Dear USC Housing Resident,

It is our pleasure to welcome you to the residential community at USC. Move-In Day is scheduled for Wednesday, August 16, 2017, and we look forward to seeing you when you arrive.

This packet will introduce you to USC Housing and help you prepare for your arrival. We’ve included general housing information, common Check-In questions, a USC Housing Directory, and a map of Check-In locations. An additional packet, containing helpful information about life in university housing, will be provided at Check-In.

If you have any questions prior to your arrival, please feel free to contact your Housing Customer Service Center (CSC). Your CSC’s phone number and e-mail address can be found on pages 6-7 of this guide.

Thank you for choosing USC Housing for the 2017-2018 academic year. We certainly wish you the best with your academic success and look to providing you with a wonderful USC Housing experience!

Sincerely,

USC Housing

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Parking and Unloading
On-campus traffic, including the USC Village, will be very busy on Fall Move-In Day. Please see the unloading map included in this packet (and also available on our website) for where to unload for each building and where to park.

Unloading zones are for temporary parking only, a restriction that will be enforced by university officers, so please, after dropping off your stuff, move on 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, such as street closures or suspension of traffic enforcement, but associated university lots will be open for unloading only without permit on August 16 only.

Moving Your Stuff
Large wheeled bins will be available at each CSC for hauling in your things. They are available on a first-come, first-served basis and may be checked out for a limited time.

Elevators
All of USC’s on-campus residence halls, suites and apartment buildings have elevators with the exception of New and North Residential Colleges, Marks Hall and Trojan Hall. If you are moving into one of those four buildings, be prepared for multiple trips up the stairs and plan accordingly. In places that do have elevators, expect them to be busy, so please be patient.

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
Thinking about what to bring with you? Here’s a quick list.

Residence hall or suite:
- Towels
- Blanket
- Bedspread or comforter
- Sheets (see “What furnishings are provided?” page 3)
- Pillows and pillowcases
- Toiletries
- Hangers
- Fan (if your building doesn’t have AC)
- Alarm clock
- Desk lamp
- Cell phone
- Computer
- MP3 player
- TV (your TV will need a QAM tuner or rent one from USC, see pg 3)
- Decorations

Apartment:
If you’re assigned to an apartment, you’ll need all of the above, plus things for your kitchen:
- Dishes
- Glasses
- Cooking and eating utensils
- Pots and pans
- Microwave
- Small kitchen appliances
- Basic cleaning tools and supplies
- Paper products (toilet tissue, paper towels)

Tips:
- 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.

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 housing facilities come with free digital cable TV service.

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

Per university policy, hoverboards are not allowed in housing facilities.
When is Check-In?
Check-In Day (or Move-in Day) is Wednesday, August 16, 2017, from 8:30 a.m. to 5 p.m.

For the University Park Campus CSCs (on-campus) Check-In will continue on Thursday, August 17 and Friday, August 18 from 8:30 a.m. to 5 p.m., and from 10 a.m. to 2 p.m. on Saturday, August 19 and Sunday, August 20.

For the North University Park (off-campus) CSCS, Check-In will continue from 9 a.m. to 5 p.m. for Thursday, August 17 through Sunday, August 20.

For USC Village, Check-In will take place Monday, Tuesday and Wednesday August 14-16 (see the enclosed map). No check in will be available on Thursday, August 17.

What if I can’t Check-In on those days?
If you need to arrive before August 16 or after August 21, please contact your Customer Service Center (CSC) by e-mail as soon as possible and follow up by phone to make arrangements. The CSC responsible for your building is listed on pages 6-7. Early arrival may be possible only for residents who have academic department obligations, and carries a fee of $75 for each night stayed prior to August 16. Late arrival (after 5 p.m. on August 21) without prior arrangement may result in cancellation of your contract with penalty or reassignment of your space.

Where do I go to Check-In?
Please refer to the “Check-In Locations for Move-In Day” on page 8 and the map on page 9. Each building has a specific check-in location. For the University Park Campus and USC Village you will also need to enter through a specific gate dependent on your assigned building.

What furnishings are provided?
Every university 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. (See “What to Bring” on pg 1.)
Residential Student Government (RSG)  
Linen Pick-Up  
If you ordered a linen package through On Campus Marketing, you will be contacted by RSG for information about picking up your linen. Please contact RSG at uscrsg@usc.edu for questions.

