



# International House

## Facilities & Site Operations Information and Resources

### Key Resources

- [Work Orders](#)
- [I-House Staff and Department Contacts](#)
- [Resident Fees](#)

### **Air Conditioners**

Air conditioners (5000-7000 BTU) are permitted for use in resident rooms. For your safety and for insurance purposes, the I-House Facilities Management Office must install all air-conditioning units. Residents are responsible for payment and purchase of their own units. Resident members must pay the associated fees for A/C installation/removal and monthly utility fees.

For installation, please fill out an [online work order](#). The installation and utility charges will then be billed to your account. Installations are usually completed within two business days. All unregistered A/C units will be removed and re-installed properly; the resident member's account will be charged the installation fee and one full month utility fee. For removal, follow the same process. Utility charges will be posted to your account until you request that the unit be removed.

**Note: the electrical current at International House is 110 volts.**

**For more information, contact the Facilities Management Office at x8452.**

### **Copier/Photocopier**

A coin operated photocopy machine is available by Claremont Reception in I-House South. It is managed by the Resident & Auxiliary Services Office. **If you have any questions, please contact extension 8465.**

### **Ice Machine**

A machine providing free ice is located in the I-House South Laundry Room and next to the Frohlich Fitness Center.

### **Microwave Oven**

A microwave oven for resident use is available on the A-Floor across from the Claremont Reception Desk, on a twenty- four hour basis. It is a small convenience microwave to heat vending machine items, and is not available to cook meals in this public place. There is also a microwave oven in the Map Lounge, adjacent to the Main Dining room, which is available to residents during dining hours.

## Ordering a Mattress or Cot

Resident members can order a cot or mattress for an overnight guest. A cot is a mattress with a fold up frame. Not all room can accommodate a cot. Please consider this prior to ordering. Both cots and mattresses come complete with linens, blanket, pillow, and towel. **On the day the cot or mattress is needed, contact the Riverside Reception Desk at ext. 8441 between 9:00 a.m. and 12:00 Noon.** Cots and mattresses are not available at off-hours. Cots and Mattresses are usually delivered in the afternoon to your room. You do not need to be present for the delivery. The number of cots and mattresses is limited and is offered on a first-come first-serve basis. There is a daily fee for this service.

## Vending Machines

Vending machines which dispense a variety of snacks, candies and beverages are located in the following areas:

- Claremont Entrance/Exit
- HR Commons, C Level I-House South
- Elevator Lobby, G floor of I-House North
- Outside the Fitness Center, B floor of I-House North

The machines are owned and operated by Intelligent Foods. Machines accept cash or credit/debit card. Credit/Debit card users are subject to a ten cent surcharge. **For refund or service issues, please call the number listed on the vending machine.**

## Community Kitchen

The Community Kitchen is located on the C-Floor of I-House South. The kitchen has an oven, stove, and limited utensils, but no refrigerator. Utensils may not be removed from the kitchen. Resident members are responsible for keeping the kitchen neat and clean. Please report any problems to the Facilities Management Office during business hours, or to the Claremont Reception Desk after business hours. To register to use the kitchen, resident members must sign an agreement form and applicable fees at the Riverside Reception Desk. Due to high demand, the Community Kitchen is only open to registered resident members or to resident members with permission from the Programs Office for program-related use.

Public Safety staff routinely checks the identification of persons in the Community Kitchen, to be sure that they are authorized to use the facilities. **Please be prepared to produce your I-House membership card when requested to do so by Public Safety staff.**

### Use of Kitchen Guidelines:

#### I. STORAGE OF FOOD ITEMS

Each Resident Member who registers for use of the Kitchen will be issued (at the Riverside Reception Desk) a sealable container in which to store non-perishable food items they wish to keep in the Kitchen. These containers must be labeled with the user's name and stored on the shelves under the counters or in the pantry, not on the countertops.

Food items that are left in the open on counters or shelves, not in these sealed containers, will be disposed of

by Facilities staff members daily. I-House is not responsible for items that are borrowed or removed from another person's container by another registered user. Kindly respect each person's container and property.

## 2. SUPPLIES

A stove/oven and microwave, as well as cleaning supplies and the sealable storage containers, are provided and maintained by I-House. Please do not remove the supplies.

Other items that may be in the Kitchen, such as a rice cooker, blender, pots, utensils, etc. have been provided or donated by Resident Members. These additional items are not maintained by I-House.

## 3. CLEANING

Users of the Kitchen must clean up after themselves after each use, ensuring its cleanliness for the next person. Thoroughly wash any dishes, pots, utensils or other cooking supplies you have used; clean countertops and the stove, microwave and any other appliances you have used; clean up spills on the floor.

## 4. MAINTENANCE

Staff from the Facilities Management Office maintain the permanent appliances (stove/oven and microwave), and try to sustain the overall cleanliness of the Kitchen.

I-House staff members mop the floor and wash the walls and cabinets as needed. They also dispose of food items that are not stored in the plastic containers as well as dishes, pots, cooking utensils, etc. that are left unwashed on the counters or in the sink.

**To report a problem with the stove/oven or microwave, ventilation, heat sensor, etc., to request a refill of the cleaning supplies, or to alert us to any other maintenance issue in the Kitchen, please call x8452 or complete a Work Request Form at the kiosk near the Claremont Reception Desk.**

## **Bicycle Policy**

The Bicycle Storage Room is located on the B-Floor of I-House South. Pending the availability of space, bicycles may be stored at no cost to the resident. Only resident and staff members of the I-House Community can bring bicycles on I-House premises.

Only registered bicycles may be stored in the Bicycle Room. Resident members may register their bicycles with the Office of Public Safety & Reception Services, via the on-duty House Manager. Unregistered bicycles will be removed and discarded. At the conclusion of the Spring Semester, unclaimed bicycles and unregistered bicycles will be disposed.

The Bicycle Storage Room is used and accessed by many residents. I-House is not responsible for stored bicycles that are lost, stolen, or damaged. Resident members may wish to consider purchasing property insurance to cover the potential loss or damage of a bicycle.

