WELCOME TO USC TROJANHOUSING

We hope this academic year proves to be a successful one for you. We think the information in this brochure will assist you in making your transition to living in University TrojanHousing much easier.

This brochure is designed to provide residents with some useful information about our services, facilities and procedures that will make your stay in University TrojanHousing more enjoyable. Please take the time to read through it and become familiar with the information it offers. It will answer many of your questions and make settling in a lot easier.

For more details, important dates and specific provisions regarding living in University TrojanHousing, please refer to the USC TrojanHousing Living Agreement available on our web site at housing.usc.edu

If you have any questions that were not covered in this brochure, please be sure to contact the Customer Service Center for your building. Our TrojanHousing staff will be happy to provide you with answers.

From the entire staff of TrojanHousing, here’s wishing you a rewarding experience!
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ACCESS PHONES
Gray access phones are located at the front of most TrojanHousing buildings. These phones are provided for guests to contact residents for entry into a building and serve on-campus dialing. To use the phone, simply dial the last five digits of the resident’s number.

CUSTODIAL SERVICES
Custodial Services is responsible for the overall cleanliness of the common areas of more than 50 buildings in the University TrojanHousing system. The professional, well-trained custodial staff is devoted to providing a pleasant environment that is conducive to the educational goals and general living conditions of our student residents. Please contact your CSC during its business hours or the TrojanHousing Maintenance hotline (after hours) at 740-4646 should any situation arise that requires our attention. If you have any concerns regarding the level of service please contact your Customer Service Center or the Housing Assistant Director for your area.

CUSTOMER SERVICE CENTERS
Your Customer Service Center is your connection to many services provided by TrojanHousing. Please consult the Housing Customer Service Centers Directory, located at the back of this brochure, to find the Customer Service Center (CSC) responsible for your building. Each CSC is staffed by a full-time professional Housing team including an Assistant Director, a Customer Service Representative, and a Building Services Manager. Student support staff provides additional assistance at each center. CSC’s are responsible for contract/assignment/reassignment procedures, housekeeping and maintenance issues, and building and resident services. Most of these services and responsibilities of the CSC are described in this brochure. However, please feel free to contact your CSC during business hours if you have any questions or concerns. Business hours for CSCs vary, but all are opened from at least 8:30 AM to 5:00 PM, Monday - Friday.

LAUNDRY FACILITIES
Each building has at least one laundry room with both washers and dryers that are owned and operated by a private company. In many of our buildings, these machines operate on a new Smart Card system. Funds can be loaded on to the card from a regular credit card, and the Smart Card is then used to activate the laundry machines. In laundry rooms without the Smart Card system, residents may use USCard discretionary points or quarters to pay for their laundry. Washing is $1.00 per load and drying is $.50 per load. Residents must provide their own laundry detergents. TrojanHousing recommends that students not leave their laundry unattended. Please report all repair needs (include location and machine number) immediately to your CSC or the TrojanHousing Maintenance hotline at 740-4646.

MAIL DELIVERY
The U.S. Post Office is responsible for mail delivery to most off campus University TrojanHousing facilities. Most on-campus buildings, however, have their mail distributed by CSC personnel. To ensure proper and timely mail delivery, please refer to the address and phone directory on pages 14 - 15. Packages that do not fit into mailboxes are accepted at CSC’s and held for the resident to pick up. You will receive a “package slip” which must be presented (along with valid picture ID) to claim your package. The Customer Service Centers are not responsible for perishable items.
MAINTENANCE
The Housing Maintenance hotline at 740-4646 operates 24 hours, seven days a week. Requests for service may be placed by phone, in person at your Customer Service Center or on the USC TrojanHousing website at housing.usc.edu (just click on the “Work Order” button.) It’s a good idea to keep the work order number assigned to your report (or a copy of the actual work order) to reference repairs not completed within five working days. Please keep in mind that during the first several weeks of each semester, the high volume of work orders placed by residents will result in longer completion times for requested repairs.

