

WHOI HOUSING - FREQUENTLY ASKED QUESTIONS

-Who is eligible for accommodations in Institution housing?

License to occupy Institution housing facilities is granted to persons who are affiliated with WHOI and whose occupancy has been approved by the Housing Office. During the summer, housing is prioritized as follows:

- MIT/WHOI Joint Program Students;
- Summer Student Fellows;
- GFD Fellows;
- Guest Students and Others

Accommodations for guest students and others may be approved if there is space available after placing the other groups.

-What should I know prior to arrival?

Housing accommodations are a courtesy, not a right. Occupants will follow the rules set down by the Housing Office in the Occupancy Agreement, and in this document, including but not limited to:

- No overnight guests in student or shared units; no subletting or loaning of space or property;
- No pets or animals of any kind in or on WHOI Housing property;
- No smoking or improper disposal of smoking materials in or within 30 feet of housing buildings;
- No candles; No open flames or fires, including Tiki torches; No Halogen lights;
- No materials nailed, tacked, pinned, taped, glued, stapled, or in any other way affixed to walls or woodwork.

Failure to abide by Housing rules is grounds for forfeiture of license to occupy Institution housing immediately and in the future.

-Where do I pick up my room keys?

Keys are picked-up at the security desk at Smith Lab, 86 Water Street, Woods Hole, MA 02543 (Village Campus). The desk at Smith Lab is staffed 24 hours a day, 7 days a week. A campus map is included with the keys showing the housing location.

Upon check-out, keys should be left in the unit, using the key return envelope provided, according to the instructions on the envelope. **A non-refundable replacement fee of \$50 applies in the event of lost or unreturned keys.**

If you accidentally lock yourself out, **DO NOT TRY TO BREAK IN.** Call the Housing Office (508-289-2389) for assistance. The Housing Office is not staffed 24/7. Outside of business hours, call the Smith Security Desk (508-548-1401).

-What is provided with my rental?

Units are furnished with basic room furniture and kitchen equipment including refrigerator, stove, microwave oven, coffee pot, toaster, and a sufficient complement of dishes, pans, and utensils for the number of people occupying the unit; each unit has a television. It is not necessary to bring any of these items with you, as space is limited. If there is something from this list missing when you arrive, please let us know immediately.

We do not provide maid service. We provide disinfectant wipes and paper towels in the kitchens and bathrooms, and a starting supply of toilet paper. Other household supplies (e.g., cleansers, laundry detergent, replacement toilet paper, etc.) are typically not stocked. Please expect to provide your own supplies. Units are equipped with mop, bucket, broom, and dustpan. A vacuum cleaner is provided, possibly shared with other units in multiple-unit buildings.

Bed linens will be provided, including: mattress and box spring covers; mattress pad; one set of sheets; one pillow, cover, and pillow case; and, blankets. Feel free to bring your own pillow if you prefer. If you wish to bring your own bedding, be aware that the beds are typically twin sized (Dorm building has extra-long twins). You may request extra blankets. Please do not take bedding from other beds that have been prepared for future arrivals or take WHOI bedding home with you.

For sanitary reasons, please always use the mattress pad, sheets, pillow cover, and pillow case; do not remove the mattress and box spring covers that are provided to you by WHOI Housing.

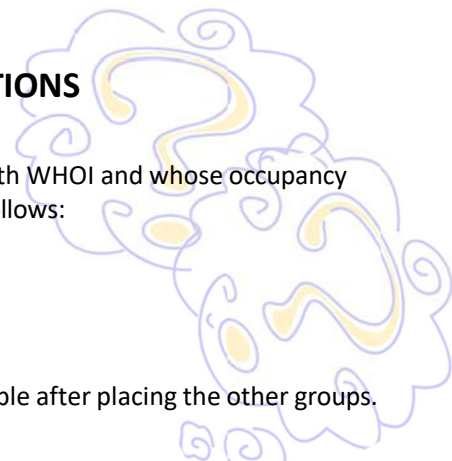
We recommend summer and longer-term residents bring their own towels. One set of towels (one each: bath towel, hand towel, and washcloth) per person will be provided for short term guests only. A fan will be provided in the summer months, upon request. Air conditioners are prohibited, unless built-in as part of the building HVAC system.

