message board to post messages.

To access the site, please visit [www.RentCafe.com](http://www.RentCafe.com) and enter the username and password, which have been e-mailed or mailed to you. Once you log onto the site, you must change your login information. The website provides access to building information and resources (including a copy of this guide) and is constantly updated. Please take a moment to familiarize yourself. Please contact your Office Manager with any questions.

## LIVING IN YOUR COMMUNITY

#### Apartment Key Procedures

Upon moving into your apartment, you will receive 1 key fob for the front door lock and 1 mailbox key. In shared units the key fob will also open your bedroom door. All key fobs must be used to access the amenity spaces, so you should never travel within the building without your key fob.

A secure, locked key box, stationed behind the concierge desk, houses a duplicate key to each apartment within the building. You and your authorized guests / service providers will have access to this key with your signed authorization. It will also allow us, with your permission, to timely respond to your service requests while you are away from the building.

It is critical that all keys signed out at the front desk be returned to the desk as soon as possible to ensure you will have a key available for you and or your guest / vendor for the next time. In addition, we will not be able to perform service requests for you while you are gone if a key is not left for our staff in the key box.

If you or a guest are locked out of your apartment and our staff must perform a lockout because the spare key was not returned to the key box, your account will be assessed a lockout fee of \$20. You may leave an extra key in the key box on a short term basis. We only ask that you pick the key up the same day it is left with us.

To replace the missing key fob, please contact the concierge immediately. You will be charged \$30 for each new key fob. Your old key fob will be deactivated.

### Apartment Access Control

Below is a list of guidelines regarding apartment access control:

1. No visitors shall be permitted into the building unless they have been announced by the concierge. If you are not at home and a guest arrives seeking access, your guest will not be allowed up to your apartment unless you have given us written instructions to allow their access.
2. The concierge will contact you to announce all guests.
3. Always use the “peephole” before opening your door.
4. Your apartment has door locks and security latches for your security and privacy. You are always advised to use these locks.
5. The building will not provide lockout service or issue a key for anyone not listed on the license without your prior written permission.
6. Soliciting is not allowed on the premises.
7. Under no circumstances will entry to your apartment be provided to delivery or service persons without prior written notice from you.
8. If you note any suspicious behavior, contact the concierge desk immediately. Please call 911 in an emergency.

### Deliveries

Please see below for a list of guidelines regarding deliveries:

1. The concierge will accept small package deliveries during daytime hours.
2. Large deliveries such as furniture and rugs must use the service entrance and the service elevator during daytime hours and must be coordinated with your Office Manager in advance. If you are not at home to accept these deliveries, you may leave your key with the concierge desk and your delivery person will sign for the key from the concierge. Please note that the delivery personnel will enter your apartment unaccompanied.
3. Deliveries cannot be scheduled on major holidays or on [32BJ SEIU union holidays](#). Please contact the Office Manager if you are unsure if a delivery date is available.
4. Please pick up any packages or dry cleaning delivered to the concierge desk within 24 hours. Packages and dry cleaning that have arrived for you will be displayed on the electronic display screen in the mailbox area. Please check the screen daily for your packages. You may also log on to the resident website to check for your packages.

## Concierge Responsibilities

At times, the concierge may not be readily visible at the front entrance. The concierge may leave their post because of the following:

**Breaks:** The concierge will be away from their post while on lunch and the relief staff on duty at that time will not leave their post under any circumstances.

**Packages:** The concierge frequently helps residents with packages, taking them away from their post momentarily.

We appreciate your patience and understanding when the concierge is not immediately available to assist you.

## Holiday Gratuities

Many people ask for a list of employees who work in the building. This list will be available at the concierge desk during the holiday season.

Related Management would like to assure you that our employees are appropriately compensated for the services they provide to our residents. However, if there are specific employees whom you feel have provided services above and beyond your expectations, and you feel a gratuity is deserved, you may feel free to provide such on a voluntary basis to either the individual employee or to an employee fund. For your convenience, there will be a locked box located at the concierge desk for gratuities that will be equally distributed among the staff. Please note that we have no means of cashing personal checks on behalf of the employees.

## While You Are Away

If you plan on traveling away from your home for vacation, please ensure all exterior doors and windows are completely closed and locked.

It is important to update emergency contact information at the concierge desk, which allows us to reach you by e-mail address, cell phone or the phone number where you will be staying. The concierge can also update your access preferences to allow staff, vendor, or guest access to your home while you are away.

1. Be sure to cancel your newspaper delivery and arrange for your mail to be held by the post office.
2. Make sure all appliances, except the refrigerator, are turned off and unplugged.

## Insurance

All your personal property, such as clothing, furniture, and jewelry must be covered by your own apartment insurance policy. The owners and their agent, Related Management Company, are not liable for any theft, loss, or damage to such property. You are encouraged to secure renter's insurance.

## Disposal Areas

Each floor of the building has a disposal room. Please put all refuse in tied plastic bags and deposit them in the chute in the disposal room. Never throw trash that is not in a bag down the chute. If you have items that are too large for the chute, please notify the concierge desk. Please note the sign in the disposal room which describes the types of trash not permitted in the chute. For each of us to do our part for the environment, we appreciate your cooperation with New York City's law which mandates recycling for all citizens, as follows:

All glass, aluminum cans, hangers, and plastic containers are to be deposited in the individually marked receptacles in the disposal room. Newspapers, magazines, and catalogs are to be neatly stacked in the areas designated.

