



# ARRIVING AT USC

Fall 2015 Check-in Guide

# A LETTER FROM USC HOUSING

Dear USC Housing Resident,

It is our pleasure to welcome you to the residential community at USC. Move-In Day is scheduled for Wednesday, August 19, 2015, and we look forward to seeing you when you arrive.

This packet will introduce you to USC Housing and help you prepare for your arrival. We've included general housing information, common Check-In questions, a USC Housing Directory, and a map of Check-In locations. An additional packet, containing helpful information about life in university housing, will be provided at Check-In.

If you have any questions prior to your arrival, please feel free to contact your Housing Customer Service Center (CSC). Your CSC's phone number and e-mail address can be found on pages 6-7 of this guide.

Thank you for choosing USC Housing for the 2015-2016 academic year. We certainly wish you the best with your academic success and look to providing you with a wonderful USC Housing experience!

Sincerely,  
USC Housing

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# MOVING IN

## Parking and Unloading

On-campus traffic will be very busy on Fall Move-In Day. Please see the unloading map for August 19 included in this packet (and also available on our website) for where to unload for each building and where to park.

Unloading zones are for temporary parking only, a restriction that will be enforced by university officers, so please, after dropping off your stuff, move on to the designated parking for your location. Be sure to pay attention to posted parking restrictions.

No special provisions for unloading will be in place for North University Park Campus locations, such as street closures or suspension of traffic enforcement, but associated university lots will be open for parking without permit on August 19 only.

## Moving Your Stuff

Large wheeled bins will be available at each CSC for hauling in your things. They are available on a first-come, first-served basis and may be checked out for a limited time.

## Elevators

All of USC's on-campus residence halls, suites and apartment buildings have elevators with the exception of New and North Residential Colleges, Marks Hall and Trojan Hall. If you are moving into one of those four buildings, be prepared for multiple trips up the stairs and plan accordingly. In places that do have elevators, expect them to be busy, so please be patient.

Our large north campus apartment facilities have elevators, but many of our smaller buildings do not. You may need to carry your possessions up a flight or two of stairs in these locations.

## What to Bring With You

Thinking about what to bring with you? Here's a quick list.

### **Residence hall or suite:**

- Towels
- Blanket
- Bedspread or comforter
- Sheets (extra long twin size, 36" by 80")
- Pillows and pillowcases
- Toiletries
- Hangers
- Fan (if your building doesn't have AC)
- Alarm clock
- Desk lamp
- Cell phone
- Computer
- MP3 player
- TV (your TV will need a QAM tuner or rent one from USC, see pg 3)
- Decorations

### **Apartment:**

If you're assigned to an apartment, you'll need all of the above, plus things for your kitchen:

- Dishes
- Glasses
- Cooking and eating utensils
- Pots and pans
- Microwave
- Small kitchen appliances
- Basic cleaning tools and supplies
- Paper products (toilet tissue, paper towels)

### **Tips:**

- You may wish to coordinate bringing big items, such as appliances, with your roommate(s).
- Not everything has to be brought in on Move-In Day. Some items, like winter clothing for example, can be brought or shipped later.

## Please Don't Bring

- Pets - The only pets allowed in university housing are fish in aquariums of 10 gallon or less capacity.
- Air-conditioning units - If your housing assignment does not have AC, you cannot install a unit yourself. This is a physical alteration of the property, prohibited for safety and security reasons.
- Dish/Satellite TV Receivers - Installing such a unit is a physical alteration prohibited for safety reasons. Remember: all housing facilities come with free digital cable TV service.

# COMMON CHECK-IN QUESTIONS

## When is Check-In?

Check-In Day (or Move-in Day) is Wednesday, August 19, 2015, from 8:30 a.m. to 5 p.m. Check-In will continue on Thursday, August 20 and Friday, August 21 from 8:30 a.m. to 5 p.m, and from 10 a.m. to 2 p.m. on Saturday, August 22 and Sunday, August 23.

## What if I can't Check-In on those days?

If you need to arrive before August 19 or after August 24, please contact your Customer Service Center (CSC) by e-mail as soon as possible and follow up by phone to make arrangements. The CSC responsible for your building is listed on pages 6-7. Early arrival may be possible only for residents who have academic department obligations, and carries a fee of \$75 for each night stayed prior to August 19. Late arrival (after 5 p.m on August 24) without prior arrangement may result in cancellation of your contract with penalty or reassignment of your space.