Maintenance issues affecting the health and safety of students or problems that might cause personal injury are considered emergency situations requiring immediate action. These issues would include: exposed live electrical wires, a broken gas line or gas leak, person(s) stuck in an elevator, power outages, backed-up drains/toilets, inoperative fire alarm systems, inability to lock/unlock a unit door, broken window(s) jeopardizing security, and major water leaks.

RECYCLING
Items such as aluminum cans, glass bottles, cardboard and newspapers should be recycled. Consult your CSC for the locations of recycling bins in university housing buildings.

ROOM INVENTORY FORMS
A Room Inventory Form will be provided to you at check-in. Please spend a few minutes using this form to record the condition of your room/apartment and its furnishings. This form will serve as a reference when cleaning, damage, and loss charges are determined at checkout. (A list of estimated charges for damages is on the back of the resident’s copy of the form). Each resident in a room/apartment is required to complete this form and return it to his or her CSC within 24 hours of checking-in, late forms will not be accepted. This form will be reviewed by the CSC to address maintenance, housekeeping and furnishings issues as soon as possible.

VACUUM CLEANERS
Each CSC offers vacuum cleaners for residents’ use. Residents may check out the vacuum cleaner by exchanging a valid ID (USC student ID or driver’s license). The limit for the use of this equipment is usually one hour, unless otherwise stated.
DEPARTMENT OF PUBLIC SAFETY
The University’s Department of Public Safety (DPS) operates 24 hours, seven days a week and is located on the ground floor of Parking Structure “A”. All emergencies should be reported immediately to DPS at 740-4321 or by using the blue-lighted DPS emergency phones located both on and off campus. DPS officers can be reached at 740-6000 for non-emergency concerns. DPS also provides Community Services Officers who patrol and monitor all University TrojanHousing facilities from 8:00pm until dawn and 24 hours a day during semester and spring breaks.

EMERGENCY EQUIPMENT
Tampering with emergency equipment (fire alarms, smoke detectors, hoses, extinguishers, sprinkler heads, etc.) is a misdemeanor and violators will be brought before the Student Conduct system and may be subject to fines and criminal prosecution. To help us ensure your safety, please report any damaged or missing emergency equipment immediately to the Maintenance hotline at 740-4646.

EMERGENCY EQUIPMENT CHECKS
All emergency alarm systems are tested on a regular basis. The exact date of the tests will be posted and evacuation will not be necessary.

FIRE/EMERGENCY DRILLS
Fire/emergency drills are held two times a year, once each semester. The drills assist residents in following correct procedures and directions in case of an actual emergency. Evacuations during the drills are mandatory and violators will be brought before the Office of Student Judicial Affairs and Community Standards.

HEALTH AND SAFETY MATTERS
HEALTH AND SAFETY INSPECTIONS
Customer Service Center Representatives will perform room inspections each semester to ensure health and safety standards are being met and to identify potential hazards. Residents will receive advance notification of room inspections.

The inspections will concentrate on the following:

Safety Equipment
• Smoke detectors
• Sprinkler heads
• Security or fire escape grillwork

Fire Hazards
• Frayed and/or overloaded electrical wiring
• Stacks of newspapers or other paper
• Rags in corners, closets or near heaters
• Covered heaters
• Build-up of grease in ovens, broilers, or on stovetops
• Storage of gasoline or other flammable materials, or gas powered vehicle in unit
• Christmas lights on walls or curtain rods

Safety Hazards
• Door closures not working properly
• Hanging objects on curtain rods
• Objects stacked on A/C and/or heating units
• Windows without screens

Health Hazards
• Missing or broken sliding window stops
• Garbage or food improperly disposed of
• Grimy bathtub or shower surfaces
• Brown paper grocery bags improperly disposed of
• Aluminum cans or glass bottles improperly disposed of

