

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



Move-In

Residents should request a move-in appointment on the Housing portal for University Gateway through USC. Appointments are available: **8:00am-4:00pm on Tuesday, August 18 and Wednesday, August 19.**

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 18 or after August 19, 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 "Figueroa Residential Community", which will assist residents in fully integrating into campus life.

Gateway Resident Portal

All residents will receive an e-mail 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 e-mail mailevk@usc.edu. It is the resident's responsibility to 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 e-mail 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.

Parking permits are also available for the adjacent USC Transportation Shrine Parking Structure. Visit transnet.usc.edu or call 213-740-3575 for more information.

Laundry

There are two 24/7 laundry centers on each floor. It will cost approximately \$4.00-\$4.50 total to wash and dry your clothes per load of laundry. Be sure to download the “WASH Connect” app on your smart phone to simplify paying for laundry.

Any laundry machine issues can be directed to the third-party company WASH at <https://www.wash.com/contact-your-local-representative>. Gateway does not issue refunds or fix the machines; you will need to contact WASH. You will need to know the machine number. Your service request can be tracked through WASH's system.

Internet Connections

After move-in you will receive an e-mail 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. In addition, your Wi-Fi network and password can be found on the key packet you will receive during Check-In. 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

E-mail: mailevk@usc.edu