## Where do I go to Check-In?

Please refer to the "Check-In Locations for Move-In Day" on page 8 and the map on page 9. Each building has a specific check-in location. For the University Park Campus you will also need to enter through a specific gate dependent on your assigned building.

## What furnishings are provided?

Every university housing facility is fully furnished. Most residents can expect an extra long twin bed (36" x 80"), a desk, a desk chair, dresser drawers and closet space. Most off-campus apartments with single occupancy bedrooms have full size beds. Check our website for details. Apartments are also furnished with living room and dining room furniture, and kitchen appliances (stove/oven and refrigerator). Residence hall rooms have a microwave/fridge combination unit. Each resident is responsible for supplying their own linens (pillows, blankets, towels) and in apartments with kitchens, cooking utensils. (See "What to Bring" on pg 1.)

## How can I find out about the details of my contract?

Information about your housing contract will be sent to the e-mail address we have on file for you. If you require a hard copy of your contract, you may request one at the central USC Housing office in Parking Structure "X" or at the Customer Service Center for your assignment.

## What do I need to Check-In?

Please bring a picture identification (USC student ID, driver's license, etc.) with you to Check-In. If assigned to an on-campus building you will be required to register your fingerprints for access.

## Will there be moving assistance at Check-In?

Unfortunately we don't have the staff to assist several thousand students to move in, but we will have a limited number of rolling bins available to help you move your belongings.

## Is there a smoking policy?

All University housing facilities, regardless of location, are smoke-free environments. Smoking is not allowed, even if roommates give their consent or the resident is the sole occupant of the apartment or residence hall room. All common areas - including apartment balconies are - also designated smoke-free.

## Can I bring a pet with me?

Pets are not allowed in housing facilities for legal, health, and safety reasons. The only exception is tropical fish in a 10-gallon or smaller tank. Violating this policy may result in student conduct action, cancellation of your contract, and charges for fumigation, cleaning and damages. Pets are not permitted to "visit" at any time.

## Can I have a visitor or family member stay with me during Check-In week?

University housing policy states that all contracted occupants of a room must give prior approval before a guest stays over. Since contracted residents have until the first day of classes to check into their space in USC Housing, we cannot allow overnight guests prior to Monday, August 24.

## How do I ship my personal belongings to my housing space?

You may choose any carrier (UPS, U.S. Post Office, etc.) to ship your personal belongings. Please note, however, that we will not accept any packages for you prior to your arrival. Please time your packages to arrive after you Check-In. Your campus address can be found on pages 6-7, (room numbers are issued at Check-In). You may still have items sent to that address without the room number. Our staff will look up your room number and notify you when your packages arrive.

## OTHER SERVICES

### RSG Linen Pick-Up

If you ordered the linen package through On Campus Marketing sponsored by the Residential Student Government (RSG), it will be available for pick-up on campus. Parkside residents will pick up at the Parkside Multipurpose Room and all other residents at McCarthy Quad on Move-In Day from 9 a.m. to 5 p.m.

After Move-In Day contact the RSG office at [uscrsg@usc.edu](mailto:uscrsg@usc.edu) to arrange for pick-up. For further inquiries you may call (213) 740-8681.

### USC Storage Service Delivery

If you took advantage of the USC Storage service to store your belongings over the summer, here's how they will be delivered to you during Move-In.

Your items will be delivered on the day you requested when signing up for the service. (You can review this date on the receipt that was e-mailed to you when you signed up.) If you need to change this date, please e-mail your request to [uscstorage@usc.edu](mailto:uscstorage@usc.edu).

Your belongings will be delivered to the address you provided at sign-up. If the address has changed (if, for example, you have reassigned) then you will need to provide us with your new address by e-mailing the address above.

You or someone you have authorized, like a friend or a roommate, must be present to sign for the delivery. We will not be able to make a delivery if there is no one available to accept your belongings. Another appointment will need to be made and a rescheduling fee may apply.

For more information about the USC Storage service, consult our webpage in the "Services" section of the Housing website at [housing.usc.edu](http://housing.usc.edu) or the frequently asked questions on the FAQ page.

