



# USC Resident Information

## 2014-2015 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](http://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 \$1.50 a load and drying \$1.00. All laundry machines are configured to accept only credit/debit cards. 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](http://hsmtma.usc.edu) or just click on the “Work Order” box 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.

### **PARKING PERMITS**

USC Transportation provides parking close to all University Park Campus housing facilities. A permit is required to park in any USC structure or lot. Spaces are limited. Visit the Transportation website at [www.usc.edu/parking](http://www.usc.edu/parking) to check on availability or to apply for a permit.



### **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.

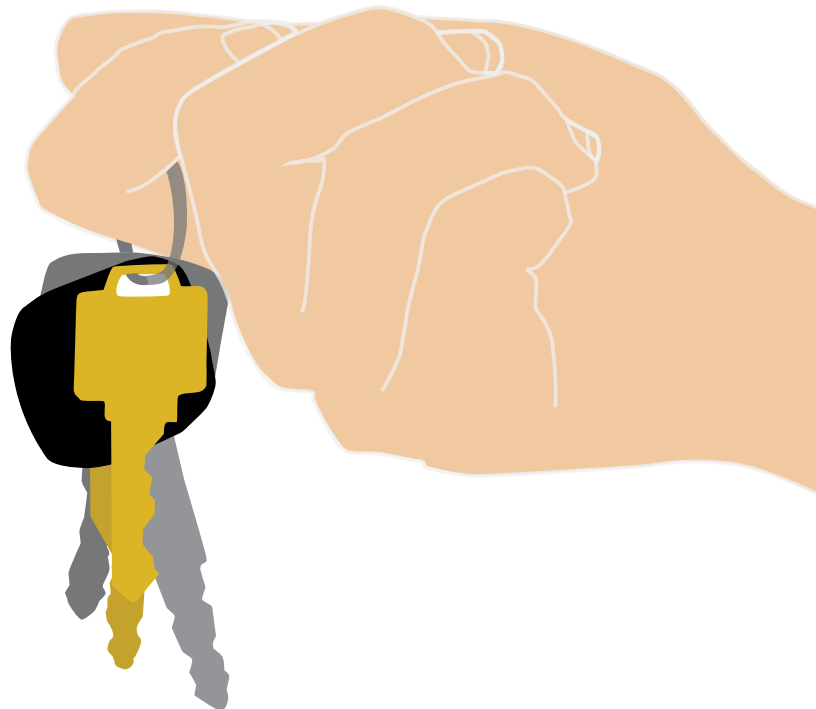
- If you are locked out during business hours, your CSC can issue a loan key (upon presentation of valid identification, preferably a picture ID) for no more than 30 minutes. If the loan key is not returned promptly, you will be sent a warning notice, followed by a lock change and an invoice for the 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 13 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](http://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

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.

## 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.

## SMOKE-FREE ENVIRONMENT POLICY

All University housing facilities are smoke-free environments. This extends to all common areas, including balconies, and the interiors of housing units, even if the resident is the sole occupant.

## 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.

## COMMUNICATIONS FROM THE UNIVERSITY

All official e-mail communication to students in University Housing will be sent to their USC e-mail address. Residents will need to check their USC e-mail address for Housing information. Please review the University of Southern California e-mail information listed in the USC SCampus Student Guidebook under University Governance, F-2 which can be found online at <http://scampus.usc.edu/>



# 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 13, 2015 are responsible for electricity service from Wednesday, August 20, 2014 to Wednesday, May 13, 2015. 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 2014 electricity service charges in September, and Housing will charge your share of the bill on your October 2014 billing statement. September and October 2014 service will be billed on your December 2014 billing statement and so on. Residents whose contract ends at the end of the Spring semester in May 2015 can expect the last charges for their electricity to appear on their July 2015 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?**

