

A woman with long blonde hair, wearing a red USC t-shirt and blue jeans, stands on a green lawn. A man in a white long-sleeved shirt and blue jeans is seen from behind, throwing a brown ball. The background features a large, multi-story building with a brown tiled roof and stone accents, surrounded by lush greenery including palm trees and ferns. A white spherical lamp post is visible on the left.

USC Resident Information

Move-In Guide
2017-2018

USC Housing

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 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



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 Wash Laundry Systems, a private company. Washing costs \$1.50 a load and drying \$1.25. 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.

More information on laundry machines and their operation can be found at www.washlaundry.com/residents. WASH Laundry also offers on-line monitoring and an app for mobile users through their WaveVision service, www.mywavevision.com/. This information is posted in all our laundry facilities.



MAIL DELIVERY

The U.S. Post Office is responsible for mail delivery to off-campus University Housing facilities. Most University Park and USC Village buildings, however, have their mail distributed by CSC personnel at either Customer Service Centers or the FedEx Center for USC Village residents. To ensure proper and timely mail delivery, please refer to the address and phone directory on pages 11 - 13. Packages that do not fit into mailboxes are accepted at CSCs and held for the resident to pick up. You will receive 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 will hold packages for no more than a month and are not responsible for perishable items. It is not recommended for cash to be sent via mail.

Addresses and
Phone Numbers of
the CSC assigned
to you are found
on pages 11-13

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 or in person with your Customer Service Center, or online at the Maintenance website (hsmtma.usc.edu) or by clicking on the “Submit Work Order” box on the main Housing homepage. 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 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 the Downey Way Parking Structure. 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 to a rack. 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 AC and/or heating units
- AC units not provided by USC Housing
- 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 the McCarthy Way Parking Structure, phone number: (213) 740-8709.

- If you are locked out during business hours, go to your CSC for assistance.
- If you are locked out after your CSC has closed, call the on-call Resident Assistant (R.A.) for your area at the number posted at your building's main entrance.
- If you cannot reach the on-call Resident Assistant, contact the Department of Public Safety (DPS) at (213) 740-6000.

Assistance for your first two lock-outs is free. Assistance for the third will incur a charge of \$25.00 with the charge for assistance with subsequent lock-outs increasing by \$25.00 for each instance. The sixth lock-out 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.

PERSONAL SAFETY

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

- In all on-campus and USC Village 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 immediately to the Department of Public Safety.



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. Residents may not bunk or loft beds themselves and should check with their CSC to see if this can be done in their room once they have moved in.

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 providing the service
 - 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 Assistant, 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. Reassignment is open during the academic year from mid-September through early April. Information about 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:

- 1 Education of residents on how they can prevent, identify, report, and alleviate pest problems in their rooms or apartments.**
- 2 Staff training and operational procedures to identify and eliminate sources of pests.**
- 3 Response protocols to address specific problems brought to our attention.**
- 4 Pest control services provided by a professional, experienced pest control management company.**
- 5 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) 740-2546 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.

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 a wide variety of channels, many in HD, as well as free 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.

SUSTAINABLE LIVING

77% of USC Housing students think it's important to address their personal impact on the environment. You can do your part by following the Top Ten Tips below.

TOP TEN TIPS FOR SUSTAINABLE LIVING

1. USE CFL AND LED LIGHT BULBS

they are more efficient and last up to 25 times longer than incandescent bulbs

2. TAKE SHORTER SHOWERS

shorten your shower by 2 minutes to save 28 gallons per month

3. BECOME FAMILIAR WITH CAMPUS RECYCLING PRACTICES

guidelines can be found in the Housing website

4. THINK "PRODUCE FIRST" AND EAT LOWER ON THE FOOD CHAIN

a plant-based diet saves energy, water and natural resources

5. USE PUBLIC TRANSIT

USC buses, LA DOT and the Metro can take you where you need to go

6. KNOW THE GAME DAY ZERO WASTE PROCEDURES

the Coliseum has been a zero waste venue since 2015

7. THINK BEFORE YOU PRINT

and choose double sided printing when possible

8. SHARE, DONATE, OR SELL UNWANTED ITEMS

and consider buying recycled items when you need to purchase new stuff

9. ADJUST TEMPERATURE SEASONALLY

68 in the winter and 78 in the summer

10. USE COLD WATER WHEN DOING LAUNDRY

extra points for using a drying rack instead of a dryer

USC Housing: by the numbers

Annually, USC Residents use:

- 16.2 million kWh of electricity, the energy equivalent to 148 tankers of gasoline.
- 68.3 million gallons of water, enough water to fill 2,300 backyard pools
- 6.3 million pounds of trash, which weighs as much as 700 elephants



Help reduce these impacts by doing your part and following the steps outlined above. For even more tips, check out our Sustainable Living Guide which can be found on the USC Housing website

Questions? E-mail greenhousing@usc.edu

HOUSING CUSTOMER SERVICE CENTERS

USC Housing Services

(McCarthy Way Parking Structure between New North Residential College and Pardee Tower)

Central Customer Service Center

620 McCarthy Way, McCarthy Way Parking Structure
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 (90089 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 North Residential College Customer Service Center

Address: 635 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 McCarthy Way
North Residential College, 635 McCarthy Way

Pardee Customer Service Center

Address: 614 Hellman Way
Phone: (213) 740-3626
Fax: (213) 740-6234
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.)

UNIVERSITY VILLAGE CENTERS (90089 zip codes)

USC Village Building #4 Customer Service Center

McCarthy Honors College
Address: 3096 S. McClintock Avenue
Phone: (213) 764-7904
E-mail: mailUVF@usc.edu

Buildings Served:

McCarthy Honors College

USC Village Building #6 Customer Service Center

Cale and Irani Residential Colleges
Address: 929 W. Jefferson Boulevard
Phone: (213) 764-7906
E-mail: mailUVS@usc.edu

Buildings Served:

USC Village Building #6

USC Village Building #7 Customer Service Center

Priam Residential College
Address: 835 W. Jefferson Boulevard
Phone: (213) 764-7907
E-mail: mailUVV@usc.edu

Buildings Served:

USC Village Building #7

USC Village Building #8 Customer Service Center

Bohnett and Nemirovsky Residential Colleges
Address: 3201 S. Hoover Street
Phone: (213) 764-7908
E-mail: mailUVE@usc.edu

Buildings Served:

USC Village Building #8

USC Village Building #9 Customer Service Center

Cowlings and Ilium Residential Colleges
Address: 3131 S. Hoover Street
Phone: (213) 764-7909
E-mail: mailUVN@usc.edu

Buildings Served:

USC Village Building #9

We look forward to serving you!

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.
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.

SHOPPING INFORMATION

BANKS

CitiBank
3615 S. Vermont
(323) 373-3364

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- 9458

The Mail Stop (on-campus)
Parking Structure "X"
(213) 740-2467

GROCERY STORES

Smart & Final
3607 Vermont
(323) 733-5875

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

Staples Office Supplies
1701 S. Figueroa Street
(213) 746-6330

Office Depot
2020 S. Figueroa Street
(213) 741-0576

Costco
3560 E. Century Blvd.
(310) 220-8826

LINENS

Bed Bath & Beyond
1557 Vine Street
(Hollywood)
(323) 469-4500

ELECTRONICS STORES

Best Buy
1015 N. La Brea Avenue
(323) 883-0219
or
10799 Washington Blvd
(310) 204-2147

SHOPPING MALLS

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

Macy's Plaza
750 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
6000 Sepulveda Blvd. (Culver City)
(310) 390-5073

USC Village |

Bank of America
Financial services
Building #8

Trader Joe's
Specialty groceries
Building #9

Target Express
Household items, groceries and clothing
Building #9

FedEx Office
Mailing services
Building #6

MOVIES & 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)

Pacific Theaters the Grove:

189 the Grove Drive
(323) 692-0829

Arclight Cinemas:

9500 Culver Blvd.
(310) 559-2416

TCL Chinese Theatre

6925 Hollywood Blvd. (Hollywood)
(323) 461-3331

AIRPORTS

Los Angeles International Airport (LAX)