Telephone service is through the WHOI system, and service is limited to local calling. Toll calls may be made by using a credit card, or prepaid calling card. It is necessary to dial "9" for an outside line.

All utilities, basic cable TV, and Internet access are included in the rent. WHOI Facilities provides maintenance.

-What are my responsibilities while occupying WHOI Housing?

Housekeeping is the responsibility of the occupants. Occupants are expected to respect WHOI property; keep their units clean; handle trash/recycling in accordance with the guidelines set out in the Housing Binder, and dispose of it regularly;



be considerate of those sharing their unit and others in their housing complex; act responsibly with regard to WHOI's residential neighbors; and, in general, follow the rules and regulations set out in the Occupancy Agreement, "Frequently Asked Questions", and the Housing Binder. It is also the responsibility of the occupants to report maintenance and damage issues to the Housing Office immediately upon occurrence. Please note: composting is prohibited.

-Are there laundry facilities available?

We have self-pay laundries available. Housing units on Marie Tharp Lane and Challenger Drive, including the Barn Residence may use the laundry at 6 Marie Tharp Lane street level and there are several laundries at the Oyster Pond complex. Specific locations and the combination for access to the laundry room nearest your location are noted on the "Important Reminders" page in the Housing Binder. Machines may be operable by either the ShinePay phone app or coin-operated, or both. Please use **U.S. quarters only** in machines that are coin operated. Please take note of the Laundry Room Guidelines posted at each location. Please remember disposal/recycling of laundry detergent containers is your responsibility.

-Is there public transportation?

The Institution provides shuttle service between the campuses and to the Oyster Pond complex on a regular schedule during working hours, from Monday through Friday (except holidays). A shuttle schedule is included in the Housing Binder in your unit.

There is a small grocery store in Woods Hole village across the street from Smith Lab. Major shopping is located in Falmouth. Limited public transportation is available to Falmouth shopping areas from the Steamship Authority parking lot (Woods Hole village). Bus schedules change seasonally, and there is a local trolley that runs from the first day of summer to Labor Day. Schedules may be found at <http://www.capecodtransit.org>. Go to the "Sealine – Hyannis to Falmouth/Woods Hole schedule" under "Bus Schedules and Maps" or "WHOOSH Trolley" under "Seasonal Service".

-Do I need a parking sticker?

Space for parking is very limited Institution-wide. Permission to park at all WHOI lots, including housing lots, is required. You can obtain a temporary permit from the Housing Office, from the receptionist or guard on duty at the Smith Lobby front desk, or from your Department or Program Administration. Depending on the length of your stay, you may need a parking sticker; please inquire with your Department Administrator. Please use Housing parking areas as indicated on the maps provided to you. Please don't park on the grass and don't block driveways or dumpsters. We do not have space for boats, trailers, etc. Please don't park in areas on the Village Campus dedicated to Challenger House, L'Hirondelle, Meteor, or Nobska House. Due to especially high demand in the summer, parking may be restricted by special permit. There is ample parking on Quissett Campus in the Clark Lab lot and in the lot adjacent to the ring road near McLean Lab. In the village, there is additional parking at the School Street lot.

-Will I have to share a bedroom?

Demand for housing in the summer is very high so all housing from May 15 to September 15 is in shared bedrooms. As a courtesy to roommates/housemates, please keep personal belongings and toiletries neatly contained to the area of the bed/dresser/closet to which you are assigned. Housing units may be assigned on a mixed gender basis, but bedrooms are gender specific.

Accommodations for private bedrooms or units may be requested during the academic year (September 15 to May 15), subject to availability, and are priced accordingly.

