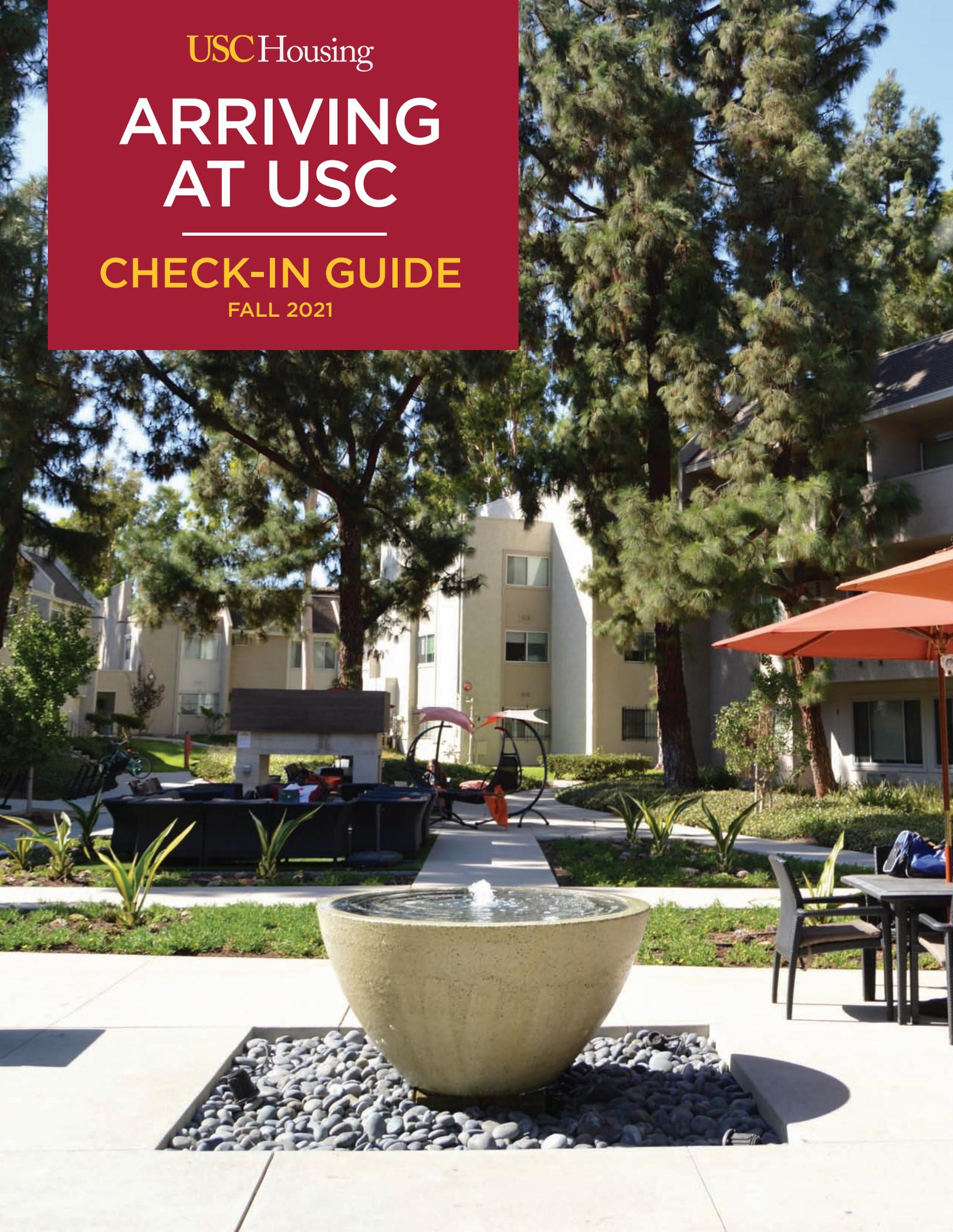


USC Housing

ARRIVING AT USC

CHECK-IN GUIDE

FALL 2021



Dear USC Housing Resident,

Fall 2021 Move-In will be a different and exciting experience for the university and residents. To ensure social distancing and process efficiency, Move-In will occur over multiple days: Saturday, August 14 through Wednesday, August 18. Additionally, residents will be required to schedule a move-in appointment prior to their arrival. See page 2 for more details.

