



USC Resident Information

2013-2014 Move-In Guide

WELCOME TO USC HOUSING

We hope this academic year proves to be a successful one for you and want to assist in that by making your transition to living in university housing easier.

This brochure is designed to provide residents with useful information about our services, facilities and procedures that will make your stay more enjoyable. Please take the time to read through it and become familiar with what 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 USC Housing, please refer to the Housing Living Agreement available in the Information and Forms section of our website at **housing.usc.edu**.

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

From the entire staff of USC Housing, here's wishing you a rewarding experience!

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BASIC HOUSING INFORMATION

FIND:
Addresses and
Phone Numbers of
the CSC assigned
to you are found
on pages 14-15

CUSTODIAL SERVICES

Custodial Services is responsible for the overall cleanliness of the common areas of more than 50 buildings in the USC Housing 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 Housing Maintenance hotline (after hours) at (213) 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.

CUSTOMER SERVICE CENTERS

Your Customer Service Center is your connection to many services provided by USC Housing. 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 a Customer Service Representative and a Building Services Manager. Student support staff provides additional assistance at each center. CSCs are responsible for check-in and check-out procedures, housekeeping and maintenance issues, and building and resident services. Most of these services and responsibilities of the CSC are described in this brochure. 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 open from at least 8:30 AM to 7:00 PM, Monday - Friday.

LAUNDRY FACILITIES

Each building has at least one laundry room with both washers and dryers, owned and operated by a private company. Washing costs \$1.25 a load and drying \$1.00. In most of our buildings, the machines accept credit/debit cards only, though in a few on-campus facilities, residents may use USCard discretionary points. Residents must provide their own laundry detergents. USC Housing recommends that students not leave their laundry unattended. Please report all repair needs (include location and machine number) immediately to your CSC or the USC Housing Maintenance hotline at (213) 740-4646.

MAIL DELIVERY

The U.S. Post Office is responsible for mail delivery to most off-campus University Housing 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 CSCs and held for the resident to pick up. You will receive a "package slip" and/or an e-mail notifying you your package has arrived. To claim your package, please present a valid picture ID to your CSC. The Customer Service Centers are not responsible for perishable items.

BASIC HOUSING INFORMATION (cont.)



MAINTENANCE

The Housing Maintenance hotline at (213) 740-4646 operates 24 hours a day, seven days a week. Requests for service may be placed by phone, in person at your Customer Service Center or on the Maintenance website at hsmtma.usc.edu or just click on the red “Work Order” button the main Housing website. 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 situation and should be called in immediately to (213) 740-4646. These issues would include: exposed live electrical wires, a broken gas line or gas leak, people stuck in an elevator, power outages, backed-up drains/toilets, inoperative fire alarm systems, inability to lock/unlock a unit door, broken windows 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 blue recycling bins in university housing buildings.

ROOM INVENTORY

After you check in, you will be required to complete a room inventory checklist to record the condition of your room/apartment and its furnishings. This checklist will serve as a reference when cleaning, damage, and loss charges are determined at checkout. (A list of estimated charges for damages will be available to you.) Each resident in a room/apartment is required to complete the checklist within 48 hours of checking-in. It will be reviewed by the CSC to address maintenance, housekeeping and furnishing issues as soon as possible.



VACUUM CLEANERS

Each CSC offers vacuum cleaners for residents’ use. Residents may check out the vacuum cleaner by leaving a valid driver’s license or state ID card. The limit for the use of this equipment is usually one hour, unless otherwise stated.

HEALTH & SAFETY MATTERS

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 (213) 740-4321 or by using the blue-light DPS emergency phones located both on and off campus. DPS officers can be reached at (213) 740-6000 for non-emergency issues. DPS also provides Community Services Officers who patrol and monitor all USC Housing 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 (213) 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

Unannounced 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.

BIKE PARKING

Be careful when parking your bike. Lock it securely and make sure you do not block building entrances or access ramps. If your bike is improperly parked it will be impounded by the Department of Public Safety.