Call the Maintenance Hotline at 740-4646 to report broken pipes, gas leaks or other safety concerns!
KEYS AND LOCKOUTS
Please carry your keys and student ID at all times to avoid being locked out of your room or building. During business hours, CSC’s can issue a loan key (upon presentation of valid identification, preferably a picture ID) for one hour only. If the loan key is not returned promptly, a notice will be sent to the resident, followed by a lock change notice and an invoice for the related charges. Residents who are locked out after their CSC has closed should contact the Department of Public Safety (DPS) at 740-6000. It is a violation of your housing contract to rekey your door or any door to your building. Terms and conditions governing keys for university housing can be found in the “Keys” section on page 7 of the Living Agreement that you agreed to upon accepting your assignment. The Living Agreement is available on the forms section of our web site at housing.usc.edu. Your keys and USCard are your responsibility! Do not leave them unattended. Do not loan them to anyone. Do not duplicate your key. If your keys are lost or stolen due to negligence, you will be charged for a lock change and replacement of your keys, your roommates’ keys, as well as spare keys for the CSC. There is a minimum charge of $75.00 for each lock change. You will also be charged for a lock change if the original keys are not returned to the CSC at check out. If you lose your USCard report it immediately to the USCard office, located in Parking Structure “X”, phone number: 740-8709.

PERSONAL SAFETY
Although the Department of Public Safety operates 24 hours, all residents should assist with the following safety guidelines:
• Close exterior doors and gates including any which have been left propped open.
• Keep all interior doors closed and locked; use your deadbolt.
• Be aware of strangers who get on the elevators, walk down the halls, or whom other residents have allowed into a locked building.
• Do not allow strangers to “tailgate” into buildings or parking garages. “Tailgaters” follow closely behind you after you’ve accessed the parking gate or entrance in order to enter on your swipe.
• Report any suspicious activities or persons.
IMPORTANT POLICIES

ALTERATIONS/STORAGE
Alterations are not permitted in the individual units and/or the buildings. Residents may not remove any fixtures, appliances, equipment or furniture from units or public areas. Painting of rooms and/or public areas is not permitted, except by authorized University personnel. Due to space limitations, no storage facilities are available in University TrojanHousing.

NON-UNIVERSITY SERVICE PROVIDERS
Residents who are expecting service from a non-University provider, and will not be home to meet the service person, must make the following arrangements with their CSC:

(1) Written authorization for entry from the resident must be given to the CSC and include the following:
• Resident’s name
• Resident’s room/apartment number
• The type of service person to expect (such as “TV repair person”) and the name of the company
• The date and time that service is expected.
• The resident’s signature

(2) The service company must be instructed to come to the Customer Service Center. Service personnel will be turned away if the above arrangements have not been made prior to their arrival.

PETS
Pets are not allowed in University TrojanHousing facilities for legal, health and safety reasons. The only exception is tropical fish in a 10-gallon or smaller tank. Violating this policy will result in student conduct action as well as charges for fumigation, cleaning and damages. Pets are not permitted to “visit” at any time.

SOLICITATIONS/POSTING POLICY
To protect resident’s privacy, solicitation is not permitted in University TrojanHousing facilities. If you notice solicitors in your building, please notify your Resident Advisor (R.A.), your CSC or DPS. In accordance with Los Angeles Fire codes, residents are not permitted to post or display on walls or doors, in corridors and in most public areas and bathrooms within USC TrojanHousing facilities.

REASSIGNMENTS
To facilitate the check-in of over 6500 residents on Check-In day, no reassignments (building or room changes) will be done until September 10. The reassignment process will begin at 8:30AM on September 10 at all Customer Service Centers, except the central TrojanHousing Services Office. Reassignments requests will be processed on a first-come, first-served basis and completed based on availability of the requested space. If there is a roommate you wish to be reassigned with, or someone with whom you wish to swap assignments, you should come together to facilitate the reassignment. Since we anticipate high occupancy in our TrojanHousing, accommodating reassignments will be difficult. We will make reassignments wherever possible, but we cannot guarantee them.
TrojanHousing doesn’t have a pest problem and we would like to keep it that way. Our integrated pest management program is designed to keep our facilities pest-free and includes:

- Education of residents on how they can prevent, identify, report, and alleviate pest problems in their rooms or apartments.