### TV Rental Service

You can avoid the hassle of bringing your own television when you move in by renting one from USC Housing. Our rental service will set up and connect a high-definition, flat screen TV in your room or apartment before, or soon after, your Fall move-in date. The cost is reasonable and billed directly to your student account. The deadline to order your TV for Fall 2015 is July 31, 2015. For more information or to sign up, visit our website at <http://housing.usc.edu/tvrentals>.



# USC HOUSING INFORMATION

The following information is intended to provide you with a very general overview of the services, systems, and policies you will encounter while you live in USC Housing. A more detailed packet will be provided at Check-In.

**Please remember: Customer Service Centers are your primary contacts for information!**



## • REASSIGNMENTS

To facilitate the Check-In of over 6500 residents on Check-In day, no reassignments (building or room changes) will be done from July 18 - September 8. There is no waiting list for reassignment after July 17. All reassignment requests that were not fulfilled by July 17 have been cancelled. The reassignment process will begin again on September 9 at 9:00 a.m. at all Customer Service Centers (except for the central Housing Services Office). Reassignment requests will be processed on a first-come, first-served basis and will be completed based on availability of the requested space.



## • TELEPHONE SERVICE

Since most college students rely on their cell phones, USC has removed land lines from housing buildings to reduce maintenance costs. If you need a phone line in your residence you will need to contact Housing Maintenance to have one installed; monthly charges will apply. Hallway phones have been installed throughout all facilities for emergency and campus calls.



## • RESNET (Residential Internet)

All USC Housing facilities are equipped with one wired high-speed internet connections per resident. Residents will also be able to connect via the USC Wireless network. USC Housing student assistants will be available to help incoming freshmen with connecting to the USC network during Move-In. Just call Housing Maintenance at (213) 740-4646 if you need help.



## • CABLE TV SERVICE

Cable service is provided in each apartment and residence hall room at no charge. Our cable system carries a wide variety of channels, including over 40 in HD, as well as HBO and Showtime. A complete listing of the available channels can be found on the Housing website. To connect to the system, you will need a cable-ready TV with a "QAM" tuner and a coaxial cord.



## • UTILITIES

Residents in most North University Park area USC Housing apartments are required to pay for electricity service. The cost of your electricity will automatically be charged to your university account twice a semester. More information and instructions on this service will be provided at Check-In.



## • STORAGE

Due to space limitations, we are unable to remove or store University furnishings already provided in the rooms.

## USC HOUSING INFORMATION (cont.)



### • MAIL & PACKAGE DELIVERY

The U.S. Post Office is responsible for mail delivery to most North University Park area USC Housing buildings, placing the mail directly in the facilities' mailboxes. Most University Park Campus buildings, however, have their mail sorted by Customer Service Centers. To ensure proper mail delivery, please refer to the Housing Customer Service Center Directory for your building's correct address. You will receive your room or apartment number after your arrival. Packages that do not fit into mailboxes are accepted by CSCs and residents will be notified that their parcels have arrived. Please remember - we cannot accept packages prior to your Check-In!



### • HOUSEKEEPING

Residents are responsible for the cleanliness of their individual spaces (residence hall rooms, suite bedrooms, apartments). All interior and exterior public areas (restrooms in suites and residence halls, hallways, lobbies, etc.) are maintained by USC Housing Custodial Staff. Each Customer Service Center maintains a small inventory of vacuum cleaners for residents' use. Residents will be required to leave a valid picture ID to check-out a vacuum. All other cleaning equipment or products must be provided by residents.



### • PARKING

USC Transportation offers parking on the University Park Campus, North University Park building lots and at the Parking Center. Please contact USC Transportation directly at (213) 740-3575 to obtain an application, inquire about availability of parking lots, or for general information regarding parking. You may also apply on-line at [transportation.usc.edu](http://transportation.usc.edu).



### • LAUNDRY FACILITIES

Each building has at least one laundry room equipped with new green, high-efficient washers and dryers, owned and operated by a private company. The \$1.50 washing and \$1.00 drying costs are paid using major credit and pre-paid cards. Residents will need to provide their own detergent and other laundry products.