USC Storage Service Delivery  
Belongings stored with USC Storage over the summer will be delivered to you during Move-In. Items will be delivered on the day you requested when signing up. (You can review this date on the e-mail receipt sent when you signed up.) No deliveries can be made on Wednesday, August 16 or, for buildings in USC Village, Thursday, August 17. To change this date, e-mail your request to uscstorage@usc.edu.

Your belongings will be delivered to the address you provided at sign-up. If the address has changed (if, for example, you have reassigned) then you will need to provide us with your new address by e-mailing the address above. You or someone you have authorized, like a friend or a roommate, must be present to sign for the delivery. We will not be able to make a delivery if there is no one available to accept your belongings. Another appointment will need to be made and a rescheduling fee may apply.

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.

TV Rental Service  
You can avoid the hassle of bringing your own television when you move in by renting one from USC Housing. Our rental service will set up and connect a high-definition, flat screen TV in your room or apartment before, or soon after, your Fall move-in date. The cost is reasonable and billed directly to your student account. The deadline to order your TV for Fall 2017 is July 31, 2017. For more information or to sign up, visit our website at http://housing.usc.edu/tvrentals.
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!*

**REASSIGNMENTS**
To facilitate the Check-In of over 6800 residents on Check-In day, no reassignments (building or room changes) will be done from July 15 - September 5. There is no waiting list for reassignment after July 14. All reassignment requests that were not fulfilled by July 14 have been cancelled. The reassignment process will begin again on September 6 at 9:00 a.m. at all Customer Service Centers (except for the central Housing Services Office). Reassignment requests will be processed on a first-come, first-served basis and will be completed based on availability of the requested space.

**TELEPHONE SERVICE**
Since most college students rely on their cell phones, USC has removed land lines 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 high-speed internet connections 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. Residents will be required to leave a valid picture ID to check-out a vacuum. All other cleaning equipment or products must be provided by residents.

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. 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 http://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.
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.

**USC Housing Services**  
(McCarthy Way Parking Structure between New Residential College and Pardee Tower)

<table>
<thead>
<tr>
<th>Customer Service Center</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>E-mail</th>
<th>Buildings Served</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Arts &amp; Humanities Residential College</strong></td>
<td>920 W. 37th Pl.</td>
<td>(213) 740-8860</td>
<td>(213) 740-4196</td>
<td><a href="mailto:mailprb@usc.edu">mailprb@usc.edu</a></td>
<td>Arts &amp; Humanities Residential College, 920 W. 37th Pl.</td>
</tr>
</tbody>
</table>
| **Fluor Customer Service Center** | 1027 W. 34th Street | (213) 740-2651 | (213) 740-3368 | mailflt@usc.edu | Fluor Tower, 1027 W. 34th St.  
Webb Tower, 1015 W. 34th St. |
| **International Residential College at Parkside Customer Service Center** | 3771 S. McClintock Avenue | (213) 740-1941 | (213) 740-3454 | mailpkp@usc.edu | International Residential College, 3771 S. McClintock Ave  
Parkside Apartments, 3730 S. McClintock Ave |

**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

**University Park Campus Centers**  
(90007 zip code)

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<tr>
<th>Customer Service Center</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>E-mail</th>
<th>Buildings Served</th>
</tr>
</thead>
</table>
| **New Residential College Customer Service Center** | 635 McCarthy Way | (213) 740-1492 | (213) 740-3381 | mailvki@usc.edu | Birnkrant Hall, 642 W. 34th St.  
New Residential College, 635 McCarthy Way  
North Residential College, 635 McCarthy Way |
| **Pardee Customer Service Center** | 614 Hellman Way | (213) 740-3626 | (213) 740-3343 | mailptd@usc.edu | Pardee Tower, 614 Hellman Way  
Marks Hall, 631 Childs Way  
Marks Tower, 612 Hellman Way  
Trojan Hall, 615 W. 36th St |

**University Park Campus Centers**  
(90007 zip code)
North University Park
Campus Centers (90007 zip code)

Cardinal Gardens Customer Service Center
Address: 3131 S. McClintock Avenue
Phone: (213) 743-5200
Fax: (213) 743-1880
E-mail: mailcar@usc.edu
Buildings 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.
La Sorbonne, 1170 W. 31st 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.