This guide introduces USC Housing and helps you prepare for your arrival on campus. It includes general Housing information, frequently asked questions about Check-In, guidance to our Customer Service Centers and Move-In Day Locations.

Please contact your Housing Customer Service Center (CSC) with any questions you have before coming to campus. Your CSC's contact information is found on pages 7-8 of this guide.

Thank you for your patience and cooperation as we all navigate these challenging times. We look forward to seeing you when you arrive!

Sincerely,
USC Housing

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MOVING IN

Move-In Appointments

For everyone's health and safety, we must limit the number of people at each facility each day of the Move-In period. Before you arrive you will need to schedule a move-in appointment at the USC Housing portal housingapp.usc.edu. Residents arriving without a confirmed appointment may be denied access or be subject to extended wait times.

Parking and Unloading

USC campus area traffic will be very busy during Fall Move-In.

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

No special provisions for unloading will be in place for North University Park Campus locations, but associated university lots will be open for unloading only without permit during the Move-In period.

Moving Your Stuff

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

Elevators

All of USC's on-campus residence halls, suites and apartment buildings have elevators, with the exception of New North Residential College. Please expect elevators to be busy and be patient. At New North, be prepared for multiple stairway trips and plan accordingly.

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

What to Bring With You

We encourage you to adopt a minimalist approach when deciding what to bring with you. You may wish to coordinate bringing big items, such as appliances, with your roommate(s). Not everything has to be brought in on Move-In Day. Some items, like winter clothing for example, can be brought or shipped later.

You will need basic items, such as linens, toiletries and personal electronics. If living in an apartment and you plan on preparing some of your meals, you will need to bring cooking and eating utensils along with basic cleaning tools and supplies.

Please Don't Bring

Pets - The only pets allowed in university housing are fish in aquariums of 10 gallon or less capacity.

Air-conditioning Units - If your housing assignment does not have AC, you cannot install or place a stand-alone unit in your room yourself. This is a physical alteration of the property, prohibited for safety and security reasons.

Dish/Satellite TV Receivers - Installing such a unit is a physical alteration prohibited for safety reasons. Remember: all USC housing facilities come with free digital cable TV service.

WiFi Routers - All buildings have USC Wireless and Guest Wireless. Installing your own router can interfere with the USC signal and is a violation of policy.

Hoverboards - Per university policy, hoverboards are not allowed in housing facilities.



COMMON QUESTIONS

When is Check-In?

Check-In will take place Saturday, August 14 through Wednesday, August 18. You will need to set up an appointment time for move-in.

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

Early arrival is not possible. You may not check in earlier than your scheduled appointment time. If you need to arrive after August 18, please contact your Customer Service Center (CSC) by e-mail as soon as possible and follow up by phone to make arrangements.

Where do I go to Check-In?

Check-in will take place at the Customer Service Center for your assigned building or other designated location. Please see pages 9-10 for a complete list.

For the USC Village buildings, check-in will begin at the USC Housing tent located under the bridge at the northeast corner of the McCarthy Residential College.

What furnishings are provided?

Every USC housing facility is fully furnished. Most residents can expect an extra long twin bed (36" X 80"), a desk, a desk chair, dresser drawers and closet space. With the exception of the two bedroom loft units in University Village, which do not have a living room or a full kitchen, apartments are also furnished with living room and dining room furniture, and kitchen appliances (stove/oven and refrigerator). Residence hall rooms have a microwave/fridge combination unit. Each resident is responsible for supplying their own linens (pillows, blankets, towels) and in apartments with kitchens, cooking utensils.