Bicycles may not be left in public areas of I-House.

**For any questions, contact the Public Safety House Manager.**

## Public Spaces

### Abby O'Neill Patio

Adjacent to Sakura Park, the Abby O'Neill Patio is one of the most attractive settings at I-House. Fronted by a wrought-iron fence and shaded by mature elm trees, the Patio is the site of many gatherings and activities in the spring, summer and early fall. Four season furniture is located on the Patio at all times for resident, staff and guest enjoyment. The patio is accessible throughout the day from Riverside Drive and Claremont Avenue, and for special programs may be entered from the Main Lounge.

### Davis Hall

Davis Hall is located on the second floor of I-House South, and features a New England-style interior with windows on the sides, a performance stage with lighting and sound booth, hardwood floors, a crystal chandelier, and a decorative skylight. Davis Hall seats 250 people banquet style or 350 theater style on the main floor with an additional 225 seats in the balcony. The Hall offers a full proscenium stage that is wheelchair accessible via a detachable ramp, and has three dressing rooms. Each academic year, four Sunday Suppers and a wide variety of programming is held in Davis Hall.

### Denmark Room

Danish alumni have provided this multipurpose room with Danish furnishings. The room, which is located on the C-floor of I-House South, is used for meetings and dinners prior to special events.

### Cleveland E. Dodge Room

The Dodge Room is located off the east end of the Main Lounge and is intended for study, small group activities and program events. Seminars and/or meetings are held during the day from time to time and occasional receptions, dinners and programs are also held here. At such times this area may be unavailable to resident members. To preserve this recently refurbished room, the consumption of food is restricted to scheduled programmatic events and only beverages in spill-proof containers with screw-top or push-top lids, such as water bottles or thermos bottles, are permitted.

### Gymnasium

The entrance to the Frohlich Gymnasium is near the Riverside Reception Desk in I-House South. Equipment for basketball, soccer, and volleyball may be obtained at the Claremont Reception Desk. Floor hockey equipment is stored in the gym closet. This equipment is for resident member use and may be used in I-House only. The Gym schedule is posted on the door of the Gym.

### Hall of History

The Hall of History is decorated with pictures and memorabilia from the past here at International House. It serves as a lovely gathering space for events in conjunction with Davis Hall.

### Hirschfeld Map Lounge

The Hirschfeld Map Lounge is located outside the Dining Room on the C-floor. It serves as a common meeting and dining space for resident members. It is often used as a study area, where resident members use laptops and have wireless Internet access. It is named in memory of Phyllis Duskin Hirschfeld, a longtime supporter of I-House and Board member from 1961-2006.

### Home Room

The Home Room, also referred to as The Edmonds Room, overlooks Riverside Drive and is decorated with paintings and Chinese tapestries. With two grand pianos this room is suitable for recitals, rehearsals, receptions and seminars and is also used as a quiet meeting space and or guest speaker events.

### HR Commons

HR Commons is a multi-purpose space located on the C-floor designed to promote community interaction. It may be used for meetings, conversation, ice cream socials, reading and study. The space was completely renovated in 2005 and named to honor longtime I-House Trustee Herman "HR" Rottenberg for his many years of service to the I-House community. Wireless Internet service is available.

### Main Lounge

The Main Lounge, located on the first floor of I-House South, is a large open space with comfortable seating for small casual gatherings. It is also used on special occasions for receptions, orientation events and speaking engagements. The Main Lounge has doors leading to the Abby O'Neill Patio that are opened during the summer months for special occasions.

### Soros Room

The Soros Room, named in honor of I-House alumni Paul and Daisy Soros '51, is located at the west end of the Main Lounge. This room, formerly known as The Mural Room, was recently refurbished through the Soros's generosity, and contains a set of historic Swiss-made wall panels, Zuber's "Scenes of America," originally installed in 1924. This room is used for small receptions and private meetings and is accessible only by special arrangement.

### Study Center

The Study Center is on the C-floor of I-House South and is open 24 hours a day and is designated for quiet study. The resource library for the International House Tutorial Program is located in the Study Center, as is the Computer Lab. There is a modest collection of donated books available for loan in the Study Center, as well as in the Dodge Room. Please return books as soon as you have finished with them so other residents may borrow the books. Wireless Internet is available for use.

### Terraces

There are terraces off both the east and west sides of the 9th floor of I-House South. Residents are invited to use the terraces, but large group activities are not permitted. It is expected that anyone using them will not disturb other residents with loud music or noise and will keep the area clean. Furniture, high heels, parties, barbecues or throwing anything off the terraces are strictly prohibited. **House quiet hours are 11 p.m. - 9 a.m.**

### TV Lounge

There is a TV Lounge for community use on the C-floor next to the Pub. It has cable TV, wireless internet and comfortable seating, and serves as a multi-functional space with a pool table, foosball table, and darts. The television is for TV viewing only. The use of video games or personal DVDs is not allowed. Television viewing is on a first-come, first served basis.

## **Dining Hall**

### **Regular Schedule**

#### **Monday – Friday**

- **Breakfast** 7:30 am - 11:15 am
- **Closed** 11:15 am - 11:30 am
- **Lunch** 11:30 am - 2:00 pm
- **Dinner** 6:00 pm - 9:00 pm

#### **Saturday**

- **Brunch** 9:00 am - 2:00 pm
- **Dinner** Closed

#### **Sunday**

- **Brunch** 9:00 am - 2:00 pm
- **Dinner** 6:00 pm - 9:00 pm

**We are here to serve you! Our focus is on freshness. We are dedicated to wellness. We are passionate about people.**

Dining services at International House are provided by AVI, a strong, family-owned business. Founded in 1960 by John Payiavlas, AVI has an industry-leading reputation for providing customized hospitality and food service solutions for millions of customers throughout 44 states and Canada.

Learn more at [AVI Fresh at I-House](#).

For breakfast, I-House Residents can find smoothies, New York-style bagels, house-made peanut butter and more to start the day.