### • MAINTENANCE

Housing Services Maintenance (HSM) is responsible for the maintenance of the fifty-six buildings in the USC Housing system. This includes repairs for the items in the residence halls and apartments and public areas in the buildings. Requests for service may be placed by phone, in person at your Customer Service Center, or at <http://hsmtma.usc.edu/>. HSM maintains a 24-hour, seven days a week hotline for your convenience; that number is (213) 740-4646.



### • PROHIBITED POSSESSIONS

A list of prohibited possessions not allowed in residents' rooms is provided in the Housing Contract and Living Agreement. In addition, the following items may not be used in university housing: "glow in the dark" stickers, contact paper (except in drawers), torchiere halogen lamps, decorative lights, candles, barbecues or hibachis (in rooms or on balconies), hot plates, toaster ovens, or other cooking appliances in rooms without kitchens.

## HOUSING CUSTOMER SERVICE CENTERS

### **USC Housing Services (Parking Structure “X” between New Residential College and Pardee Tower)**

### **Central Customer Service Center**

620 McCarthy Way, Parking Structure “X”  
Phone: (213) 740-2546, 800-872-4632  
Fax: (213) 740-8488  
Hours: 8:30 a.m. to 5 p.m.,  
Monday through Friday  
E-mail: [housing@usc.edu](mailto:housing@usc.edu)  
Web site: [housing.usc.edu](http://housing.usc.edu)

## University Park Campus Centers (90007 zip codes)

### **Arts & Humanities Residential College Customer Service Center**

Address: 920 W. 37th Pl.  
Phone: (213) 740-8860  
Fax: (213) 740-4196  
E-mail: [mailprb@usc.edu](mailto:mailprb@usc.edu)

#### **Buildings Served:**

Arts & Humanities Residential College, 920 W. 37th Pl.

### **Fluor Customer Service Center**

Address: 1027 W. 34th Street  
Phone: (213) 740-2651  
Fax: (213) 740-3368  
E-mail: [mailflt@usc.edu](mailto:mailflt@usc.edu)

#### **Buildings Served:**

Fluor Tower, 1027 W. 34th St.  
Webb Tower, 1015 W. 34th St.

### **International Residential College at Parkside Customer Service Center**

Address: 3771 S. McClintock Avenue  
Phone: (213) 740-1941  
Fax: (213) 740-3454  
E-mail: [mailpks@usc.edu](mailto:mailpks@usc.edu)

#### **Buildings Served:**

International Residential College, 3771 S. McClintock Ave  
Parkside Apartments, 3730 S. McClintock Ave

### **New Residential College Customer Service Center**

Address: 635 McCarthy Way  
Phone: (213) 740-1492  
Fax: (213) 740-3381  
E-mail: [mailevk@usc.edu](mailto:mailevk@usc.edu)

#### **Buildings Served:**

Birnkrant Hall, 642 W. 34th St.  
New Residential College, 635 McCarthy Way  
North Residential College, 635 McCarthy Way

### **Pardee Customer Service Center**

Address: 614 Hellman Way  
Phone: (213) 740-3626  
Fax: (213) 740-3343  
E-mail: [mailptd@usc.edu](mailto:mailptd@usc.edu)

#### **Buildings Served:**

Pardee Tower, 614 Hellman Way  
Marks Hall, 631 Childs Way  
Marks Tower, 612 Hellman Way  
Trojan Hall, 615 W. 36th St

Your Customer Service Center is your connection for many services provided by USC Housing. Please check this list for the Customer Service Center that is responsible for your building.



## HOUSING CUSTOMER SERVICE CENTERS (cont.)

### North University Park Campus Centers (90007 zip codes)

#### Cardinal Gardens Customer Service Center

Address: 3131 S. McClintock Avenue

Phone: (213) 743-5200

Fax: (213) 743-1880

E-mail: mailcar@usc.edu

#### Buildings Served:

Cardinal Gardens, 3131 McClintock Ave.

#### Century Customer Service Center

Address: 3115 S. Orchard Street

Phone: (213) 821-8400

Fax: (213) 821-8422

E-mail: mailcap@usc.edu

#### Buildings Served:

Century, 3115 S. Orchard St.

Helena, 1220 W. 28th St.

La Sorbonne, 1170 W. 31st St.

Terrace, 1275 W. 29th St.

University Regent, 1219 W. 27th St.