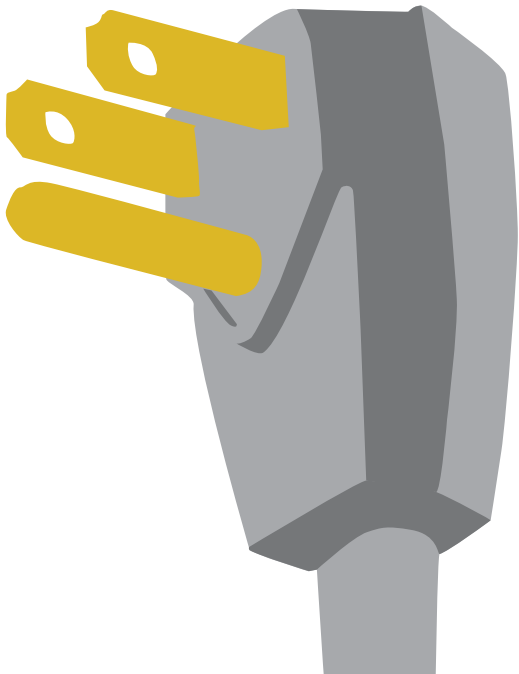
If you are boiling water, only fill the kettle with the amount of water you need. You'll get your drink or soup quicker and you'll save energy too!

### **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 CO<sub>2</sub> 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 CO<sub>2</sub> 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/>.

If you want to save the time and effort of bringing and setting up a TV, you can rent one from Housing TV Rental. Visit <http://housing.usc.edu/index.php/section/usc-housing-tv-rental-service/> for more information.



### 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](http://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

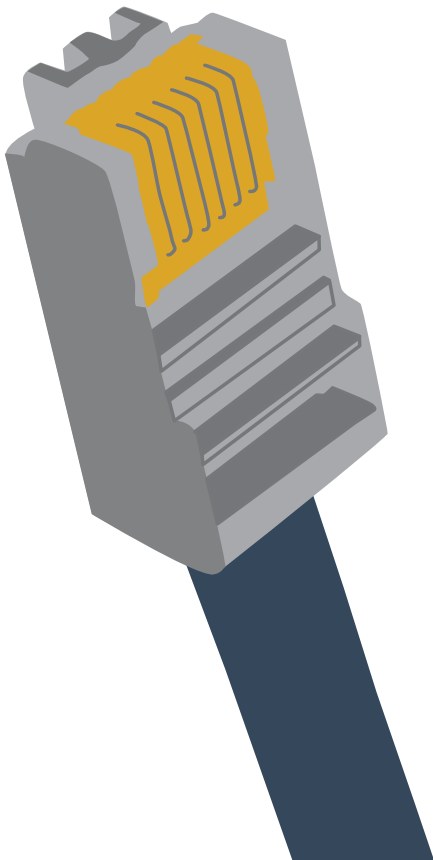
#### Register your Ethernet card:

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

2703 Figueroa St,  
(213) 763-8900

#### 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

#### The Mail Stop (on-campus)

Parking Structure "X"  
(213) 740-2467

### GROCERY STORES

#### Smart & Final

3607 Vermont  
(323) 733-5875

#### 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  
or  
10799 Washington Blvd  
(310) 204-2147  
www.bestbuy.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

**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

**ArcLight Cinemas:**  
6360 W. Sunset Blvd  
(323) 464-1478

**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**  
(877) 733-3305

**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](mailto:housing@usc.edu)  
Website: [housing.usc.edu](http://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](mailto: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](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 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](mailto: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](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. 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 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) (213) 740-6000  
(emergency) (213) 740-4321