1 World Way
Los Angeles, CA 90045
(855) 463-5252 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

Prime Time Shuttle

(800) 733-8267
www.primetimeshuttle.com

Super Shuttle

(800) 258-3826
www.supershuttle.com

CAR RENTAL

Zipcar

(866) 494-7227

Enterprise

(213) 741-5216 (USC campus office)
enterprise.com/usc

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
(Expo Line station is located adjacent to
campus on Exposition Blvd)
(323) 466-3876
www.metro.net

TAXI SERVICE

Yellow Cab

(424) 222-2222

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

OTHER USEFUL PHONE NUMBERS

USC Transportation (Parking and USC Buses)
(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

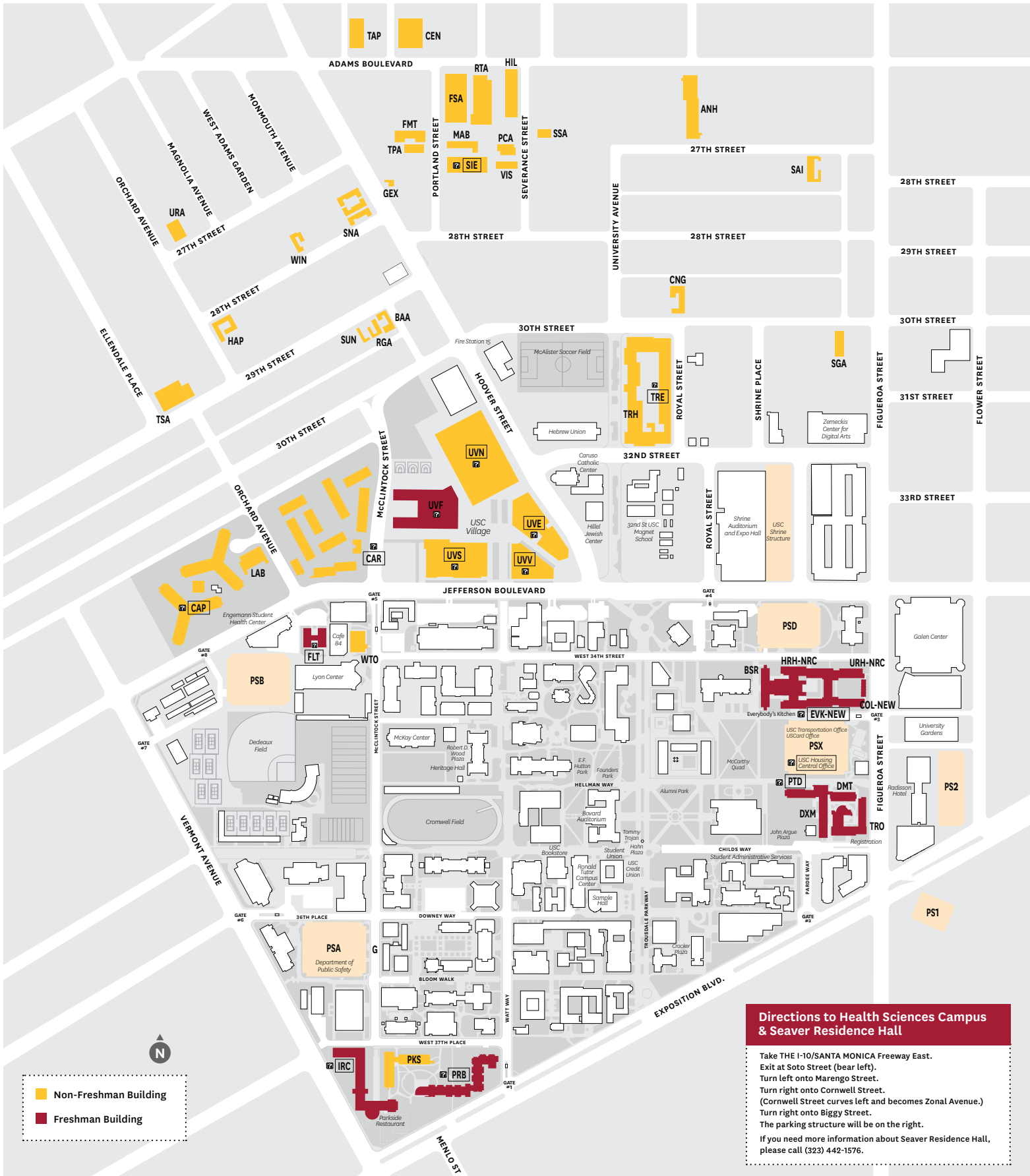
USC HOUSING LOCATIONS IN THE UNIVERSITY PARK AREA

USC HOUSING	
ANH	Annenberg House 711 West 27th Street
BAA	Bel Air Apts 1124 West 29th Street
BSR	Birnkrant 642 West 34th Street
*CAP	Century Apts 3115 Orchard Street
*CAR	Cardinal Gardens Apts 3131 McClintock Avenue
CEN	Centennial Apts 2390 Portland Street
CNG	Cardinal 'n' Gold Apts 737 West 30th Street
COL-NEW	New Residential College 635 McCarthy Way
DMT	Marks Tower 612 Hellman Way
DXM	Marks Hall 631 Childs Way
*EVK-NEW	New Residential College 635 McCarthy Way
*FLT	Fluor Tower 1027 West 34th Street
FMT	Fairmont Apts 2629 Portland Street
FSA	Founders Apts 2610 Portland Street
GEX	Max Kade House 2718 South Hoover Street
HAP	Helena Apts 1220 West 28th Street
HRH-NRC	North Residential College 635 McCarthy Way
HIL	Hillview 2605 Severance Street
*IRC	Parkside International Residential College 3771 South McClintock Avenue
LAB	La Sorbonne 1170 West 31st Street
MAB	Manor Apts 2636 Portland Street
PCA	Pacific Apts 2637 Severance Street
PKS	Parkside Apts 3730 McClintock Avenue
*PRB	Arts & Humanities Residential College 920 West 37th Place