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 closers 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 (213) 740-4646 to
report broken pipes, gas leaks
or other safety concerns!**

HEALTH & SAFETY MATTERS (cont.)

KEYS AND LOCKOUTS

Your keys and USCard are your responsibility and should be carried at all times to avoid being locked out of your room or building. Do not leave them unattended. Do not loan them to anyone. Do not duplicate your key. It is a violation of your housing contract to rekey your door or any door to your building. 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: (213) 740-8709.

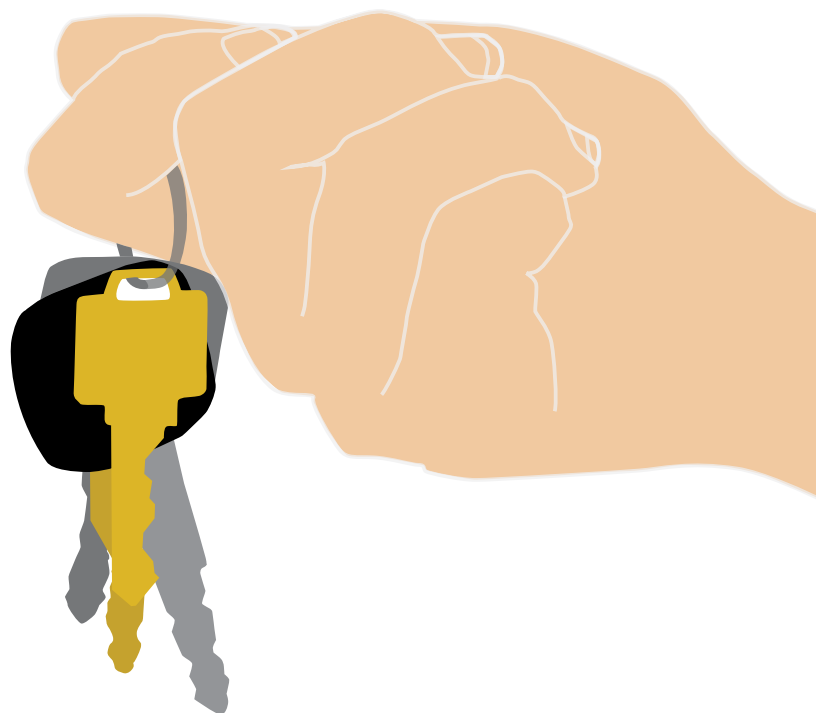
- If you are locked out during business hours, your CSC can issue a loan key (upon presentation of valid identification, preferably a picture ID) for no more than 30 minutes. If the loan key is not returned promptly, you will be sent a warning notice, followed by a lock change and an invoice for the related charges.
- If you are locked out after your CSC has closed, call the on-call Resident Advisor for your area at the number posted at your building's main entrance.
- If you cannot reach the on-call Resident Advisor, contact the Department of Public Safety (DPS) at (213) 740-6000.

Assistance for your first after-hours lock-out is free; assistance for the second will incur a charge of \$25.00, with the fee increasing by \$25.00 for each subsequent lock-out. The third lockout may also result in a judicial review. Terms and conditions governing keys for university housing can be found in the "Keys" section on page 12 of the Living Agreement that you agreed to upon accepting your assignment which is available in the forms section of our website at housing.usc.edu.

PERSONAL SAFETY

Although the Department of Public Safety operates 24 hours, all residents should assist with the following safety guidelines:

- In all on-campus housing buildings, a biometric system is used to limit access to the living areas to residents or their guests. Students assigned to these buildings will need to register their thumbprints after check-in.
- Close exterior doors and gates, including any which have been left propped open.
- Keep all interior doors closed and locked; use your dead bolt.
- 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 people.



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 Housing.

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 USC Housing 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 Housing 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 Housing facilities.

REASSIGNMENTS

To facilitate check-in, no reassignments (building or room changes) will be done until after the semester begins. Information about reassignments, including when the process begins and the procedures for requesting a reassignment, will be sent to you by e-mail soon after check-in or available at your CSC.