For lunch and dinner, visit the new Fusion Station for globally inspired cuisine, including an array of vegetarian and gluten-free selections. Or stop by the NY Deli for local artisan breads, house-roasted deli meats and made-to-order salads. You'll also find a wide variety of locally sourced produce and chef-inspired composed salads at the NutriBar! Fire, AVI's unique grill concept, specializes in halal beef and chicken selections.

Visit [AVInutriSOURCE.com](#) for nutritional information and to connect with our dietitians. They are happy to answer any dietary questions that you may have.

**Start life-long friendships in the spacious, sunny Dining Room while enjoying reasonably-priced meals reflecting the international tastes of the resident population. The Dining Room is located on the C-Floor, overlooking Claremont Avenue.**

We respect your opinion and enjoy being able to serve you better through your comments and feedback. You will find comment forms in the Dining Room near the condiment stations.

Residents of both I-House South and North are strongly encouraged to dine and socialize with friends in the Dining Room. Breaking bread together has always been at the center of the I-House experience. The original

idea for International House grew out of informal dinners that founder Harry Edmonds shared with graduate students in the early 1920's. You will find that some of your most rewarding experiences at International House occur in the Dining Room. To encourage every resident to interact in the Dining Room on a regular basis, and to reduce the operating deficit the House experiences in its food operations, every resident member charged a Dining Services fee at the beginning of each semester. This fee is pro-rated according to your stay and is not a full meal plan (three meals a day). A credit, equal in amount to the Dining Services fee, is placed on account and can be accessed using your membership card. This credit may be used at any time during the semester as long as the funds are completely used by the end of the semester. It was designed that way so as to allow resident members the flexibility of how and when they would like to use their credit. This credit is for use in the Dining Room only and cannot be used toward other outstanding balances.

Please note that this aspect of our community life together must be uniformly and consistently applied, and no resident member is exempt from the charge and no refunds or transfers will be made on unused credit.

Please do not remove Dining Service trays, china and flatware from the Dining Room. We do not have the staff to collect dishes and trays left in areas outside the Dining Room, and such items attract vermin, are unsightly and smell bad. Theft or appropriation of any property will result in termination of your Resident Membership. Theft also increases our costs of operating the Dining Room.

### **What is Munch Money?**

If you would like to put additional credit or "Munch Money" on your dining account, you may do so at the Bursars Office located at the Riverside Reception Desk. Many resident members enjoy this service as it allows them to continue using their card to pay instead of using cash in the Dining Room for each meal. Unlike the mandatory meal charge, all unused additional dining credit is fully refundable upon request.

## **Mail Room Services**

### **Operating Hours**

**Monday - Thursday**

**11:00 a.m. - 9:00 p.m.**

**Friday**

**11:00 a.m. - 7:00 p.m.**

**Saturday**

**9:00 a.m. - 5:00 p.m.**

**The Mail Room is located next to the Conference Room on the B-Floor of I-House South.** Upon your arrival you received a mail box key. Your room number corresponds to your mail box number. If you did not receive a mail box key, please contact the Riverside Front Desk for assistance.

This office is comprised of two full-time and one part-time staff members. Resident members have 24-hour access to their mail boxes. Through this office resident members can receive packages and send faxes. However, these services are provided during Mailroom business hours only.

Come down to the Mail Room and meet the Mail Room staff. They are friendly and professional dealing with your mail and packages. **If you have any questions, you may contact Claribel Pavlik, Assistant Director, Resident and Guests Services.**

## **Packages**

If you receive mail from United Parcel Service (UPS) or other large mail items, the Mail Room will notify you by placing a notification slip in your mailbox. To retrieve your package, you must present the notification slip to the staff member on duty in the Mail Room. Cash on delivery (c.o.d.) packages are your responsibility and cannot be handled by the Mail Room or by any of the Reception Desks.

## **Sending and Receiving Faxes**

**You can receive faxes for free in the Mail Room. The fax number is (212) 316-8415.** The received faxes will be distributed to your mailbox. Please make sure that these faxes have your name and room number written clearly on them. It is important that your name be written in English.

You can send faxes from the Mail Room for a per page fee. You can inquire at the Riverside Front Desk for details.

## **Stamps**

You can purchase domestic and international stamps at the Riverside Front Desk (cash only).

## **Mail Hold**

For a **fee**, mail and packages can be held for a resident member for up to three months. Any items held by the Mail Room must be picked up by the resident member whose name is on the package.

## **Mail Forwarding**

If you do not leave a forwarding address, I-House will return all mail to sender(s) after your departure.

If you leave a forwarding address, I-House will forward you first- and second-class mail for a **MAXIMUM PERIOD OF 30 DAYS**. First-class mail going to an international address will be returned to sender with the forwarded address information. The original sender will need to affix any additional postage needed to send the package internationally. Only First class mail, no packages can be forwarded to the forwarding address on record at International House.

You can have your mail forwarded for a longer period than 30 days for a set fee. Please inquire at the Mailroom what the mail forwarding fee is and to sign up for the service.

Under no circumstances can mail be forwarded to another resident member who is currently living in International House.



## **Fitness Center & Gymnasium**

Participating in sports activities at I-House is a great way to relax from your studies and meet other Resident Members with similar interests. The Sports & Fitness Program includes use of the Frohlich Fitness Center, a full schedule of group activities led by Resident Members in the Frohlich Gymnasium.

### **The Frohlich Fitness Center**

**Location:** B-Floor of I-House North across from the laundry room

**Hours:** 5:00am to 2:00am

The Bill Frohlich Fitness Center is a state-of-the-art exercise room. It is fully equipped with treadmills, elliptical trainers, bicycles as well as various weightlifting machines. All resident members are free to use the Fitness Center with an activated membership card.

Due to high demand, the Fitness Center is only open to permanent resident members, staff, trustees, and alumni during the time they are staying in one of our temporary guest suites.

### **Registration Requirements**

To gain access to the Fitness Center, resident members must first attend and complete the gym waiver (waivers are located outside of the gymnasium or in the Programs Office).