Troy Customer Service Center
Address: 3025 Royal Street
Phone: (213) 743-5288
Fax: (213) 743-1877
E-mail: mailtrh@usc.edu
Buildings Served:
Cardinal ‘n’ Gold, 737 W. 30th St.

USC Village Centers (90007 zip code)

USC Village Building #4 Customer Service Center
McCarthy Honors College
Address: 3096 S. McClintock Avenue
Phone: (Check Housing website)
Fax: (Check Housing website)
E-mail: (Check Housing website)
Buildings Served:
McCarthy Honors College

USC Village Building #6 Customer Service Center
Cale and Irani Residential Colleges
Address: 929 W. Jefferson Boulevard
Phone: (Check Housing website)
Fax: (Check Housing website)
E-mail: (Check Housing website)
Buildings Served:
USC Village Building #6

USC Village Building #7 Customer Service Center
Address: 835 W. Jefferson Boulevard
Phone: (Check Housing website)
Fax: (Check Housing website)
E-mail: (Check Housing website)
Buildings Served:
USC Village Building #7

USC Village Building #8 Customer Service Center
Bohnett and Nemirovsky Residential Colleges
Address: 3201 S. Hoover Street
Phone: (Check Housing website)
Fax: (Check Housing website)
E-mail: (Check Housing website)
Buildings Served:
USC Village Building #8

USC Village Building #9 Customer Service Center
Cowlings Residential College
Address: 3131 S. Hoover Street
Phone: (Check Housing website)
Fax: (Check Housing website)
E-mail: (Check Housing website)
Buildings Served:
USC Village Building #9
Move-In Day Locations

WEDNESDAY, AUGUST 16, 2017
8:30 AM - 5 PM

Check-In locations are listed below and can also be found according to their number on the map on the opposite page.

If your housing assignment is for: Then you should Check-In at:

<table>
<thead>
<tr>
<th>Cardinal Gardens</th>
<th>1</th>
<th>Cardinal Gardens Customer Service Center (CAR) 3131 S. McClintock Avenue</th>
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<tbody>
<tr>
<td>Century • La Sorbonne</td>
<td>2</td>
<td>Century Customer Service Center (CAP) 3115 S. Orchard Street</td>
</tr>
<tr>
<td>Birnkrant Residential College • New North Residential College</td>
<td>3</td>
<td>(A) Birnkrant Residential College Lobby (BSR) (B) New/North Courtyard 635 USC McCarthy Way</td>
</tr>
<tr>
<td>Fluor Tower • Webb Tower</td>
<td>4</td>
<td>Fluor Tower Customer Service Center (FLT) 1027 W. 34th Street</td>
</tr>
<tr>
<td>Annenberg House</td>
<td>5</td>
<td>Sierra Customer Service Center (FLT) 2638 Portland Street (SIE)</td>
</tr>
<tr>
<td>Marks Hall • Marks Tower • Pardee Tower • Trojan Hall</td>
<td>6</td>
<td>Marks Hall Front Lawn (DXM) 631 Childs Way</td>
</tr>
<tr>
<td>Arts &amp; Humanities Residential College • International Residential College • Parkside Apartments</td>
<td>7</td>
<td>(A) Arts &amp; Humanities Residential College (PRB) 920 W. 37th Place (B) International RC at Parkside (IRC) 3771 S. McClintock Avenue</td>
</tr>
<tr>
<td>Cardinal n’ Gold</td>
<td>8</td>
<td>Troy Customer Service Center (TRE) 3025 Royal Street</td>
</tr>
<tr>
<td>McCarthy Honors College • USC Village Building #6 USC Village Building #7 • USC Village Building #8 USC Village Building #9</td>
<td>9</td>
<td>(A) USC Village Building #4, 3096 S. McClintock Ave (B) USC Village Building #6, 929 W. Jefferson Blvd (C) USC Village Building #7, 835 W. Jefferson Blvd (D) USC Village Building #8, 3201 S. Hoover St (E) USC Village Building #9, 3131 S. Hoover St</td>
</tr>
</tbody>
</table>

After Wednesday August 16, Check-In for Trojan Hall, Marks Halls, Marks Tower and Pardee Tower will be handled at the Pardee CSC; and Check-In for New North and Birnkrant will take place at the New College CSC. See page 2 for Check-In hours. **No check in will be available for the USC Village on Thursday, August 17.**
Move-In Map