- Staff training and operational procedures to identify and eliminate sources of pests.

- Response protocols to address specific problems brought to our attention.

- Pest control services provided by a professional, experienced pest control management company.

- Extermination services for all TrojanHousing facilities twice yearly, at no cost to residents and with no special preparations required.

HOW TO REPORT PEST PROBLEMS
To report pest problems, contact your Customer Service Center (CSC) to submit a work order. The TrojanHousing Maintenance office should also be contacted at (213) 740-4646 with the same complaint. The TrojanHousing Maintenance Office is available 24/7. Ecolab handles pest control needs for TrojanHousing. If you call the Housing Maintenance Office number after hours or on weekends, your call will be handled by a representative who will determine if an Ecolab technician should be notified and will usually be handled the next regular business day.

PEST CONTROL CHEMICALS
Whenever a resident requests pest control action to occur inside the residence, information on what agent was used and any pertinent instructions that Ecolab recommends can be provided.

FURTHER QUESTIONS
If you have further questions, contact your Customer Service Center (CSC), the Housing Services Office at (213) 740-1809 or the TrojanHousing Maintenance Office at (213) 740-4646. The TrojanHousing Maintenance Office is available 24/7. If you have a pest problem, report it to your CSC and let the professionals handle it.

Ants
Ants prefer different foods according to species and environmental conditions. Some ants will appear to favor sweets, others to favor meat, and still others to zero in on seeds/plants. Ants venture indoors looking for food especially during the winter rains and summer heat. Good housekeeping is very important because ants will go elsewhere if there is no food and water to attract them. Ants venture indoors looking for food especially during the winter rains and summer heat. If you have ant problems, contact your Customer Service Center to arrange for a pest control representative to follow up.

Bedbugs
Bedbugs normally bite people while they sleep since the bedbug is a nocturnal feeding insect. Evidence of bedbug bites comes from blood spots on bed clothing and irritation from salivary secretions. Read What You Should Know About Bedbugs on our web site for important information on prevention of bedbugs and report the problem to your CSC right away.

Cockroaches
Discourage roaches by keeping your residence neat and clean. They can go for weeks without food or water, and they breed and hide in trash. Store food in containers that roaches can’t get into. If you have a roach problem, arrange for a pest control visit.

Fleas
Fleas live primarily on warm-blooded animals, especially feral cats. They pierce their hosts’ skin for blood meals and lay their eggs on or nearby their host animals. Call your CSC if you think fleas are making a home in your residence.

Rats and mice
Rats and mice look for food and shelter indoors during the rainy season. To prevent rodent infestations, clean up food sources and close off pest entry points. Outdoors, make sure to keep your residence and surrounding property clear of trash and debris. Use of patio areas as storage will provide a place for rodents to live. Indoors, keep doors closed, remove trash, and vacuum all cracks and crevices from floor to ceiling. Arrange for a visit from pest control if you suspect you have a rodent problem.

Spiders
Spiders look for warmth and move indoors during the winter. Be careful to shake out anything that has been stored outside, especially items that have been placed against walls. To make your residence less suitable for spiders, eliminate the insects they eat and vacuum their webs. Contact your CSC if the spider problem persists.
Who is required to pay for electricity utilities?
Residents of the following buildings are required to pay for electricity service:

- Annenberg House
- Bel Air Apartments
- Cardinal Gardens Apartments
- Cardinal ‘n Gold Apartments
- Centennial Apartments
- Century Apartments
- Founders Apartments
- Hillview Apartments
- La Sorbonne Apartments
- Manor House
- Pacific Apartments
- Regent Apartments
- Senator Apartments
- Sierra Apartments
- Stardust Apartments
- Sunset Apartments
- Terrace Apartments
- Troy Hall Apartments
- Troy Hall East Apartments
- Troyland Apartments
- Twin Palms Apartments
- Vista Apartments
- Windsor Apartments

Residents who share an apartment with a Resident Advisor (R.A.) or residents who occupy an apartment with a roommate whose share of the electricity bill will be paid by a University department, will be billed only on their own share of the electricity bill.