**Lost & found**  
(lost items) (213) 740-5519

**Health Center**  
(medical and counseling services) (213) 740-9355

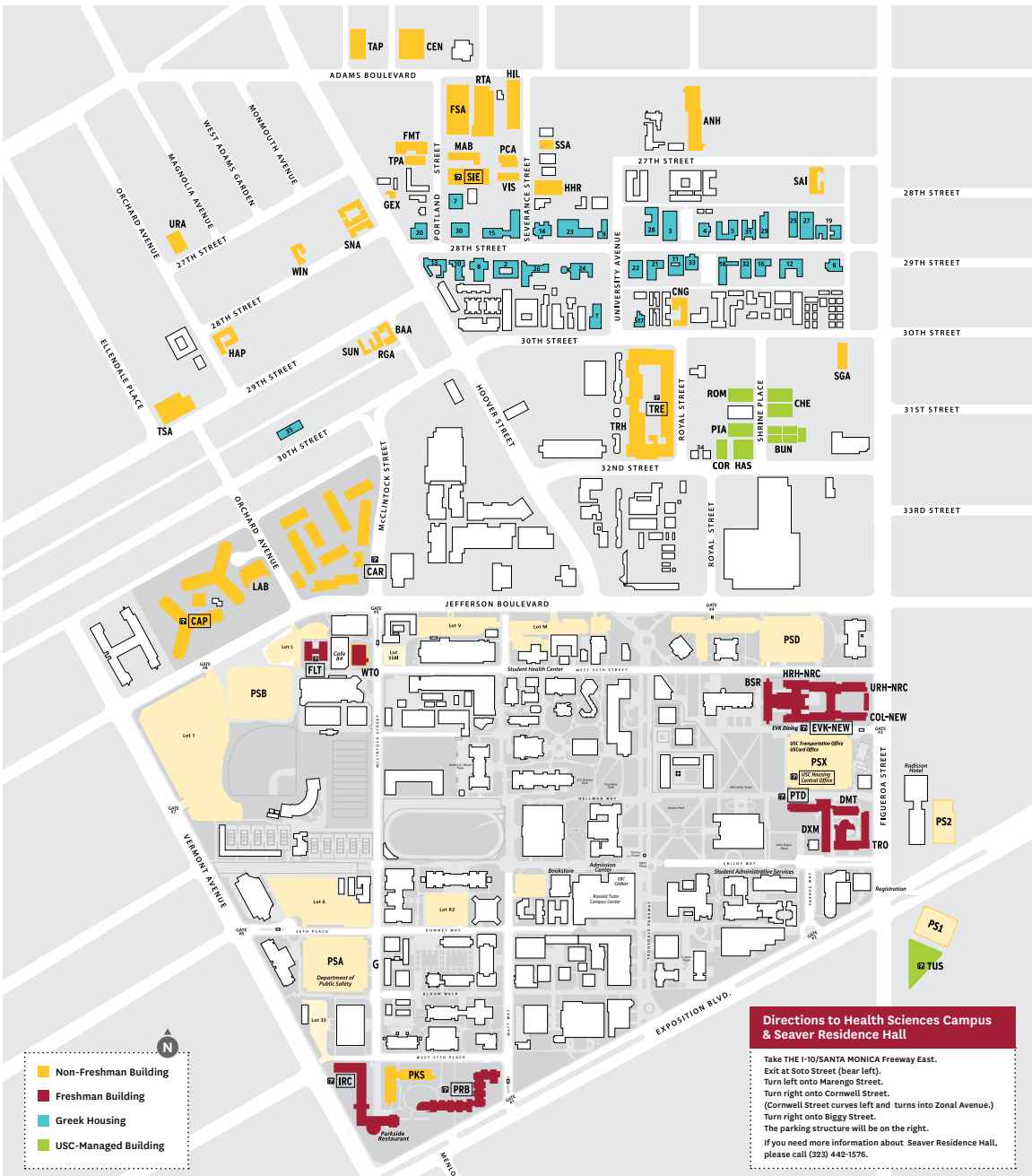
**Maintenance Hotline**  
(repairs and work orders) (213) 740-4646