INTEGRATED PEST MANAGEMENT PROGRAM

HOW TO PREVENT AND ALLEVIATE PEST PROBLEMS

USC Housing 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 / clean-out services for all USC Housing facilities twice yearly, at no cost to residents.**

HOW TO REPORT PEST PROBLEMS

To report pest problems, contact the Housing Maintenance office at (213) 740-4646 with a detailed description of the problem. The Housing Maintenance Office is available 24/7. Ecolab handles pest control needs for USC Housing. 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 Housing Maintenance Office at (213) 740-4646.

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 or water to attract them. If you have ant problems, contact your Customer Service Center to arrange for a pest control representative to follow up.

Bedbugs

Since bedbugs are nocturnal feeding insects they normally bite people while they sleep. 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 website 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.

ELECTRICITY SERVICE Q & A

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.

What dates are residents responsible for electricity?

This academic year residents in single student housing apartments and who have contracts that end May 14, 2014 are responsible for electricity service from Wednesday, August 21, 2013 to Wednesday, May 14, 2014. Residents with longer contracts, such as Family Housing residents and Law program residents, are responsible for their electricity service for the entire period of their contracts.

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 Housing will pay all electricity bills from DWP and will bill residents on the USC billing system (student 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 into account the number of days that you were contracted for that unit during the billing period. Electricity bills are based solely on usage as determined by DWP. USC Housing will not add any additional fees to your share of the electricity charges.

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 Housing for July and August 2013 electricity service charges in September, and Housing will charge your share of the bill on your October 2013 billing statement. September and October 2013 service will be billed on your December 2013 billing statement and so on. Residents whose contract ends at the end of the Spring semester in May 2014 can expect the last charges for their electricity to appear on their July 2014 billing statement.

ELECTRICITY SERVICE Q & A (cont.)

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 and 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?

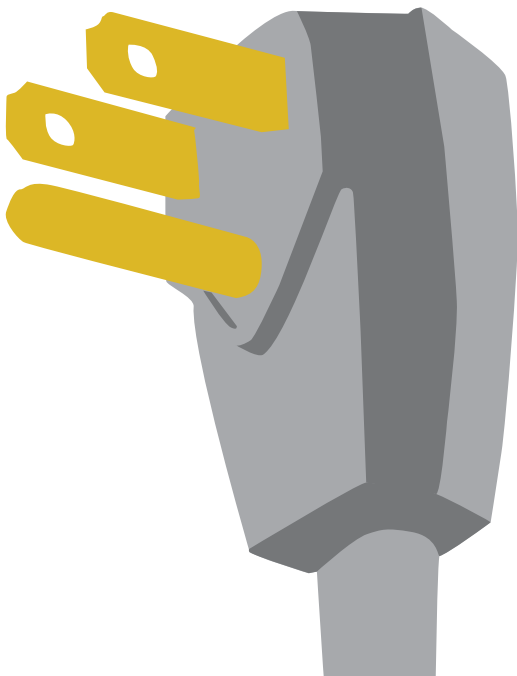
If you are boiling water, only fill the kettle with the amount of water you need. You'll get your drink or soup quicker and you'll save energy too!

Should I use a surge protector?

A surge protector not only helps guard your electronics from an unforeseen spike in power, it can help save energy. Many electrical devices draw power even when they are turned off, and a surge protector lets you turn off multiple devices at a single flip of a switch.

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.

Don't use a compact fluorescent bulb to replace a stove light.

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

Cable service is provided in each apartment and residence hall room at no charge. Our service also includes over 40 high definition channels as well as HBO and Showtime. 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 with a "QAM" tuner.
- Coaxial cable to connect your TV/VCR to the wall jack.
- Programming instructions for TV/VCR.

Once your TV is connected to the wall jack, be sure to access your set's Menu function and run a "channel scan" to make sure you will be able to view all the stations. You may need to re-scan periodically to catch updated programming.