How do you apply for service?
No application is required. Do not contact the L.A. Department of Water and Power (DWP) to set up an account for service. USC TrojanHousing will pay all electricity bills from DWP and will bill residents on the USC billing system (feebill account).

How will your share of the electricity bill be calculated and when will you be billed?
The electricity bill from DWP will be divided among the residents who occupied the apartment unit during the billing service period and will take in to account the number of days that you were contracted for that unit during the billing period. USC TrojanHousing will not be adding any additional fees to your share of the DWP electricity charges, which is based purely on usage.

When will you be billed?
We expect to bill residents once every two months on the University billing system. DWP will send a bill to TrojanHousing for July and August 2008 electricity service charges in September and Housing will charge your share of the bill on your October 2008 billing statement. September and October 2008 service will be billed on your December 2008 billing statement and so on. Residents whose contract ends at the end of the Spring semester in May 2009 can expect the last charges for their electricity to appear on their July 2009 billing statement.

What dates are residents responsible for electricity?
This academic year residents in single student housing apartments and who have contracts that end May 13, 2009 are responsible for electricity service from Wednesday, August 20, 2008 to Wednesday, May 13, 2009. Residents with longer contracts, such as Family TrojanHousing residents and Law program residents, are responsible for their electricity service for the entire period of their contracts.
If you are sharing a portion of the bill, does it matter if you conserve electricity or not?
Yes, as a whole, if each person takes steps to conserve energy, the overall total bill will be lower; which will make your portion lower. Additionally, it is good practice to conserve energy because it is a limited resource.

What are some ways you can contribute to conserving energy in your building?
Turn off all unnecessary lights and appliances. Do not leave electronics on standby. Using energy efficient light bulbs can save lots of electricity.

Are there other simple ways you can conserve energy?
If you are boiling water, only fill the kettle with the amount of water you need. You’ll get your drink or soup quicker and you’ll save energy too!

Changing the world starts with simple actions. Go online to find more ways to conserve energy.

Compact Fluorescent Lamp (CFL)

Efficient:
CFLs are four times more efficient and last up to 10 times longer than incandescents. A 22 watt CFL has about the same light output as a 100 watt incandescent. CFLs use 50 - 80% less energy than incandescents.

Less Expensive:
Although initially more expensive, you save money in the long run because CFLs use 1/3 the electricity and last up to 10 times as long as incandescents. A single 18 watt CFL used in place of a 75 watt incandescent will save about 570 kWh over its lifetime.

Reduces Air and Water Pollution:
Replacing a single incandescent bulb with a CFL will keep a half-ton of CO2 out of the atmosphere over the life of the bulb. If everyone in the U.S. used energy-efficient lighting, we could retire 90 average-sized power plants. Saving electricity reduces CO2 emissions, sulfur oxide and high-level nuclear waste.

High-Quality Light:
Newer CFLs give a warm, inviting light instead of the “cool white” light of older fluorescents. They use rare earth phosphors for excellent color and warmth. New electronically ballasted CFLs don’t flicker or hum.

Versatile:
CFLs can be applied nearly anywhere that incandescent lights are used. Energy-efficient CFLs can be used in recessed fixtures, table lamps, track lighting, ceiling fixtures and porch lights. For lamps with 3-way settings, 3-way CFLs are now available.
GETTING CONNECTED

Once you’ve moved in, you’ll want to establish connections to the rest of the world.
Here’s how.

CABLE TV SERVICE

Basic cable service (no premium channels) is provided in each apartment and residence hall room at no charge. This service is already active and ready for you to connect to.