#### Troy Customer Service Center

Address 3025 Royal Street

Phone: (213) 743-5288

Fax: (213) 743-1877

E-mail: mailtrh@usc.edu

#### Buildings Served:

Bel Air, 1124 W. 29th St.

Cardinal 'n' Gold, 737 W. 30th St.

Hoover Street Residence, 2827 Hoover St.

Regent, 1138 W. 29th St.

Senator, 1101-1109 28th St.

2715-2733 S. Hoover

Seven Gables, 620 W. 30th St.

Stardust, 634 W. 27th St.

Sunset, 1144 W. 29th St.

Troy East, 3025 Royal St.

Troy Hall, 3025 Royal St.

Windsor, 1149 W. 28th St.

#### Sierra Customer Service Center

Address: 2638 Portland Street

Phone: (213) 743-5277

Fax: (213) 743-1865

E-mail: mailfsa@usc.edu

#### Buildings Served:

Annenberg House, 711 W. 27th St.

Centennial, 2390 Portland St.

Fairmont, 2629 Portland St.

Founders, 2610 Portland St.

Hillview, 2605 Severance St

Manor, 2636 Portland St.

Max Kade, 2718 S. Hoover St.

Pacific, 2637 Severance St.

Regal Trojan, 870 W. Adams Blvd

Severance St. Apts., 2630 Severance St.

Sierra, 2638 Portland St.

Troyland, 955-959 W. Adams Blvd

Twin Palms, 2635 Portland St.

Vista, 2701 Severance St.

### HEALTH SCIENCES CAMPUS (90033 zip code)

#### Seaver Customer Service Center

Address: 1969 Zonal Ave

Phone: (323) 442-1576

Fax: (323) 221-4318

E-mail: mailsrh@usc.edu

#### Building Served:

Seaver Residence Hall

1969 Zonal Ave

Los Angeles, CA 90033



Seaver Residence Hall is located on the USC Health Sciences Campus, about 8 miles east of the main University Park Campus.