For any questions or additional help in setting up your cable connection contact the maintenance hot line at (213) 740-4646 or visit the Housing maintenance website at <http://hsmtma.usc.edu/>



TELEPHONE SERVICE

Due to the increasing cost for telephone service and the preference of college students for cell phones, USC no longer provides land line telephone service in rooms and apartments. As lines were de-activated in rooms and apartments a number of phones were installed in public areas for use in emergencies, to dial five digit campus numbers and 911.

If a local telephone line in your room or apartment is necessary, you may have your line reactivated, at your own cost. You can arrange for phone service by contacting Housing Maintenance at (213) 740-4646; a monthly fee will apply.

GETTING CONNECTED (cont.)

Here's how to get ResNet connected:

RESNET (Residential Internet)

All USC Housing facilities are equipped with high-speed wireless service. Individual Ethernet connections are available; you will need both an Ethernet card and an Ethernet cable. If you do not have an Ethernet card or cable, you can purchase them at the University Bookstore.

Step 1

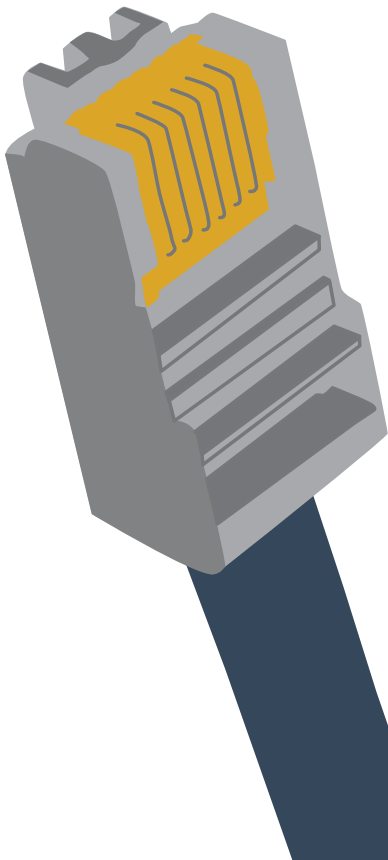
Make sure your USC e-mail is activated:

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).

Step 2

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 Housing Maintenance for ResNet support at (213) 740-4646.