To set up your cable connection, you will need the following:
- Cable-ready TV or VCR
- Coaxial cable to connect your TV/VCR to the wall jack.
- Programming instructions for TV/VCR.

For any questions or additional help in setting up your cable connection contact the maintenance hot line at 740-4646 or visit the TrojanHousing maintenance web site at.
http://hsmtma.usc.edu/

Premium channels, such as HBO and Showtime, are available at additional cost. Information on signing up for these channels is available online at
http://housing.usc.edu/Services/CablePremiumChannels.aspx

TELEPHONE SERVICE

Basic telephone service to on-campus numbers and numbers in the 213 and 323 area codes, as well as toll-free numbers, is provided in all University TrojanHousing facilities: you will not need to set up service with a telephone company for your telephone connection. You will, however, need to provide your own telephone unit. The University does not provide long distance service, so dialing outside the 213 or 323 area codes from phones in University TrojanHousing will require the use of a long distance calling card or a cell phone. Long distance phone cards are available from a variety of sources, including major national long distance carriers. The USC TrojanBookstore also offers calling cards.
RESNET (Residential Internet)

All USC TrojanHousing facilities are equipped with a high-speed Internet connection for each resident. To connect to ResNet, you will need both an Ethernet card and an Ethernet cable. An Ethernet card is built into most modern computers. If you do not have an Ethernet card or cable, you can purchase them at the University TrojanBookstore.

Make sure your USC e-mail is activated:
You probably activated your e-mail account during orientation at the first login website. If you have not already done so, then please visit www.usc.edu/firstlogin. Activation of your account may take from 1 to 2 hours. You will use the username and password that was created with your first login to connect to ResNet. (Note: your username is usually your email address without the “@usc.edu” at the end).

Register your Ethernet card:
If your computer has not connected to the network before, it will need to be registered. To do so, simply plug it into the Ethernet jack provided for you in your room and open your Internet browser. You should be automatically taken to the Network Registration Page. You will enter your USC username and password to register your computer. After registration, your connection should immediately become available.

If you cannot connect:
• Make sure you have an Ethernet port. If it is not built in, make sure that your card is properly installed.
• Check your cord for any damage and make sure that it is plugged into the correct port on your computer. Also, check to see that it is plugged correctly into the wall. Verify that you did not accidentally plug it into the phone jack. The Ethernet jack will be colored, the phone jack will be white. Try disabling any wireless connections. These may interfere with you connecting to ResNet.

If you still cannot connect, contact TrojanHousing Maintenance for ResNet support. (213) 740-4646
SHOPPING INFORMATION

BANKS
Bank of America
985 W. Jefferson Blvd
(323) 730-9140

Wells Fargo
141 W. Adams (Adams and Broadway)
(213) 745-7304

USC Credit Union
King Hall, 2nd Floor
(213) 821-7100

Wells Fargo
141 W. Adams (Adams and Broadway)
(213) 745-7304

USC Credit Union
King Hall, 2nd Floor
(213) 821-7100

US POST OFFICE
Dockweiler Station
3585 S. Vermont Ave.
(323) 731-0278

GROCERY STORES
Superior Market
3129 S. Hoover St (University Village)
(213) 749-8626
6am – 1am (7 days/week)

Food 4 Less
1748 Jefferson Blvd (Western & Jefferson)
(323) 735-8317
6am – 12am (7 days/week)

Ralphs
2600 Vermont Ave (Vermont & Adams)
(323) 732-3863
6am – 12am (7 days/week)

RETAIL STORES
K-Mart
6310 W 3rd Street (3rd & Fairfax)
(323) 933-7306
8am – 10pm (7 days/week)
www.kmart.com

Target
3535 S La Cienega Blvd
(310) 895-1131
8am – 10pm (7 days/week)
www.target.com

Wal-Mart
4101 South Crenshaw Blvd
Los Angeles, CA 90008
(323) 299-8014

ELECTRONICS STORES
Circuit City
1839 La Cienega
(310) 280-0700

Radio Shack
3221 S. Hoover Street (University Village)
(213) 746-4850
9am – 9pm (Monday thru Friday)