## LOCATIONS FOR MOVE-IN DAY

**WEDNESDAY, AUGUST 19, 2015**

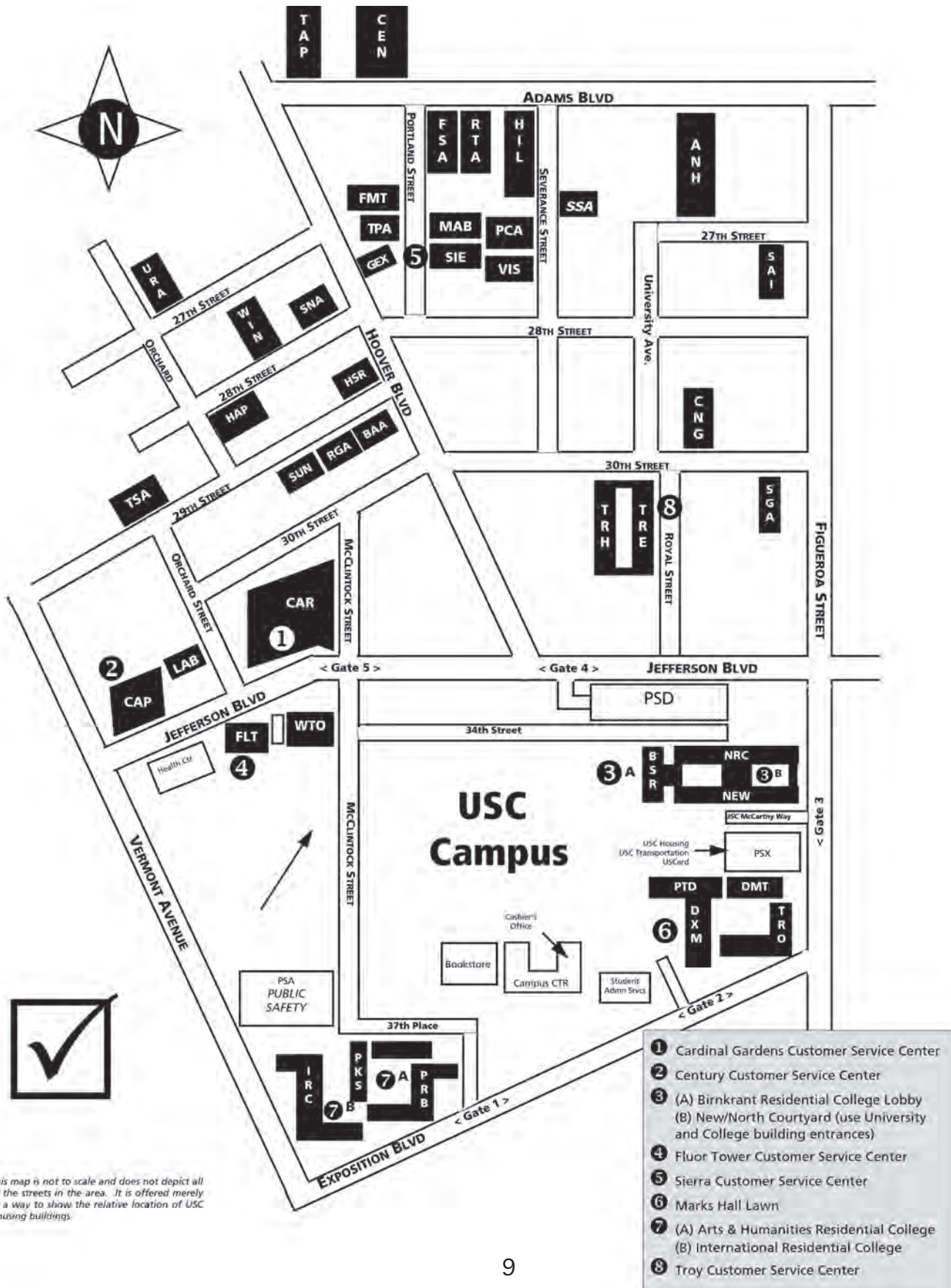
**8:30 AM - 5 PM**

Check-In locations are listed below and can also be found according to their number on the map on the opposite page.

<b>If your housing assignment is for:</b>		<b>Then you should Check-In at:</b>
Cardinal Gardens	<b>1</b>	Cardinal Gardens Customer Service Center (CAR) 3131 S. McClintock Avenue
Century · Helena · La Sorbonne · Terrace University Regent	<b>2</b>	Century Customer Service Center (CAP) 3115 S. Orchard Street
Birnkrant Residential College New Residential College North Residential College	<b>3</b>	(A) Birnkrant Residential College Lobby (BSR) (B) New/North Courtyard 635 USC McCarthy Way
Fluor Tower · Webb Tower	<b>4</b>	Fluor Tower Customer Service Center (FLT) 1027 W. 34th Street
Annenberg House · Centennial · Fairmont Founders · Hillview · Manor Max Kade · Pacific · Regal Trojan Severance St. Apts · Sierra · Troyland Twin Palms · Vista	<b>5</b>	Sierra Customer Service Center (SIE) 2638 Portland Street
Marks Hall · Marks Tower · Pardee Tower Trojan Hall	<b>6</b>	Marks Hall Front Lawn (DXM) 631 Childs Way
Arts & Humanities Residential College International Residential College Parkside Apartments	<b>7</b>	(A) Arts & Humanities Residential College (PRB) 920 W. 37th Place (B) International RC at Parkside (IRC) 3771 S. McClintock Avenue
Bel Air · Cardinal 'n Gold Hoover Street Residence · Regent · Senator Seven Gables · Stardust · Sunset · Troy East Troy Hall · Windsor	<b>8</b>	Troy Customer Service Center (TRE) 3025 Royal Street

**After Wednesday August 19,** Check-In services are available 8:30 a.m. - 5 p.m. on Thursday, August 20 and Friday, August 21 and 10 a.m. - 2 p.m. on Saturday, August 22 and Sunday, August 23 at USC Housing Customer Service Centers. On those days, Check-In for Trojan Hall, Marks Halls, Marks Tower and Pardee Tower will be handled at the Pardee CSC; and Check-In for New, North and Birnkrant will take place at the New College CSC.

# MOVE-IN MAP





## USC Housing

620 McCarthy Way  
Los Angeles, CA  
90089-1332

Phone: (213) 740-2546  
Fax: (213) 740-8488  
E-mail: [housing@usc.edu](mailto:housing@usc.edu)  
Web: [housing.usc.edu](http://housing.usc.edu)