SHOPPING INFORMATION

BANKS

Bank of America

985 W. Jefferson Blvd.
(213) 763-8910

CitiBank

3615 S. Vermont
(800) 627-3999

Wells Fargo

141 W. Adams
(Adams and Broadway)
(213) 745-7208

USC Credit Union

Student Union 106
Tutor Campus Center
(213) 821-7100

Chase Bank and ATM

3335 S. Figueroa Street, Suite N
(213) 745-7928

US POST OFFICE

Dockweiler Station

3585 S. Vermont Ave.
(323) 731-0278

GROCERY STORES

Superior Market

3129 S. Hoover St.
(University Village)
(213) 747-9818

Fresh & Easy

3335 S. Figueroa, Suite B
(213) 742-9953

Ralphs

2600 Vermont Ave
(Vermont & Adams)
(323) 732-3863

PHARMACIES

USC Pharmacy

Student Union Building
(213) 740-2738

CVS

3335 S. Figueroa, Unit Q
(213) 742-6765

RETAIL STORES

K-Mart

6310 W. 3rd Street (3rd & Fairfax)
(323) 933-7306
www.kmart.com

Target

731 S. Figueroa Street
(213) 330-4543
www.target.com

Wal-Mart

4101 South Crenshaw Blvd.
Los Angeles, CA 90008
(323) 299-8014
www.walmart.com

Staples Office Supplies

1701 S. Figueroa Street
(213) 746-6330
www.staples.com

Office Depot

2020 S. Figueroa Street
(213) 741-0576
www.officedepot.com

ELECTRONICS STORES

Best Buy

1015 N. La Brea Avenue
(323) 883-0219
www.bestbuy.com

Radio Shack

3221 S. Hoover Street
(University Village)
(213) 746-4850
radioshack.com

LINENS

Bed Bath & Beyond

142 S. San Vicente Blvd.
(Beverly Center)
(310) 652-1380
www.bedbathandbeyond.com

SHOPPING MALLS

Beverly Center

8500 Beverly Blvd.
(Beverly & La Cienega)
(310) 854-0070

Macy's Plaza

700 West 7th Street
(7th & Flower Street)
(213) 628-9311

Hollywood and Highland Center

6801 Hollywood Blvd.
(323) 817-0200
Over 80 shops and restaurants

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) 470-8752

The Grove at Farmers' Market

189 The Grove Drive
(323) 900-8080
Variety of shops, restaurants, theatres

Westfield Fox Hills Mall

Shopping Center
6000 Sepulveda Blvd.
(310) 390-5073

MOVIES AND TRANSPORTATION

MOVIE THEATRES

University Village 3

3323 S. Hoover St.
(213) 748-6321

Regal LA Live Stadium 14

1000 W. Olympic Blvd.
(213) 763-6070
www.regmovies.com

AMC Century 15

10250 Santa Monica Blvd.
(Century City)

AMC Santa Monica 7

1310 3rd St. Promenade

AMC Universal Citywalk

100 Universal City Plz.
(Universal Citywalk)

AMC theaters:

www.amcentertainment.com
(888) 262-4386

AMC theaters:

www.amcentertainment.com
(888) 262-4386

Grauman's Chinese Theatre

6925 Hollywood Blvd. (Hollywood)
(323) 465-4847

Regency Bruin

948 Broxton Avenue
(310) 208-8998

Regency Village

961 Broxton Avenue
(310) 208-5576

Regency theaters:

regencymovies.com

AIRPORTS

Los Angeles International Airport (LAX)

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

Burbank Bob Hope Airport (BUR)

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

Long Beach Airport (LGB)

4100 E. Donald Douglas Drive
Long Beach, CA 90808
(562) 570-2600
www.lgb.org

AIRPORT TRANSPORTATION

Express by Execucar

(800) 427-7483
www.execucarexpress.com

Prime Time Shuttle

(800) 733-8267
www.primetimeshuttle.com

Super Shuttle

(800) 258-3826
www.supershuttle.com

TRAIN/BUS

Amtrak (Train)

Union Station
800 N. Alameda St.
Los Angeles, CA, 90012
(800) 872-7245
www.amtrak.com

Greyhound Bus Lines

1716 East 7th Street
Los Angeles, CA, 90021
(213) 629-8401
www.greyhound.com

L.A. Department of Transportation

DASH (Downtown Area Shuttle)
(213) 808-2273 Information
www.ladottransit.com

L.A. Metro

MTA Bus lines and light rail
(800) 266-6883
www.metro.net

TAXI SERVICE

Bell Cab

(888) 481-2345

Yellow Cab

(213) 808-1000

Checker Cab

(800) 300-5007

For maps and driving instructions,
please consult the on-line resources at:
www.mapquest.com or maps.google.com

HOUSING CUSTOMER SERVICE CENTERS

USC Housing 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

Website: housing.usc.edu

UNIVERSITY PARK CAMPUS CENTERS (90007 zip code)

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

Building Served:

Arts & Humanities Res Col, 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

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

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) 740-3381

E-mail: mailEVK@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) 740-3343

E-mail: mailPTD@usc.edu

Buildings Served:

Pardee Tower, 614 Hellman Way

Marks Hall, 631 Childs Way

Marks Tower, 612 Hellman Way

Trojan Hall, 615 W. 35th Place

**Your Customer Service Center is your connection for many services provided by USC Housing.
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) 743-5200
Fax: (213) 743-1880
E-mail: mailCAR@usc.edu

Building 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.

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.
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) 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.
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 (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.

We look forward to serving you!