-May I bring my spouse and/or children?

If we have room, we would be happy to accommodate family. However, since space is at such a premium in the summer, single guests are considered first. If we are able to accommodate family, the housing charges will reflect the number of people sharing the unit and the number of beds taken.

-May I have overnight guests?

Overnight guests in shared units are not permitted. In the case of a full unit rental, express approval by the Housing Office is required.

-Can I bring any pets?

For sanitary reasons and due to concern for the allergic sensitivity of many of our guests, **pets are strictly not allowed inside or on the premises of WHOI Housing. This rule applies to all types of pets and animals.**

-What charges can I expect for Institution Housing?

All rents include utilities, cable TV, and Internet access. Housing rates during the academic year are based on the type of accommodations reserved, and the length of stay. Housing for less than a month is charged at a nightly rate, on a

sliding scale, depending on the number of nights occupied. After one month the monthly rate applies and is pro-rated according to the length of stay. Current rates may be obtained from the Housing Office for specific reservations. Summer housing rates are charged at a weekly rate, based on a minimum stay of 4 consecutive weeks. Shorter stays will be charged at the nightly rate as described above.

Housing occupants are liable for loss or damage in a housing unit during occupancy. In the event of damage resulting to WHOI property, said damage will be charged to the responsible party. If individual responsibility cannot be determined, all occupants of the unit will be charged equally.

-How do I report repair/maintenance issues?

Please report repair and maintenance issues as soon as a problem is noticed to the Housing Office by emailing housing@whoi.edu. **The Housing Office is not staffed 24/7** so, outside of normal working hours, urgent concerns should also be reported to the Smith Lobby security desk by dialing 0 (zero) from a WHOI phone, or 508-548-1401 from a cellphone. Urgent concerns at night or on weekends should also be directed to the Smith Lobby security desk. The Housing Office must also be notified so we can follow up. We wish to rectify problems expeditiously; please do not delay making a report.

- **Smoke/heat and CO (carbon monoxide) detections systems:**
 - Smoke/heat and CO detection systems are required by law. Our units have hard-wired smoke/heat and CO detection systems; these systems are connected to WHOI security and, in most cases, the local fire department. **If an alarm sounds you are required to evacuate the building immediately.** We recommend that you also call WHOI security to assure the quickest response to an alarm.
 - We are penalized for false alarms. In the event of a false fire alarm due to cooking smoke where there is no emergency (such as burned toast), **call the security desk immediately** to avoid Security and Fire Department response.
 - Tampering with detectors will cause a false alarm and may also damage the system. **Do not tamper with detectors.**

-How do I make my Housing payment?

Payment is due prior to departure from housing and can be made at the Housing Office by Cash, Check (personal or Money Order), or by credit card (Visa, MasterCard, American Express, or Discover). If you choose to pay by credit card, an invoice will be emailed to you the week of departure for you to pay directly online. Payroll Deduction or charge to a WHOI Project number or Cost Center may also be arranged prior to arrival, when applicable.

- Checks and Money Orders should be made payable to "WHOI", drawn on a US bank, and written in US funds for the exact amount of the housing charge.
- WHOI accepts Master Card, Visa, American Express, and Discover credit cards. Those who intend to pay by credit card must check with their bank before traveling to WHOI to confirm that our request for payment will be honored for the total amount due. If your account has a daily or per-purchase limit, it is your responsibility to make installment payments within sufficient time so that housing charges are paid in full prior to your departure from housing.

WHOI does not bill third parties for housing charges. If a third party is responsible for payment, the Housing Office is happy to provide a receipt of direct payment to be used for reimbursement purposes.

-What are my responsibilities upon departure?

It is expected that the unit will be left in the condition it was found: clean and free of trash and personal belongings, with furnishings and dishes returned to their original locations. Please be sure to dispose of trash, recycling, and any leftover foodstuffs, whether opened or unopened, as these cannot be used by others. Trash receptacles and recycling bins are made available; guidelines for handling are provided in the Housing Binder in each unit. If you are sharing a unit with others, please be considerate: co-operate with housemates and do not leave all the work for the last occupant.