Please be on time at the start of the orientation. After reading and signing the waiver, resident members must bring their completed waiver along with their Membership ID Card to the Riverside Front Desk to have their ID card activated for access to the Fitness Center.

There is no smoking, eating, or drinking (other than water) permitted in the Center. **If you have any questions regarding the Fitness Center, please contact the [Programs Office](#).**

### **The Frohlich Gymnasium**

Group activities classes, including kick boxing, floor hockey, soccer, basketball and more are scheduled throughout the year. Fitness class schedules are posted on the bulletin board inside the gymnasium entrance. If you would like to lead a group, **please contact the [Programs Office](#).**

I-House members may also use the gym on a first-come first-served basis during the designated free times to participate in an impromptu basketball game, volleyball game or other activity with fellow resident members. Sports equipment such as basketballs, soccer balls, and badminton equipment are available to check out at the Claremont Desk. The Frohlich Gymnasium is located on the 1st floor of I-House South next to the Riverside Front Desk and the Programs Office.

### **Questions?**

The Programs Office works with a Sports & Fitness Program Fellow to organize the schedule of gym activities as well as the Orientation Sessions in the Fitness Center. If you have questions or would you like to volunteer to lead a gym or fitness activity, **please contact the [Programs Office](#).**

## **Garbage Disposal**

Please be a responsible member of the community. If you share a room or apartment, as a community member you must do your part to keep it clean. Also, help the Facilities Management staff and respect your fellow resident members by keeping the public areas neat and clean.

New York State law requires I-House to recycle newspapers, cans, metal, plastic and corrugated cardboard boxes and glass. There are labeled bins for recycling cans, as well as racks for recycling newspapers on every

floor in both I-House North and South. There is a recycling station for batteries located at the Claremont Entrance area.

### **Metal, Plastic and Glass bottles and jugs**

Place in the recycling container OR a container labeled for plastic, metal and glass:

- metal cans
- aluminum foil wrap and trays
- household metal (such as wire hangers, pots and pans, dried-out paint cans with lids removed)
- bulk metal (such as metal furniture and appliances)
- plastic or glass bottles and jugs (return 5¢ deposit containers to the store for refund)
- beverage cartons and drink boxes (milk and juice cartons, juice boxes)

### **Paper**

Place in containers marked for mixed paper:

- newspapers, magazines, catalogs
- paper, mail, and envelopes
- telephone books and soft-cover books
- paper bags
- smooth cardboard

Corrugated cardboard and cardboard boxes should be flattened and deposited in the garbage room outside the service elevator on the A-Floor behind the passageway between I-House South and I-House North.

### **Non-Recyclable Garbage**

I-House South Non-Recyclable Garbage:

- Deposit into the bins in the trash closet on your floor. Please do not throw large amounts of personal garbage in the bathroom garbage cans; use the trash closet bins or take your garbage to the A-Floor garbage room.

**I-House North Non-Recyclable Garbage:**

- Dispose of garbage in the trash closet on your floor. Please do not leave trash in the hallways.

## **Guest Accommodations**

International House has eleven (11) furnished guest rooms/suites which are available for short-term stays year round. We welcome International House alumni, guests of current residents as well as individuals and groups. Each guest room and suite provides the following:

- Air-conditioning
- In-room telephone service (all calls billed separately)
- Private bathroom
- Plasma cable television
- Small refrigerator
- Housekeeping service
- Hair dryer
- Linens (sheets, towels, pillows and blankets)

Guests of International House are welcome and encouraged to use the facilities and services at International House during their stay. These facilities and services include:

- Cafeteria-style dining room
- 24-hour security
- Laundry room
- Coin-operated copy machine
- Weekly social and cultural activities
- A Pub with dancing
- Vending machines
- Indoor basketball court

The following facilities are for use by International House resident members only:

- Music practice rooms
- Fitness center
- Resident kitchen

### Rates

	Single <u>Occupancy</u>	Double <u>Occupancy</u>	Triple <u>Occupancy</u>
Guest Rooms:	\$175	\$195	\$210 with a cot
Guest Suites:	\$190	\$210	\$225

International House Alumni, defined as those who have lived at International House for at least 30 consecutive days, are eligible for a discount on all guest room and guest suite stays.

- All rooms are non-smoking.
- International House does not charge taxes or service charges.
- Discount rates are available to alumni of International House.
- Check-in time is 2:00 pm on the day of arrival.
- Check-out time is 11:00 am on the day of departure.

**You may request accommodations by phone at (212) 316-8454 Monday through Friday between the hours of 10:00 am and 4:00 pm.**

- All requests are subject to availability and all reservations must be guaranteed with a valid Visa or MasterCard at the time the reservation is being made. A reservation cannot be made without a valid Visa or MasterCard.
- Once a reservation is made you will receive an e-mail confirmation. Please review this confirmation carefully.
- Please note: Since demand often exceeds availability, especially on holidays and weekends, we ask that you please make reservations in advance.

### Guest Cancellation Policy

Any changes or cancellations must be made **seven (7) business days** prior to arrival to avoid a penalty equal to the amount of one night's stay. *There are no exceptions to the cancellation policy.*

## **Accommodations in Resident Rooms**

During the summer months (May through August) a limited number of single occupancy student rooms with a shared bathroom on the floor (\$70 per night) or double occupancy studio or one bedroom apartments (\$105 per night) are available for a maximum of 20 nights. A discount applies to alumni of International House. A minimum age of 18 is required. Please note that reservations for short-term stays (20 nights or less) in student rooms can only be made 10 days or fewer prior to arrival. Please note that the student rooms/apartments are not air conditioned and do not come with housekeeping service.

**To make a reservation for a resident room, please contact the Admissions Office by phone at (212) 316-8436, Monday-Friday, 9:00 am - 5:00 pm.**

For stays of more than 20 nights, please contact the [Admissions Office](#).

## **Handicapped Access**

### **Entrances and Exits**

Wheelchair access ramps are located at the Claremont Entrance/Exit and the North building Entrance/Exit.