*PTD	Pardee Tower 614 Hellman Way
RGA	Regent Apts 1138 West 29th Street

USC HOUSING	
RTA	Regal Trojan Apts 870 West Adams Boulevard
SAI	Stardust Apts 634 West 27th Street
SGA	Seven Gables Apts 620 West 30th Street
*SIE	Sierra Apts 2638 Portland Street
SNA	Senator Apts 1101-1109 West 28th & 2715-2733 South Hoover Street
*SRH	**Seaver Residence Hall 1969 Zonal Avenue
SSA	Severance Street Apts 2630 Severance Street
SUN	Sunset Apts 1144 West 29th Street
TAP	Troyland Apts 955-959 West Adams
TPA	Twin Palms Apts 2635 Portland Street
*TRE	Troy East Apts 3025 Royal Street
TRH	Troy Hall Apts 3025 Royal Street
TRO	Trojan Hall 615 Childs Way
TSA	Terrace Apts 1275 West 29th Street
URA	University Regent Apts 1219 West 27th Street
URH-NRC	North Residential College 635 McCarthy Way
VIS	Vista Apts 2701 Severance Street
WIN	Windsor Apts 1149 West 28th Street
WTO	Webb Tower 1015 West 34th Street
UVE	USC Village Building #8 3201 S Hoover Street
UVF	McCarthy Honors College 3096 S McClintock Avenue
UVN	USC Village Building #9 3131 S Hoover Street
UVS	USC Village Building #6 929 W Jefferson Boulevard
UVV	USC Village Building #7 835 W Jefferson Boulevard

***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 below.



■ Non-Freshman Building
■ Freshman Building

Directions to Health Sciences Campus & Seaver Residence Hall

Take THE I-10/SANTA MONICA Freeway East.
 Exit at Soto Street (bear left).
 Turn left onto Marengo Street.
 Turn right onto Cornwell Street.
 (Cornwell Street curves left and becomes Zonal Avenue.)
 Turn right onto Biggy Street.
 The parking structure will be on the right.
 If you need more information about Seaver Residence Hall,
 please call (323) 442-1576.



620 McCarthy Way
Los Angeles, CA
90089-1332

Phone: (213) 740-2546
Fax: (213) 740-8488
E-Mail: housing@usc.edu
housing.usc.edu