LINENS
Bed Bath & Beyond
142 S San Vincente Blvd (Beverly Center)
(310) 652-1380
www.bedbathandbeyond.com

Linens ‘n’ Things
2206 Sawtelle Blvd (Olympic & Sawtelle)
(310) 479-6655

SHOPPING MALLS
Beverly Center
8500 Beverly Blvd (Beverly & La Cienega)
(310) 854-0070
Open 7 days/week, Hours vary

Macy’s Plaza
751 West 7th Street
(213) 628-9311
Open 7 days/week, Hours vary

Macy’s Citicorp Plaza
7th Street and Figueroa
(213) 683-1144
Open 7 days/week, Hours vary

Third Street Promenade
3rd St between Broadway & Wilshire
(310) 393-8355
Open Air; variety of shops, restaurants, theatres

Westside Pavilion
10800 W. Pico Blvd (West LA)
(310) 474-5940
Open 7 days/week, Hours vary

The Grove at Farmers’ Market
6301 W. 3rd Street
(323) 900-8080
Variety of shops, restaurants, theatres
**MOVIE THEATRES**

University Village 3  
3323 S Hoover St  
(213) 748-6321

Laemmle Grand Theatres  
349 S Figueroa St  
(213) 617-0268

Grauman’s Chinese Theatre  
6925 Hollywood Blvd (Hollywood)  
(323) 464-8111

AMC Century 15  
10250 Santa Monica Blvd (Century City)  
(310) 289-4262

Mann Criterion  
1313 3rd St Promenade (Santa Monica)  
(310) 395-1599

AMC Santa Monica 7  
1310 3rd St Promenade  
(310) 289-4262

Westwood  
Westwood Village has 6 Mann Theatres  
www.manntheatres.com

Loews Cineplex Universal Studios  
100 Universal City Plz (Universal Citywalk)  
www.enjoytheshow.com

**AIRPORTS**

Los Angeles International Airport (LAX)  
1 World Way  
Los Angeles, CA 90045  
(310) 646-5252- Information  
www.lawa.org

Burbank Airport (BUR)  
2627 N Hollywood Way  
Burbank, CA 91505  
(818) 840-8840  
www.bur.com

Long Beach Airport (LGB)  
4100 E. N Donald Douglas Drive  
Long Beach, CA 90809  
(818) 840-8840  
www.longbeach.gov/airport

**AIRPORT TRANSPORTATION**

Express Shuttle  
(800) 427-7483

Prime Time Shuttle  
(800) 733-8267

Super Shuttle  
(800) 258-3826  
www.supershuttle.com

**TRAIN/BUS**

Amtrak (Train)  
Union Station  
800 N. Alameda St  
Los Angeles, CA, 90021  
(800) 872-7245  
www.amtrak.com

Greyhound Bus Lines  
1716 East 7th Street  
Los Angeles, CA, 90021  
(213) 629-8401  
(800) 231-2222  
www.greyhound.com

Metropolitan Transportation Authority  
MTA Buslines and light rail  
(800) 266-6883 Information  
www.mta.net

L.A. Department of Transportation  
DASH (Downtown Area Shuttle)  
(213) 808-2273 Information  
www.ladottransit.com

**TAXI SERVICE**

LA Taxi  
(213) 481-2345

Yellow Cab  
(800) 711-8294

For maps and driving instructions, please consult the on-line resources at:  
www.mapquest.com or maps.yahoo.com.
HOUSING CUSTOMER SERVICE CENTERS

TrojanHousing Services
(Parking Structure “X” between New Residential College and Pardee Tower)

Central Customer Service Center
620 USC McCarthy Way, Parking Structure “X”
Phone: (213) 740-2546, 800-872-4632
Fax: (213) 740-8488
Hours: 8:30 am to 5:00 pm, Monday through Friday
E-mail: housing@usc.edu
Web site: 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@trojanservices.usc.edu

Buildings Served:
Arts & Humanities Res Col, 920 W. 37th Pl.