### **Restrooms**

The women's bathroom on the 8th floor and the men's bathroom on the 7th floor of I-House South (both on the West side) have wheelchair-accessible bathroom stalls and showers. The showers have handrails and a level threshold. The entrances to both of these bathrooms also have a level threshold and the doors are equipped with pull lever knobs.

### **Elevator**

Elevator floor call buttons are no more than four feet from the ground so that they can be accessed by persons using wheelchairs. All elevators have warning bells. The floor call buttons are designated in Braille to assist the visually impaired.

### **Davis Hall**

Please remember that people who have difficulty getting to Davis Hall via the stairs can use the East elevators of I-House South to the Second Floor. From the elevator they can enter the Hall of History by going through the Second Floor East Resident Lounge (this needs to be unlocked by the Public Safety Staff, and the time to do so must be anticipated to avoid delays).

### **I-House South**

I-House South is wheelchair accessible on the Claremont Avenue side only. I-House South is not accessible on Riverside Drive.

### **I-House North**

I-House North has a ramp that makes entry on Riverside Drive possible.

### **Hearing Impairment**

There are strobe lights on the smoke detectors in Davis Hall and in the B-Level Music Practice Rooms.

## Heating System

In preparation for the cooler temperatures please contact Facilities to **remove your window air conditioning units** and make sure your windows are properly shut to prevent cold air infiltration.

In **I-House South**, our heating system is what is known as a “**top-down**” system. This means that the 10th floor receives heat first, then the 9th, 8th and so on. Each year in the fall we have some residents on the upper floors who initially feel too warm while, at the same time some who reside on the lower floors may not feel they are getting enough heat.

There are also times of the year when outside temperatures vary greatly, especially from day to night, and the building has not yet built up the heat it retains during the winter months. The brief running of the furnaces produces plenty of heat high in the building, but until the furnaces are running on a sustained basis, these periods are sometimes not long enough to fully reach the lower floors. This can produce some unevenness that usually resolves itself fairly quickly. The good news is that our historic I-House South building is marvelous at retaining heat in the winter once it is consistently cold outside. In recent years, we have installed a vacuum pump system and replaced many of the pneumatic steam trap valves which should improve heating efficiency and distribution.

**I-House North** has a different type of heating system that heats all floors starting with the lower floors up to the upper floors. All rooms tend to be heated more consistently. For the heating system in the north building we also just completed the installation of a vacuum pump system which should improve heating efficiency as well.

**Heat is supplied to both buildings when the outside air temperature is 55°F or below during the day (6:00 am-10:00 pm) and 50°F or below at night (10:00 pm-6:00 am).**

Individuals vary greatly in their preferences for optimal temperatures and you can regulate the amount of heat you receive in your room by turning the valve on the radiator.

**In I-House South** the majority of the valves are on the left side. The valve cap is numbered, 1 through 5, with 1 being the lowest setting and 5 being the highest.

**In I-House North** the radiator covers have a door on top which may be opened to access the valve.

- Turning the valve counter-clockwise will open the valve and allow more heat. Turning the valve clockwise will close the valve and shut the heat off. Be careful, the pipes may be hot.
- Turning clockwise will close the valve and shut the heat off. Be careful, the pipes may be hot.
- If you prefer a cooler temperature keep the valve off or nearly off.
- Please conserve energy by not having your radiator fully on for heat and your window open for cool air at the same time.
- Additionally, please close the valve during the day or when away for extended periods to save energy.

**If you have a problem opening or closing the radiator valve, or have any questions about how to regulate the heat in your room please contact the Facilities Management & Site Operations Office by filling out an online work order, or call us at x8452.**

**Work orders should be placed via the [online work order management system](#).**

**Above please find the NYC Housing Heating Regulations which we are required to adhere to.**

## Irons

### **Location:**

B-Floor I-House South, near the Mail Room  
B-Floor I-House North, across from the Fitness Center

### **Hours: Open 24 hours, daily**

### **Cycle Charges:**

- Washers: \$2.25
- Dryers: \$0.50 for 10 minutes. To add more drying minutes, remove and reinsert your Smart Card. The machine will deduct \$0.50 for each additional 10 minutes.

The Laundry Room washers and dryers accept Smart Cards for payment. Smart Cards are plastic cards with a computer chip to store information. In this case, the information is the amount of laundry machine credit on the card. The initial card costs \$10; \$3 for the card and \$7 of laundry credit.

The Smart Card is reusable and the credit added will not expire. A smart Card may be purchased from one of two Smart Card machines located in the laundry room on the B floor of I-House South across from the ice machine. One machine is for card transactions only, and the other machine will accept credit cards and cash. Machines do not accept coins or \$1.00 bills and will not dispense change. There will be no refunds for the cards or for any remaining credit on them. You may sell or give them to your fellow residents when you leave I-House.

If you already have a Smart Card, credit can be added one of two ways:

- **In-person:** Use the Smart Card machines located in the laundry room on the B floor of I-House South. Credit can only be added to the Smart Card in \$10 increments.
- **Online:** Go to [www.sdilaundrysolutions.com](http://www.sdilaundrysolutions.com). Register your Smart Card and purchase a revalue code. Each Laundry Room is equipped with a CVA (coded value adder) machine with a specific ID number. You will need this ID number to complete your revalue code purchase. Use the CVA machine located in the Laundry Room to add the revalue code to your Smart Card.
  - **For I-House South Laundry Room, 500 Riverside: Coded Value Adder (CVA) ID Number is 56643.**
  - **For I-House North Laundry Room, 527 Riverside: Coded Value Adder (CVA) ID Number is 57282.**

The washers and dryers in I-House South and North are maintained and serviced by Service Directions, not I-House. **For any questions concerning the Laundry Rooms please contact Eddie Nieves at 212-316-8498. For questions about the machines, Smart Cards, and refunds, please [visit SDI Laundry Solutions](#).**

**Irons** may be borrowed from the Claremont Reception Desk during regular hours of operation with your I-House membership card. Ironing boards are located in the I-House South Laundry Room. For safety reasons, please iron only in the Laundry Room, NOT in your room. Please do not keep the irons overnight; this causes much inconvenience to fellow resident members and the staff.