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

# USC HOUSING LOCATIONS IN THE UNIVERSITY PARK AREA

USC HOUSING	USC HOUSING	USC HOUSING	GREEK HOUSING
ANH: Annenberg House   1711 West 27th Street	HIL: Hillview   2605 Seaverance Street	TRE: Troy East Apts   3025 Royal Street	FRATERNITIES
BAA: Bel Air Apts   1154 West 29th Street	IRC: Parkside International Residential College   3771 South McClintock Avenue	TRH: Troy Hall Apts   3025 Royal Street	1: Alpha Gamma Omega
BSR: Birkkrant   642 West 34th Street	LAB: La Sorbonne   1170 West 31st Street	TRO: Trojan Hall   615 West 36th Street	2: Alpha Epsilon Pi
*CAP: Century Apts   3115 South Orchard Street	MAB: Manor Apts   2636 Portland Street	TSA: Terrace Apts   1275 West 29th Street	3: Alpha Kappa Psi
*CAR: Cardinal Gardens Apts   3131 South McClintock Avenue	PCA: Pacific Apts   2637 Seaverance Street	URA: University Regent Apts   1219 West 27th Street	4: Alpha Rho Chi
CEN: Centennial Apts   2390 Portland Street	PKS: Parkside Apts   3730 McClintock Avenue	URH-NRC: North Residential College   635 USC McCarthy Way	5: Alpha Tau Omega
CNG: Cardinal 'n' Gold Apts   737 West 30th Street	*PRB: Arts & Humanities Residential College   920 West 37th Place	VIS: Vista Apts   2701 Seaverance Street	6: Alpha Tau Omega
COL-NEW: New Residential College   635 USC McCarthy Way	*PTD: Pardee Tower   614 Hellman Way	WIN: Windsor Apts   1149 West 28th Street	7: Beta Theta Pi
DMT: Marks Tower   612 Hellman Way	RTA: Regent Apts   1138 West 29th Street	WTO: Webb Tower   1015 West 34th Street	8: Delta Chi
DXM: Marks Hall   631 Childs Way	SAI: Stardust Apts   634 West 27th Street		9: Delta Tau Delta
*EVK-NEW: New Residential College   635 USC McCarthy Way	SGA: Seven Gables Apts   620 West 30th Street	USC-MANAGED HOUSING	10: Kappa Sigma
*FLT: Fluor Tower   1027 West 34th Street	SIE: Sierra Apts   2638 Portland Street	BUN: Bungalows   3036-3040 J. Shrine Place	11: Lambda Chi Alpha
FMT: Fairmont Apts   2629 Portland Street	SMA: Senator Apts   1101-1109 West 28th & 2715-2733 South Hoover	CHE: Chez Rommie   3030 Shrine Place	20: Phi Delta Theta
FSA: Founders Apts   2610 Portland Street	*SRH: Seaver Residence Hall   1969 Zonal Avenue	COR: Corsica   715 West 32nd Street	33: Phi Gamma Delta
GEX: Max Kade House   2718 South Hoover Street	SSA: Seaver Street Apts   2630 Seaverance Street	HAS: Habitat Soozee   701 West 32nd Street	12: Phi Kappa Psi
HAP: Helena Apts   1230 West 28th Street	SUN: Sunset Apts   1144 West 29th Street	PIA: Pisa   3039 Shrine Place	22: Pi Kappa Phi
HHR: Honors House   2710 Seaverance Street	TAP: Troyland Apts   955-959 West Adams	ROM: Roma   3025 Shrine Place	35: Pi Sigma Kappa
HRH-NRC: North Residential College   635 USC McCarthy Way	TPA: Twin Palms Apts   2635 Portland Street	TUS: Tuscanry   3770 South Figueroa Street	17: Sigma Phi Delta
			18: Sigma Phi Epsilon
			19: Tau Kappa Epsilon
			21: Theta Xi
			13: Zeta Beta Tau
			SORORITIES
			23: Alpha Chi Omega
			24: Alpha Delta Pi
			25: Alpha Phi
			26: Delta Delta Delta
			27: Delta Gamma
			28: Gamma Phi Beta
			29: Kappa Alpha Theta
			30: Kappa Kappa Gamma
			31: Pi Beta Phi
			32: Sigma Delta Tau

\*Housing Customer Service Centers  
 \*\*Not shown. Seaver Residence Hall (SRH) is located on the Health Sciences Campus, about five 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](mailto:housing@usc.edu)

Web: [housing.usc.edu](http://housing.usc.edu)