Fluor Customer Service Center
Address: 1027 W. 34th Street
Phone: (213) 740-2651
Fax: (213) 764-6989
E-mail: MailFLT@trojanservices.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) 764-8873
E-mail: MailPKS@trojanservices.usc.edu

Buildings Served:
International Res. Col, 3771 S. McClintock Ave
Parkside Apartments, 3730 S. McClintock Ave

New Residential College Customer Service Center
Address: 635 USC McCarthy Way
Phone: (213) 740-1492
Fax: (213) 764-6198
E-mail: MailEVK@trojanservices.usc.edu

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

Pardee Customer Service Center
Address: 614 Hellman Way
Phone: (213) 740-3626
Fax: (213) 764-8874
E-mail: MailPDT@trojanservices.usc.edu

Building Served:
Pardee Tower, 614 Hellman Way
Marks Hall, 631 Childs Way

Marks Tower Customer Service Center
Address: 612 Hellman Way
Phone: (213) 740-2191
Fax: (213) 740-2514

Buildings Served:
Marks Tower, 612 Hellman Way
Radisson Hotel, 3540 S. Figueroa St.
Trojan Hall, 615 W. 35th Place

Your Customer Service Center is your connection for many services provided by TrojanHousing. Please check 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) 764-2485
Fax: (213) 764-6215
E-mail: MailCAR@trojanservices.usc.edu

Buildings Served:
Cardinal Gardens, 3131 McClintock Ave.

Century Customer Service Center
Address: 3115 S. Orchard Street
Phone: (213) 764-2256
Fax: (213) 764-1633
E-mail: MailCAP@trojanservices.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.

Sierra Customer Service Center
Address: 2638 Portland Street
Phone: (213) 764-2720
Fax: (213) 764-1777
E-mail: MailFSA@trojanservices.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.
Honors House, 2710 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.

Troy Complex Customer Service Center
Address 3025 Royal Street
Phone: (213) 764-2267
Fax: (213) 764-8871
E-mail: MailTRH@trojanservices.usc.edu

Buildings Served:
Bel Air, 1124 W. 29th St.
Cardinal ‘n’ Gold, 737 W. 30th St.
Commons House Apartments, 725, 727 and 731 W. 32nd St.
Regent, 1138 W. 29th St.
Senator, 1101-1109 28th St.
and 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.

Health Sciences Campus
(90089-9160 ZIP CODE)

Seaver Customer Service Center
Address: 1969 Zonal Ave
Phone: (323) 442-1576
Fax: (323) 221-4318
E-mail: MailSRH@trojanservices.usc.edu

Building Served:
Seaver Residence Hall, 1969 Zonal Ave,
Los Angeles, CA 90089-9160

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

We look forward to serving you!
OTHER USEFUL PHONE NUMBERS

**Trojan Transportation**
(parking and trams)............................... 740-3575

**Campus Cruiser**
(local area transportation)................... 740-4911

**Trojan Bookstore**
(books, clothing and supplies).............. 740-5200

**US Card**
(meal plans and discretionary)............. 740-8709

**Residential Education**
(residential life and activities)............ 740-2080

**Department of Public Safety**
(security matters)............................. 740-6000
(emergency) ...................................... 740-4321

**Lost & Found**
(lost items)...................................... 740-5519

**Health Center**
(medical and counseling services)......... 740-9355

**Maintenance Hotline**
(repairs and work orders).................... 740-4646

**REMEMBER:** count down for help “4, 3, 2, 1”
Directions to the Health Sciences Campus:

Take 10 Freeway East.
Exit at Soto Street (bear left).
Take a left onto Marengo Street.
Take a right onto Cornwell Street.
(Cornwell Street curves left and turns into Zonal Avenue).
Take a right onto Biggy Street.
The parking structure will be on the right side.

If you need more information about Seaver Residence Hall, please call (323) 442-1576.