We appreciate your cooperation in recycling and doing your part for our environment.

## Pets

No pets shall be present or kept in the premises including furnished apartments and public spaces.

## Pest Control

This service is provided free of charge. Signs indicating when the technicians will be servicing your floor will be distributed on your floor.

Our skilled technicians will be using a highly effective and safe “gel” that is placed directly into cracks and crevices using a special fine tip applicator; something like a caulking gun. The benefits of this are that it provides long term protection (between 3-6 months).

Another added benefit is that due to this treatment’s long lasting protection, your apartment will only need to be serviced 1-2 times per year. If you require additional attention at any time day or night, please contact the concierge desk. In case of emergency, our exterminating services are available on a 24/7 basis. Please note that all services are subject to change by management.

## FIRE SAFETY AND EMERGENCY PROCEDURES

Emergency Number – Call 911

Read the below procedures very carefully. In the event of a fire, just one or more of these rules may save your life or the life of your neighbor. Report any fire to your Fire Department. Don’t assume someone else has called.

1. Prior to leaving your apartment, feel the door before opening it. If the door is hot or if smoke is seeping under it, do not open it.
2. Keep the door closed and seal off any cracks with wet towels, and then open a window for air. Do not panic or jump.
3. If the door feels cool, open cautiously and leave your apartment, closing the door behind you.
4. Walk quickly, keep calm, and pull the fire alarm to alert others. There are two exits on each floor. The pull box alarm is located at each stairwell. Know in advance where the exits and pull alarms are located.
5. Evacuate using the stairs. Do not attempt to use the elevator. Fire may cause the elevator to go directly to the fire floor or to stop between floors.

Your apartment is equipped with a smoke detector. Each hallway is equipped with emergency lighting, fire alarm bell, and strobe lights. All apartments and common areas have sprinkler systems as well.

## LOCAL BUSINESSES

[Shops On Main \(rooseveltislandshops.com\)](http://rooseveltislandshops.com)

|  |   |   |  |
|--|---|---|--|
| <p><a href="#">Tramway</a><br/>917-318-8917<br/>The Tram runs every 7-15 mins from 59<sup>th</sup> street and 2<sup>nd</sup> avenue in Manhattan to Tramway Plaza on the island.</p> | <p><a href="#">Red Bus Schedule</a><br/>The Red Bus is free and makes convenient stops throughout the island.</p> | <p><a href="#">Subway F-Train</a><br/>The F-Train links Roosevelt Island to Queens and Manhattan.</p> | <p><a href="#">Roosevelt Island Farmer's Market</a><br/>Summer Location: Good Shepard Plaza<br/><br/>Winter Location: Motorgate Helix<br/><br/>Saturday's early morning to mid- afternoon.</p> |
| <p><a href="#">R.I. Racquet Club</a><br/>281 Main Street<br/>212.935.0250</p>  | <p><a href="#">Municipal Credit Union</a><br/>1 Main Street<br/>212.693.4900</p>                                  | <p><a href="#">U.S. Post Office</a><br/>694 Main Street<br/>212.752.5564</p>                          | <p><a href="#">Roosevelt Island Garden Community</a><br/>Located between the Octagon soccer field and the Pony baseball field.</p>   |
| <p><a href="#">New York Public Library</a><br/>525 Main Street<br/>212.308.6243</p>  | <p><a href="#">Roosevelt Nails &amp; Co.</a><br/>570 Main Street<br/>212.759.2014</p>                             | <p><a href="#">Duane Reade Pharmacy</a><br/>425 Main Street<br/>646.521.2260</p>                      | <p><a href="#">Haki Compost</a><br/>Grassroots composting. Food scrap drop off: Saturdays 9am-2pm, farmers market.</p>   |
| <p><a href="#">Starbucks</a><br/>455 Main Street<br/>212.371.1298</p>  | <p><a href="#">Fusion Hair Salon</a><br/>523 Main Street<br/>212.688.0055</p>                                     | <p><a href="#">Bread &amp; Butter Market</a><br/>579 Main Street<br/>212.838.3964</p>                 | <p><a href="#">Fuji East Restaurant</a><br/>455 Main Street<br/>#3A 212.583.1688</p>   |
| <p><a href="#">Granny Annie's Bar &amp; Kitchen</a><br/>425 Main Street<br/>646.833.7050</p>   | <p><a href="#">Subway Sandwich Shop</a><br/>513 Main Street<br/>212.486.7700</p>                                  | <p><a href="#">Piccolo Trattoria Pizzeria</a><br/>455 Main Street<br/>212.753.2300</p>                | <p><a href="#">Wholesome Factory Market</a><br/>530 Main Street<br/>212.207.1912</p>   |
| <p><a href="#">China 1 Kitchen</a><br/>609 Main Street<br/>212.588.0806</p>  | <p><a href="#">Island Wine N Spirits</a><br/>605 Main Street<br/>212.355.3111</p>                                 | <p><a href="#">Gristedes Supermarket</a><br/>686 Main Street<br/>212.371.2680</p>                     | <p><a href="#">Foodtown</a><br/>686 Main Street<br/>212.371.2680</p>   |