OTHER USEFUL PHONE NUMBERS

USC Transportation
(parking and trams)

(213) 740-3575

Campus Cruiser
(local area transportation)

(213) 740-4911

USC Bookstore
(books, clothing and supplies)

(213) 740-5200

USCard
(meal plans and discretionary)

(213) 740-8709

Residential Education
(residential life and activities)

(213) 740-2080

Department of Public Safety
(security matters)
(emergency)

(213) 740-6000

(213) 740-4321

Lost & found
(lost items)

(213) 740-5519

Health Center
(medical and counseling services)

(213) 740-9355

Maintenance Hotline
(repairs and work orders)

(213) 740-4646

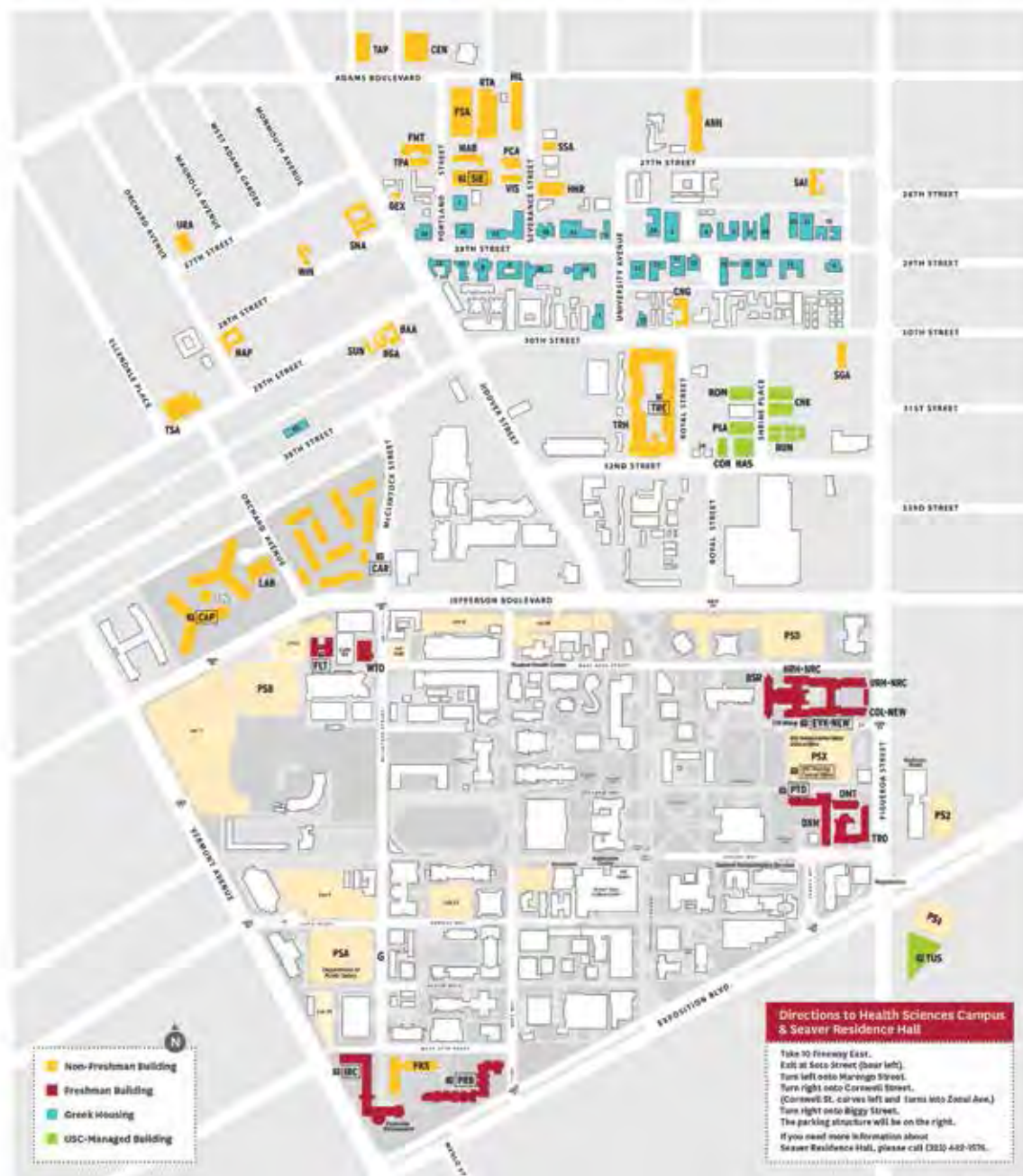
REMEMBER:
count down
for help
“4, 3, 2, 1”