**Please note:** I-House is not responsible for any damage to your clothing. Please check the irons and washing machines/dryers before use.

## **Music Practice Rooms**

There are eight air-conditioned practice rooms which are open from 8 a.m. to 7 a.m. Four practice rooms are located on the C-Floor and four are located on the B-Floor between the Laundry and Bicycle Room. The Music Practice Rooms, as well as several of the public rooms, have been furnished with new Yamaha pianos through an agreement with Frank & Camille's Keyboard Centers.

As part of this agreement, International House is responsible for the care and maintenance of these fine instruments and your cooperation in adhering to the following guidelines for practice room use is essential to our ability to fulfill this responsibility and offer these pianos for resident use.

### **Guidelines for the use of Music Practice Rooms:**

- **To register to use the practice rooms, Resident members must pay a fee per semester at the Riverside Reception Desk, and sign a list of guidelines for use of the practice rooms.** Due to high demand, the music practice rooms are only open to resident and staff members. The fees for usage of these rooms help cover the costs of the Music Practice Rooms but do not cover all the costs necessary to maintain the pianos at I-House.
- Upon presentation of an International House membership card, **Residents may sign up to use the practice rooms at the Claremont Reception Desk.** Reservations may be made after 8:00 a.m. each day for a maximum of three hours per day and reservations may be made for both the current day and the next day.
- Residents may reserve a practice room for themselves only, using their full name (no nicknames or abbreviations, please), written legibly.
- If a resident fails to claim his/her reserved room within the first 15 minutes of the hour the room will be forfeited. The practice room can then be claimed and used by another authorized user for the balance of that hour. If a resident has signed out the room for a block of time and is late for the 1st hour signed out, that resident may reclaim the room at the next hour for which the room was originally reserved.
- If there is a technical or maintenance problem with a piano or one of the practice rooms, please report it immediately to the Programs Office so that the problem can be addressed.
- Public Safety staff routinely check the identification of persons in the music practice rooms, to be sure that they are authorized to use the facilities. Please be prepared to produce your I-House membership card when requested to do so by Public Safety staff.
- Moving the pianos, eating, drinking or smoking in the rooms is strictly prohibited. Please do not place food or drink containers -- mugs, cups, glasses, bottles -- on the instruments even if they are empty. Please be careful with metal objects like keys, metronomes, pens etc on the instruments because they can scratch the lacquer.

**If you have questions regarding the Music Practice Rooms, please contact the Programs Office or the Riverside Front Desk.**

## **Pub/Party Space**

### **Hours**

- **Monday -Thursday 10:00 p.m. - 2:00 a.m.**
- **Friday 10:00 p.m. - 3:00 a.m.**
- **Last call is one half hour before closing time**

The Pub is located on the C-Floor of I-House South and provides a vibrant social atmosphere for you to meet friends and fellow resident members or just relax. The Pub Team, along with our colleagues in the Programs Office, plan exciting, fun parties and activities. Enjoy a game of pool, foosball and more – they're free to use! The Pub also has three TVs with surround-sound system.

The Pub's special events can range from pool tournaments to karaoke and jazz nights. A nice, well-lit stage with a very good sound equipment is perfect for individual or band performances.

- **In the State of New York you must be 21 years of age or older to drink or purchase alcohol** and alcohol cannot be served after 4:00 am. In accordance with this state law, the bartender or other staff may ask you to present proof of your age in the form of a photo identification card with your birth date. Please cooperate when you are asked to show identification.
- Personal alcoholic beverages are prohibited in the Pub and Pub Lounge.
- Please see our **[Illegal Drug and Alcohol Policy](#)**.
- In accordance with New York City laws, smoking is not permitted in the Pub (see **[Smoking Policy](#)**).

## **Storage**

International House does not have sufficient storage space to accommodate the removal of any furniture from resident rooms. This must be taken into consideration if you are planning on putting additional furniture in your room. Each resident is accountable for the furniture on the Room Inventory Sheet upon departure. A charge will be posted to the resident's account for any furniture found missing.

New York's Fire Department requires that no items can be placed in public hallways, corridors or stairways. In the event of a fire or other emergency, such items may block a means of egress and cause a hazardous condition. This rule is actively enforced by the Fire Department and International House must comply. Thus, for the safety of our community and its members, we have to treat any items left in hallways, corridors or stairways as discarded and treat them accordingly.

### **International House South Storage**

International House has limited space for storage of suitcases and boxes. As space is particularly limited in resident rooms in the South building, storage space may be available for South Building residents, on a first-come first- served basis, in the South Resident Storage Room on the B-Floor of I-House South. This storage is large enough for approximately two to three large boxes or suitcases. For details about space availability in the South Resident Storage Room, please contact the Public Safety House Manager via the Claremont Reception desk.

**If you would like to access your storage space, go to Claremont Reception Desk and ask for the House Manager. Storage Access hours are daily from 9:00 a.m. to 10:00 a.m. and 7:00 p.m. to 8:00 p.m.**



## **International House North Storage Cages**

International House has 33 storage cages available for rental on the B-Floor of I-House North. Cages are available on a first come, first serve basis to current and readmitted residents. Use of a storage cage requires a signed Storage Agreement with the Office of Resident & Auxiliary Services. In addition to the signed agreement, a refundable security deposit and payment of per month for the length of time storage is requested is required. Minimum rental is one month. Access to the Storage Room is permitted six days a week, Monday through Saturday between the hours of 8:30am to 7:30pm. **Residents must leave a photo ID and sign out for the Storage Room key with the Riverside Front Desk. If you have any questions, please contact [Anita Pai](#), Assistant Director, Bursar Services.**

Use of either storage room requires a signed Storage Agreement. Anyone requesting storage must be a current or returning resident of International House. International House assumes no liability for loss, theft, or damage to articles stored in either one of the Storage Rooms.