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

Information about your contract can be found by logging into the USC Housing Portal. If you require a hard copy of your contract, you may request one at the central USC Housing office in the McCarthy Way Parking Structure (PSX).

What do I need to Check-In?

Please bring photo identification (USC student ID, driver's license, etc.) with you to Check-In. If assigned to an on-campus building you will be required to register through our biometric system for access.

Will there be moving assistance at Check-In?

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

Is there a smoking policy?

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

Can I bring a pet with me?

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

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

University housing policy states that all contracted occupants of a room must give prior approval before a guest stays over. Since contracted residents have until the first day of classes to check into their space in USC Housing, we cannot allow overnight guests prior to Monday, August 23.

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

You may choose any carrier (UPS, U.S. Post Office, etc.) to ship your personal belongings. Please note, however, that we will not accept any packages for you prior to your arrival. Please time your packages to arrive after you Check-In. Your campus address can be found on pages 7-8, (room numbers are issued at Check-In). You may still have items sent to that address without the room number. Our staff will look up your room number and notify you when your packages arrive.

HOUSING INFORMATION

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

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

Telephone Service

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

RESNET (Residential Internet)

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

Cable TV Service

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

Utilities

Gas, water and electricity are included in the rent for all USC Housing buildings.

Storage

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

Mail & Package Delivery

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

Housekeeping

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



HOUSING INFORMATION

Parking

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

Laundry Facilities

Each building has at least one laundry room equipped with new green, high-efficient washers and dryers, owned and operated by a private company. The \$1.50 washing and \$1.25 drying costs are paid using major credit cards or the “WASH-Connect” app available for smart phones. Residents will need to provide their own detergent and other laundry products.

Maintenance

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

Prohibited Possessions

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



OTHER SERVICES

Renters Insurance

USC Housing is not responsible for items lost due to fire, theft or other damage. You may wish to consider insurance. One option is Grad Guard. For more information visit www.gradguard.com.

USC Storage Service Delivery

Belongings stored with USC Storage will be delivered to you during Move-In. If your address or delivery date has changed, please e-mail us at uscstorage@usc.edu.

For more information about the USC Storage service, consult our webpage in the “Services” section of the Housing website at housing.usc.edu or the frequently asked questions on the FAQ page.

Campus Storage Service

Returning residents who had their belongings packed and stored by Campus Storage will need to contact them at 1-877-992-2678 or Info@CampusStorage.com. Please note, this is not that same company as the “USC Storage Service” described above.



HOUSING CUSTOMER SERVICE CENTERS

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

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 A.M. TO 5 P.M.
Monday through Friday
E-mail: housing@usc.edu
Website: housing.usc.edu

USC Housing Services

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

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

Buildings Served:

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

International Residential College at Parkside Customer Service Center

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

Buildings Served:

- **International Residential College, 3771 McClintock Ave**
- **Parkside Apartments, 3730 McClintock Ave**

New Residential College Customer Service Center

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

Buildings Served:

- **Birnkrant Residential College, 642 W. 34th St.**
- **New North Residential College, 635 McCarthy Way**
- **University Gateway, 3335 S. Figueroa St.**

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 Tower, 612 Hellman Way**





North University Park Campus Centers (90007 zip code)

Cardinal Gardens Customer Service Center

Address: 3131 McClintock Avenue

Phone: (213) 740-3500

E-mail: mailcar@usc.edu

Buildings Served:

- **Cardinal Gardens, 3131 McClintock Ave.**
- **McClintock Apartments, 1076 and 1082 W. 30th St.**
- **Webb Tower, 1015 W. 34th St.**

Century Customer Service Center

Address: 3115 Orchard Street

Phone: (213) 821-8400

Fax: (213) 821-8422

E-mail: mailcap@usc.edu

Buildings Served:

- **Century, 3115 Orchard St.**
- **La Sorbonne, 1170 W. 31st St.**

Sierra Customer Service Center

Address: 2638 Portland Street

Phone: (213) 740-7400

Fax: (213) 743-1865

E-mail: mailfsa@usc.edu

Buildings Served:

- **Annenberg House, 711 W. 27th St.**

Troy Customer Service Center

Address 3025 Royal Street

Phone: (213) 740-8585

Fax: (213) 743-1877

E-mail: mailtrh@usc.edu

Buildings Served:

- **Cardinal 'N Gold, 737 W. 30th St.**

USC Village Centers (90089 zip code)

Cale and Irani Residential College Customer Service Center

Address: 929 W. Jefferson Boulevard

Phone: (213) 764-7906

E-mail: mailUVS@usc.edu

Buildings Served:

- **Cale and Irani Residential College**

Cowlings and Ilium Residential College Customer Service Center

Address: 3131 S. Hoover Street

Phone: (213) 764-7909

E-mail: mailUVN@usc.edu

Buildings Served:

- **Cowlings and Ilium Residential College**

McCarthy Honors College Customer Service Center

Address: 3096 McClintock Avenue

Phone: (213) 764-7904

E-mail: mailUVF@usc.edu

Buildings Served:

- **McCarthy Honors College**

McMorrow Residential College Customer Service Center

Address: 835 W. Jefferson Boulevard

Phone: (213) 764-7907

E-mail: mailUVV@usc.edu

Buildings Served:

- **McMorrow Residential College**

Nemirovsky and Bohnett Residential College Customer Service Center

Address: 3201 S. Hoover Street

Phone: (213) 764-7908

E-mail: mailUVE@usc.edu

Buildings Served:

- **Nemirovsky and Bohnett Residential College**

CHECK-IN LOCATIONS

The Check-In location during the appointment times for your assignment is listed below and can be found on the map on the opposite page by its number. Check-In outside of your appointment time will be at the CSC for your assignment.

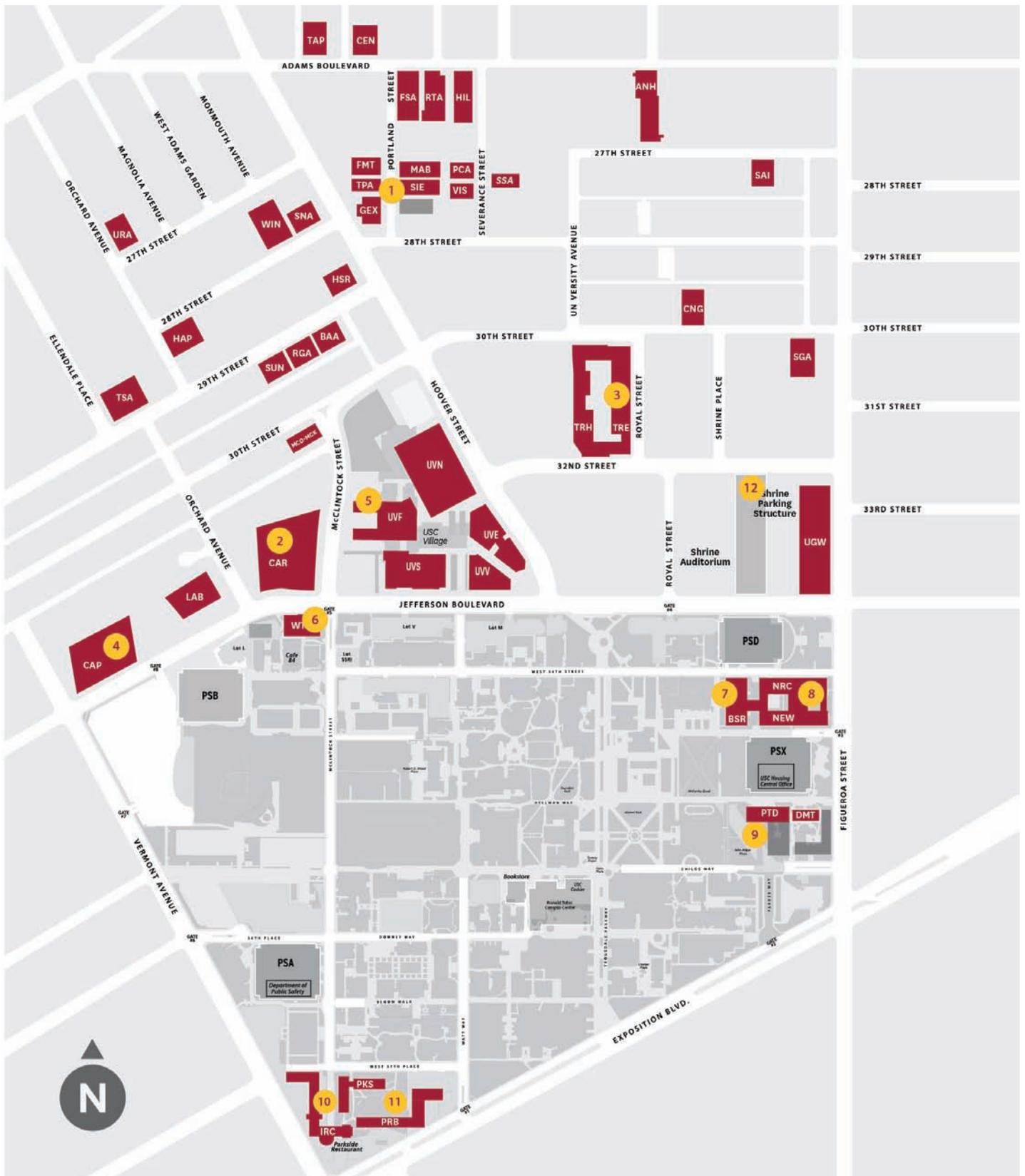
If your housing assignment is for:

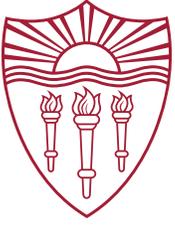
Then you should check in at:

Location on map:

| <i>If your housing assignment is for:</i> | <i>Then you should check in at:</i> | <i>Location on map:</i> |
|--|--|--------------------------------|
| Annenberg House | Sierra Customer Service Center (SIE) 2638 Portland Street | 1 |
| Cardinal Gardens • McClintock Apts | Cardinal Gardens Customer Service Center 3131 McClintock Avenue | 2 |
| Cardinal 'N Gold | Troy Customer Service Center (TRE) 3025 Royal Street | 3 |
| Century • La Sorbonne | Century Customer Service Center (CAP) 3115 S. Orchard St. | 4 |
| McCarthy Honors College Cale and Irani RC • McMorrow RC Nemirovksy and Bohnett RC Cowlings and Ilium RC | All USC Village (UVE, UVF, UVN, UVS and UVV) residents will check-in in the driveway area behind McCarthy Honors College 3096 McClintock Avenue | 5 |
| Webb Tower | Webb Tower (WTO) 1015 W. 34th St | 6 |
| Birnkranz Residential College | Birnkranz Residential College Lobby (BSR) | 7 |
| New North Residential College | New/North Courtyard 635 USC McCarthy Way | 8 |
| Marks Tower • Pardee Tower | Marks Hall Front Lawn (DXM) 631 Childs Ways | 9 |
| Arts & Humanities Residential College | Arts & Humanities Residential College (PRB) 920 W. 37th Place | 10 |
| International Residential College Parkside Apartments | International RC at Parkside (IRC) 3771 McClintock Avenue | 11 |
| University Gateway | Residents will check-in on the first floor of the USC Shrine Parking Structure 686 W. 32nd St. | 12 |

MOVE-IN MAP





620 McCarthy Way
Los Angeles, CA
90089-1332

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