USC HOUSING LOCATIONS IN THE UNIVERSITY PARK AREA

SAC addresses		SAC addresses		SAC addresses		SAC addresses	
1801	Academy Junior / 719 South 27th Street	1802	Adeline / 2605 Swanton Street	1803	Free Arts Apt / 1097 Royal Street	1804	1801 Elm St
1805	B&B Apt / 1154 1/2 West 29th Street	1806	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1807	Free Arts Apt / 1097 Royal Street	1808	1801 Elm St
1809	Brinkley / 1445 North 36th Street	1810	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1809	Free Arts Apt / 1097 Royal Street	1810	1801 Elm St
1811	Carling Apt / 1501 South 26th Street	1811	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1811	Free Arts Apt / 1097 Royal Street	1811	1801 Elm St
1815	Central Gardens Apt / 304 North 26th Street	1812	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1812	Free Arts Apt / 1097 Royal Street	1812	1801 Elm St
1819	Central Apt / 1169 Portland Street	1813	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1813	Free Arts Apt / 1097 Royal Street	1813	1801 Elm St
1820	Central / 7100 East 10th Street	1814	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1814	Free Arts Apt / 1097 Royal Street	1814	1801 Elm St
1821-1826	New Residential College / 818 USC McCarty Way	1815	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1815	Free Arts Apt / 1097 Royal Street	1815	1801 Elm St
1827	Madison / 428 Hoffman Way	1816	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1816	Free Arts Apt / 1097 Royal Street	1816	1801 Elm St
1829	Madison / 1497 Childs Way	1817	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1817	Free Arts Apt / 1097 Royal Street	1817	1801 Elm St
1829-1830	New Residential College / 818 USC McCarty Way	1818	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1818	Free Arts Apt / 1097 Royal Street	1818	1801 Elm St
1831	Madison / 1027 West 24th Street	1819	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1819	Free Arts Apt / 1097 Royal Street	1819	1801 Elm St
1832	Madison / 1027 West 24th Street	1820	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1820	Free Arts Apt / 1097 Royal Street	1820	1801 Elm St
1833	Madison / 1027 West 24th Street	1821	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1821	Free Arts Apt / 1097 Royal Street	1821	1801 Elm St
1834	Madison / 1027 West 24th Street	1822	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1822	Free Arts Apt / 1097 Royal Street	1822	1801 Elm St
1835	Madison / 1027 West 24th Street	1823	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1823	Free Arts Apt / 1097 Royal Street	1823	1801 Elm St
1836	Madison / 1027 West 24th Street	1824	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1824	Free Arts Apt / 1097 Royal Street	1824	1801 Elm St
1837	Madison / 1027 West 24th Street	1825	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1825	Free Arts Apt / 1097 Royal Street	1825	1801 Elm St
1838	Madison / 1027 West 24th Street	1826	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1826	Free Arts Apt / 1097 Royal Street	1826	1801 Elm St
1839	Madison / 1027 West 24th Street	1827	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1827	Free Arts Apt / 1097 Royal Street	1827	1801 Elm St
1840-1842	New Residential College / 818 USC McCarty Way	1828	Archie Memorial Residential Colony / 3071 South McClelland Avenue	1828	Free Arts Apt / 1097 Royal Street	1828	1801 Elm St

Housing Customer Service Centers

*Not shown: Inquirer Residence Hall (IRH) is located on the Health Science Campus, about 100 miles from the University Park Campus. See directions on the next page.



USC Housing

**620 USC McCarthy Way
Los Angeles, CA**

90089-1332

Phone: (213) 740-2546

Fax: (213) 740-8488

E-mail: housing@usc.edu

Web: housing.usc.edu