## **Community Life Policies**

### **Bulletin Boards**

The bulletin boards next to each elevator on the residential floors are reserved for use by the I-House Programs Office only.

### **Programs Boards**

Special bulletin boards for designated use are also located on the C-Floor of I-House South. These include the Residents' Council Information Board, Job Board (employment opportunities), the Performing Arts Program Board, and the NYC Performances Board. You may wish to make a habit of checking this Board on a daily basis, as free and discount tickets for theater events and concerts often become available at the last moment.

### **Community Boards**

Resident members may post fliers and information about events in the New York City area and other notices, such as items for sale and job opportunities on the community bulletin boards located in the laundry rooms, Mailroom, Claremont and in front of the west elevators on the C floor. Community boards are cleared weekly.

### **Cleaning Your Residential Space**

It is your responsibility to clean your residential space. Vacuums, brooms and a sweeper are available at the North and Claremont Reception Desks during their hours of operation. Other cleaning materials must be purchased. Please do not sweep dirt from your room into the hallway.

### **Candles & Open Flames**

For safety reasons, the use of candles & incense, or any open flame, is strictly prohibited in resident member rooms, lounges and other common residential areas. Violations may result in termination of your resident membership.

### **Common Areas on Floors: Furnishings and Decor**

Most resident floors of I-House South include a floor lounge. These spaces provide modest furnishings, workspace and a sink. They may be used for studying or working, or as a site for floor gatherings. Refrigerators and heating or cooking appliances are not permitted. Do not leave unwanted clothes and furniture in floor lounges.

Each apartment suite in I-House North includes a modestly furnished common area for residents to share. Residents are not permitted to convert these spaces into an extra bedroom.

Residents who wish to add other furnishings or decorations to Floor Lounges or common areas in I-House North suites are asked to consult with the Office of Facilities Management.

Resident room doors and/or hallway walls should not be adorned with photographs, clippings or other decorations. Postings can result in paint damage and subsequent charges for damage.

Due to lack of storage space you are not permitted to remove furnishings or other International House property from your residential space.

For health and hygienic reasons, resident members are not permitted to bring any of the following into their residential space: mattress, bed, couch, sofa bed, futon, upholstered armchair, recliner, ottoman, any second-hand furniture whatsoever or other bulky furniture. Exceptions for medical reasons only may be made on a case by case basis, and require prior written approval of the Director of Facilities Management, upon submission of a valid letter or prescription from a medical doctor specifying medical need.

### **Commercial Activities**

Because of International House's not-for-profit charter, no commercial or business activities may be conducted by residents from their International House rooms, apartments or public areas.

### **Cooking**

For reasons of fire safety, it is a violation of city fire ordinances to cook in I-House rooms, except in those apartments with kitchens (this includes use of microwave ovens, electric coffee pots, hot pots and hot plates). Cooking in I-House South is permitted only in the Community Kitchen. There are also microwaves designated for resident use on the A-level, Map Lounge and in the Dining Room.

### **Damage to the Facilities**

Normal wear and use of room furnishings is assumed, but abuse or neglect is not.

Any damage to your room or its furnishings such as burns, nail holes, blemishes made by solvents, stickers or tape must be repaired or replaced. The cost will be charged to your account. Where more than one resident occupies the same suite or apartment, and responsibility for damages cannot be ascertained, the cost of repair or replacement will be assessed equally among the resident members of the suite or apartment.

International House keeps an inventory of all furnishings provided in resident member rooms and public spaces. Upon arrival you will receive an inventory sheet for your room. Please complete it and return it to the Facilities Management Office. If you wish to hang anything on the walls, use only coarse, non-transparent masking tape. Room furniture cannot be stored. There are no exceptions to this requirement because we simply do not have storage space.

### **Energy and Water Conservation**

Water and electricity are very expensive in New York City and the energy and water bills for our buildings are very high. Please help us conserve energy and keep resident membership fees as low as possible by remembering to: 1) turn off all lights and appliances in any room that is not being used, 2) in the winter, turn off the radiator heaters before opening windows, turn off water faucets completely, and report any water leaks to the Facilities Management Office immediately. By reducing water and energy consumption we will keep the costs, and your fees, down.

As part of an effort to conserve energy, International House participates in energy curtailment events. If you are interested, please read more.

### Guest Speakers

During the year, International House will host many guest speakers. International House does not support (financially or otherwise) any issue or cause, but seeks merely to present the speaker or issue. International House is committed to the right of freedom of expression concerning topics of even the most controversial nature.

The freedoms of assembly, speech and petition are acknowledged by the House. However, it is also International House policy that guests be treated with respect at all times during their visit to the House and be spared confrontation and/or embarrassment. It is thus respectfully submitted to our residents that while petitions may be circulated and signed within the House, they should be presented to our guest only at a later date. There is usually a question and answer period at the end of each lecture or seminar. Please hold any questions for that time. International House requests that residents be courteous to its guest lecturers by arriving on time and staying for the entire program.

### Keys and Locks

Resident members are responsible for maintaining the security of their rooms, and for safeguarding their room keys. Unoccupied resident rooms must be kept locked. Resident members are required to have their room keys on their person when outside of their locked rooms. Generally, except for emergency situations, staff is not available to routinely unlock and lock resident rooms.

In an emergency, at the request of a resident member, and contingent upon staff availability, the on-duty Public Safety House Manager may unlock or lock a resident member's room. Due to the demands on our limited staff resources, the requesting resident member will be charged a fee for the unlocking or locking of the room. This fee shall be added to the balance of the resident's I-House account. The House Manager may, at his/her discretion, waive the fee in the case of exigent circumstances.

A resident member requesting that a room be unlocked will be required to provide an I-House membership card, or other government issued photo identification, to satisfactorily identify himself/herself as the occupant of the room.

If you lose your keys, immediately notify the Riverside Reception Desk between 8:30 a.m. and 7:30 p.m. Monday through Saturday, so that arrangements for new keys can be made as soon as possible. At all other times notify public safety.

