



Dear Students and Parents,

Welcome to Boston!
Whether you are a new or returning student, I want to extend a warm welcome to you. I'm pleased that you've chosen to continue your education here in Boston.

Boston is a community of neighborhoods that offers the advantages of both a world class city and a small town. I encourage you to get to know Boston and to get involved with your neighborhood. Learn about local issues, volunteer in your community, and register to vote. I hope that you'll take advantage of the quality of life and diversity that make Boston such a special place to live.

You are here in Boston not just to study and learn but also to live. You'll find that Boston has a lot to offer — institutions like the Boston Public Library, great museums, music and sports, beautiful parks and waterfronts, and a varied economy with job and internship opportunities to explore now or after graduation.

I hope this brochure helps you identify some of the city services that might be helpful to you as a Boston resident. You'll find even more on the city's website www.cityofboston.gov.

Sincerely,

Thomas M. Menino
Mayor

GET INVOLVED

Want to help us improve the city?

See a sidewalk that needs to be patched?
See a pothole that needs to be filled? There are three great ways to gain access to these city services and many more. You can call the Mayor's Hotline at (617) 635.4500, go online to: www.cityofboston.gov/online_services or download the Citizens Connect mobile application on your iPhone or Android device.

FOLLOW US

On Facebook and Twitter:

www.facebook.com/cityofboston
@NotifyBoston



CITY OF BOSTON
Thomas M. Menino, Mayor
1 City Hall Square
Boston, MA 02201
617.635.4000

101 BOSTON

STUDENT GUIDE
CITY SERVICES
TIPS FOR NEW BOSTON RESIDENTS

MAYOR
THOMAS M. MENINO
Welcomes you to Boston!

www.cityofboston.gov/students
Mayor's 24-Hour Hotline
617.635.4500

BOSTON

SAFETY

HOUSING

TRANSPORTATION

PARKING

TRASH

RECYCLING



SAFETY

Be mindful of your surroundings.

Always be respectful of your neighbors. Remember, there may be families living in your building. When you move into any city it is important to know how to stay safe: at night, walk in groups and avoid distractions like headphones and cell phones. Be sure to take note of your school's police department phone numbers and in an emergency dial 911.

Emergencies can happen anywhere, anytime. Alert Boston, the city's emergency notification system, will keep you connected. Sign up to get emergency alerts on your phone, by email or text messages.
www.cityofboston.gov/alertboston

Balcony & Roof Safety. Decks, roofs, and balconies often pose a safety hazard when allowed to deteriorate or when misused by students. The Inspectional Services Department urges students to use common sense when using roofs and decks. Know the rules about gas grills and maximum capacity by going to:
www.cityofboston.gov/news/default.aspx?id=4708

HOUSING

Having trouble with your landlord?

Need to know your rights as a tenant? Call the Rental Housing Resource Center at (617) 635.4200 or visit them online at:
www.cityofboston.gov/rentalhousing

Need to set up your electric and gas accounts? Need cable and internet?

Give these numbers a shot:

- NStar Gas and Electric: (800) 592.2000
- National Grid Gas: (800) 322.3223
- Comcast: (800) COMCAST
- RCN: (800) 746.4726
- Verizon: (800) VERIZON

TRANSPORTATION AND PARKING

Are you moving in using a moving van?

Obtain a street occupancy permit by coming into City Hall. Find out how by going to:
www.cityofboston.gov/transportation/streetoccupancy.asp

Looking for an affordable and eco-friendly way to get around the city fast? The T is an obvious choice! Get your hands on a Charlie Card at: www.mbta.com. Or get a New Balance Hubway bike share membership at: www.thehubway.com and start riding today.

Live off campus and need a resident parking sticker? Go online to:
www.cityofboston.gov/parking/residentparking/apply.asp to check the requirements and apply for a sticker. Your car must be registered at your new Boston address. To change your registration or get a Massachusetts driver's license go online to the RMV's website at:
www.mass.state.ma.us/rmv

TRASH AND RECYCLING

Need to know which day Public Works is going to pick up your trash? Want to know who your City Councilor is? Check out the My Neighborhood section of cityofboston.gov at: www.cityofboston.gov/myneighborhood

What can I put in the trash? Can I put a mattress out with the trash? How about potted plants? The answers to these questions and more can be found in the city's trash directory online at: www.cityofboston.gov/publicworks/RecyclingandSanitation/directory.asp or call the Mayor's 24 Hour Hotline.

VOTE

Have you registered to vote? Make your voice heard! Get more information online at: www.cityofboston.gov/elections