It is not necessary to make the beds or launder WHOI linens when preparing for departure. Please bundle WHOI linens as instructed on the Key Return Envelope and leave them in the unit with the key so that the housekeeper can pick them up.

Please use the key return envelope provided in your arrival key packet so that we can properly identify returned keys. There is a \$50 charge for lost or unreturned keys.

-Is Internet access available?

Internet access is available at all of our units via Ethernet cable and/or EduRoam or WHOIguest wireless portals. The WHOIguest wireless portal requires a passcode; the code changes on the first of the month. Please check with your Department Administrator or Program Coordinator for more information.

-Where do I get my mail?

Mail should be addressed in care of your work location, including Mail Stop number. Mail addressed to housing units is

not delivered by WHOI Internal mail but by the local Post Office and delivery is unreliable due to the combined laboratory/housing use of many of the buildings on WHOI campuses. The Housing Office does not forward mail.

-Where are the units and what are they like?

All of our housing units are on-campus. There are campus maps on the WHOI Website at <http://www.whoi.edu/directions/> as well as in the in the Housing binder in your unit. Campus maps, showing the location of your housing unit, are included in the key packet.

Housing units are located at:

85 Oyster Pond Road, Falmouth, MA – 12 townhouse apartments, and a 33-bed dormitory located adjacent to Quissett Campus at Oyster Pond Road, about 2 miles from Woods Hole village. Cable TV; wireless Internet access.

- Apartments 1-4 and 6-12: 2 bedrooms, 4 beds, 1 bath each.
- Apartment 5: 3 bedrooms, 6 beds, 2 baths – Kitchen and first floor bedroom and bath are accessible.
- Dormitory: 16 first floor and 17 second floor beds (18 bedrooms), a common kitchen and 2 common baths on each floor (accessible facilities on first floor).
- Apartments 124 and 219 are studio apartments.

Bowen House, 6 Marie Tharp Lane, Woods Hole, MA – Guest house located in the village, across Marie Tharp Lane from the WHOI Ocean Science Discovery Center. Cable TV; wireless and Ethernet Internet access available.

- 4 bedrooms, 7 beds, 2 baths

Caryn House, 9 Marie Tharp Lane, Woods Hole, MA – Ground level apartment located in the village, behind the WHOI Ocean Science Discovery Center. Direct TV; wireless and Ethernet Internet access available.

- 3 bedrooms, 4 beds, 1 bath

Fram Cottage, 27 Challenger Drive, Woods Hole, MA – Two apartments in a duplex house located in the village, between Blake Lab and Meteor House. Cable TV; wireless Internet access available.

- Apartment A: 2 bedrooms, 3 beds, 1 bath
- Apartment B: 3 bedrooms, 4 beds, 1 bath

Barn Residence, 25 Challenger Drive, Woods Hole, MA – Located in the village, just east of the Fram Cottage duplex. Cable TV; wireless Internet access available.

- Apartments: Three one-bedroom apartments with 2 beds, 1 bath each
- Dormitory: 6 bedrooms, 12 beds, common bath
 - Dormitory rooms are closed in the winter

Webster House, 264 Woods Hole Road, Falmouth MA – Guest house located just north of the entrance to Quissett North Campus, about 2 miles from Woods Hole village. Cable TV; wireless Internet access.

- 3 bedrooms, 5 beds, 2 baths

Winding Lane, Woods Hole Road, Falmouth MA – Complex of buildings on a private road located just north of Woods Hole village. Cable TV; wireless Internet access.

- Mixed housing units

-Where is the Housing Office?

We are located adjacent to the Facilities Office (“Hanger Building”), Dyer’s Dock, Village Campus. MS 56.

If you have further questions, please email the Housing Office at housing@whoi.edu.