Resident members are not permitted to tamper with or change door locks, duplicate keys, or transfer keys. Keys in the possession of anyone other than a resident member or registered guest will be confiscated.

### Light Bulbs

Burned out light bulbs may be exchanged for new ones at the Facilities Management Office during business hours, or at the Claremont Reception Desk.

### New York City Code

**It is a violation of New York City law to place anything on the ledges outside your window or on the fire escapes, or to throw anything out of the windows or off the terraces. In addition, bicycles, strollers, carriages, or other objects may not be left in hallways.**

### No Smoking Policy

### [Pets](#)

Pets are not permitted in International House. Exceptions, if any, must be reviewed in advance by the Admissions Committee.

### [Property Insurance](#)

International House is not responsible for loss, theft or damage to any personal belongings. For example, if a pipe should burst in your residential space and some of your belongings were damaged due to a resulting flood, you would be personally responsible for the cost of repairing or replacing your belongings, not International House. For this reason, many residents choose to purchase what is called personal property insurance. This type of insurance covers loss, theft and damage to your personal belongings and is well worth the relatively low cost.

### [Public Property](#)

Public property such as lounge furniture is for common use and must remain in public spaces.

### [Quiet Hours](#)

Quiet hours are from 11 p.m. until 9 a.m. and apply to the entire community. Voices, doors closing, radios, stereos, televisions and hard-soled shoes can easily disturb your neighbors. Please be considerate of others during quiet hours.

### [Repairs & Maintenance](#)

For all repairs to your residential space, fill out an [online work order request](#). At least one-third of all repairs are due to clogged shower and sink drains. To help us avoid unnecessary repairs, please do not dispose of any objects or sanitary napkins in sinks or toilets.

### [Resident Room Entry](#)

I-House reserves the right to enter your room for the purposes of health, safety, and maintenance. Of course it is the policy for staff to knock and provide a reasonable time for the resident member inside to respond. If it is necessary to enter your room when you are not there, we will leave a note explaining when and why we entered.

### [Smoke Detectors and Carbon Monoxide Detectors](#)

New York City Local Law 16 requires that all designated areas be equipped with a code compliant smoke and carbon monoxide detector. If your detector makes a continuous “chirping” sound, it means that the battery in the detector is low. If this happens, it is your responsibility to call the Facilities Management Office at ext. 8452 and request them to replace it for you. Please note that it is against the law to remove or tamper with any detectors. Hearing impaired smoke detectors can be obtained from the Riverside Reception Desk.

### [Vermin Control](#)

Our facility has an inspection and control program in place. If you notice a problem promptly contact the Facilities Management Office at ext. 8452. A technician will be scheduled to treat the area. Of course uncovered food, unwashed dishes, and trash attract unwanted guests. A clean environment is the best way to control pests.

## Departing I House

When preparing to depart International House, please complete the following important steps:

### **Make Your Payments**

**Pay all fees due to I-House prior to checking out, including resident membership fees, telephone and any other charges.**

In order to ensure a smooth and speedy departure, it is recommended that you inquire with the Riverside Reception Desk about your account at least one day prior to your scheduled departure. You cannot make payments to your account by personal check less than two weeks prior to check-out.

### **Return Your Keys and ID**

**Return your room and mailbox keys, and I- House Membership I.D. card** to the Riverside Reception Desk by 11:00 am on your scheduled date of departure. You will be charged a late check-out fee if you check-out later than 11:00 am.

### **Forward Your Mail**

Complete the [Departure Form online](#).

1. If you do not leave a forwarding address, I-House will return all mail to sender(s) after your departure.
2. If you leave a forwarding address, I-House will forward your first- and second-class mail for a **MAXIMUM PERIOD OF 30 DAYS**. First-class mail may be forwarded overseas, but the extra postage will be charged to the sender. Parcel Post can also be forwarded. At the end of the 30-day period, I-House will return all mail to sender.

### **Learn About the Alumni Community**

I-House offers its alumni numerous ways to [stay in touch](#) with the House and each other, including a variety of online services, such as an online directory, periodic events across the globe and volunteer opportunities.

### **Clean Your Room**

**Remove all personal possessions and garbage from your room, the storage areas and the bike room.**

Only the items which you found in your room when you arrived should be there when you leave. We are not responsible for items left in your room after your departure. Please make sure that you:

- Close the window(s)
- Turn off all lights and ceiling fan
- Do not unplug the phone
- Return all furniture back to original position
- Empty the refrigerator, kitchen cabinets, bathroom and common closets of all items belonging to you (I-House North)
- Clean floors, kitchen and bathroom (I-House North)

After you have left, the Facilities staff will evaluate the condition and cleanliness of your room.

If you do not leave your room clean or if there is damage that is clearly beyond normal wear and tear, the Facilities staff will inform the Riverside Reception Desk of any damage and/or cleaning fees to be charged.

**A list of these fees is available at the Facilities Office and the Riverside Reception Desk.**

### **Request Your Membership Deposit Refund**

**Membership deposits are refunded three to five weeks after your departure from I-House.**

- You may indicate while filling out your departure form if you wish to receive your deposit as a refund to your Visa or Mastercard or by personal check drawn from a U.S. bank in the U.S.
- If you wish your deposit to be refunded by check, we will send it to the forwarding address provided at check-out.
- Please come to the Riverside Front Desk to authorize the credit card on which you wish to receive your membership deposit refund.
- Membership deposit refunds will only be processed after all outstanding fees have been paid and your I-House keys and I.D. card have been returned.
- Any outstanding fees, including phone charges, key replacement, missing I.D. card and damage and/or cleaning fees, will be deducted from the membership deposit before a refund is issued.

### **Storage Options**

If you are planning to return to I-House next year and you would like to store some items over the summer, please [read here for more information](#).

### **Questions?**

Please contact the **Admissions Office** at x8436 or by e-mail at [admissions@ihouse-nyc.org](mailto:admissions@ihouse-nyc.org).

Any questions about your account or security deposit should be directed to the Riverside Front Desk at x8441.