

# WELCOME TO **University Gateway Apartments** Through USC Housing!



## **Move In**

Residents should request a move-in appointment for University Gateway Through USC.

Appointments are available:

- 9:00am-1:00pm on Monday, August 19th
- 8:00am-4:00pm on Tuesday, August 20th and Wednesday, August 21st

Our check in and unloading zone will be located in the University Gateway parking structure. Vehicles will access the parking structure through the alley between the University Gateway building and the USC Shrine Parking Structure (686 W 32nd St, Los Angeles, CA 90007), entering on the 34th Street side.

Please see our map for more move-in information.

*If you are moving in before August 19th or after August 21st you must come to the New North Customer Service Center, located on campus at 635 McCarthy Way, Los Angeles CA, 90089 to check-in and receive your keys.*

## **Residential Education**

USC's Office for Residential Education will have a full complement of staff living in the building. USC Housing residents in Gateway will be a part of the "Figuroa Residential Community", which will assist residents in fully integrating into campus life.

## **Gateway Resident Portal**

All residents will receive an email directly from Gateway management (PeakMade) regarding access to the Gateway Resident Portal. The Resident Portal will be used to complete an apartment inventory form that must be completed within 72 hours of receiving your Resident Portal credentials. If there are any issues/damages in the unit upon moving in, please note them on the apartment inventory form, or email [mailevk@usc.edu](mailto:mailevk@usc.edu). It is the resident's responsibility let us know about the issue during move in so that you are not held responsible for damage already present upon move out.



## **Work Orders and Repairs**

Please enter any work orders that may need to be addressed through your Resident Portal and be as specific as possible when entering requests. If you are unable to enter work orders through the Resident Portal, please email [gateway@peakmade.com](mailto:gateway@peakmade.com) with your full name, apartment number, a detailed description of the issue / location within the unit, as well as if the work can be completed during business hours. If you would like to schedule a specific time for the work to be completed in your unit, please include a contact number for Gateway management to get in touch for scheduling.

## **Parking**

Residents interested in parking in the Gateway structure can e-mail or call Gateway to setup parking. The phone number is 213-725-5060 and the e-mail address is [gateway@peakmade.com](mailto:gateway@peakmade.com).

Parking permits are also available for the adjacent USC Transportation Shrine Parking Structure. Visit [transnet.usc.edu](http://transnet.usc.edu) or call 213-740-3575 for more information.

## **Laundry**

Laundry machine operate using credit / debit cards. When the card is initially swiped, there will be an \$8 hold on the card. When the charge hits the statement, it will reflect the actual amount spent. Gateway does not issue refunds or fix the machines; you will need to contact directed to the third-party company WASH at <https://www.wash.com/contact-your-local-representative>. You will need to know the machine . Your service request can be tracked through WASH's system.

## **Internet Connections**

After move-in you will receive an email from SingleDigits, the Internet provider for the University Gateway apartment complex. The e-mail will contain information assisting residents with registering and accessing their internet services. The SingleDigits support line can be reached at 1-844-450-2521 if you experience connectivity issues.



### **USC Housing Customer Service Center for Gateway Residents Through USC Housing**

New North Customer Service Center

635 McCarthy Way

Los Angeles, CA 90089

Phone: 213-740-1492

Email: [mailevk@usc.edu](mailto:mailevk@usc.edu)

