

Arriving at USC

Graduate Housing
Check-In Guide

FALL 2020

USC Housing

Dear USC Housing Resident,

Fall 2020 Move-In will be an exciting, but different time, for the university and residents. Move-In for grads will take place between Monday, August 10 and Saturday August 16. Both to ensure social distancing and the efficiency of the process, residents will be required to schedule a move-in appointment before they arrive.

This booklet 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 Customer Service Center locations.

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.

We appreciate your patience and cooperation as we navigate through these challenging times and 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 during each day of the Move-In period. Before you arrive you will need to schedule a move-in appointment online at the USC Housing portalhousingapp.usc.edu. Residents arriving without a confirmed appointment may be denied access or be subject to extended wait times.

Parking and Unloading

On-campus traffic, including the USC Village, will be very busy during Fall Move-In.

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 during the Move-In period.

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 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

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 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.

Special Considerations

Move-In Procedures

We all want Move-In to be smooth and safe for everyone involved. If you are experiencing any symptoms of respiratory illness, please do not come to campus. USC Housing will have elevated cleaning protocols in place during Move-In, including continual cleaning of common touch services, propped open doors at entrances and stairwells, wipe down of moving equipment.

During Move-In you will need to comply with these social distancing requirements:

- Wear a mask or face covering at all times.
- Wash your hands and use the hand sanitizers provided.
- Respect 6' separation while waiting in any line at entrances or elevators, as well as in stairwells.
- Only residents will be allowed to enter facilities; no other person may accompany them. This includes parents and family members.
- Only one resident inside any elevator at one time.
- Communicate your plans to all of your apartment or suite mates so that as a group you do not come at the same time.

Fall 2020 Residential Guidelines

The ongoing COVID-19 pandemic will impact your living experience within USC Housing and on campus. All USC Housing residents will be required to follow increased health and safety guidelines.

Daily Requirements

- Residents are required to complete and submit a daily symptom screener.
- Residents are required to wear a mask at all times when outside your room/suite/apartment
- Residents are not permitted to bring any guests/visitors into the residential community. This includes parents, guardians, siblings and other relatives. This restriction will be in place for move in days.
- Residents are not permitted to have any person in their room/suite/apartment that is not an official occupant of that space.
- Common spaces (i.e. lounges, recreational rooms, gyms, etc.) within the community will be closed. Some of these spaces will only be available for telehealth meetings.
- Laundry rooms and elevators will be limited to no more than one person at a time.
- In residence halls, residents are restricted to designated bathrooms on their floor as well as specific stairwells and entrances for accessing their building.

Community Expectations

- In addition to the requirements listed above and in the USC Housing agreement, we expect all community members to uphold the highest level of healthy behavior, including the following:
- Residents should frequently and consistently wash their hands and use hand sanitizer containing 60%+ alcohol.
- Residents should frequently clean their own room/suite/apartment using EPA registered household disinfectants.
- Residents will maintain a six-foot distance from other individuals outside their housing room/suite/apartment.

Your commitment to following these policies will be critical to maintain a safe environment for yourself, your residential community, and the entire USC community.

Common Questions

When is Check-In?

Check-In will take place Monday, August 10 through Sunday, August 16. 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. Late arrival (after 5 p.m on August 17) without prior arrangement may result in cancellation of your contract with penalty or reassignment of your space.

Where do I go to Check-In?

Check-in will take place at the Customer Service Center for your assigned building. Please see pages 6-7 for a complete list.

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

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.

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

Information about your housing contract will be sent to the e-mail address we have on file for you. 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 a picture 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?

Unfortunately, for health and safety reasons no guests are allowed in university housing.

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 6-7, (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 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 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.



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 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.



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.

USC Housing Services

(McCarthy Way Parking Structure between New 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 A.M. TO 5 P.M., Monday through Friday

E-mail: housing@usc.edu

Website: housing.usc.edu



North University Park Campus Centers (90007 zip code)

Century Customer Service Center

Address: 3115 Orchard Street

Phone: (213) 821-8400

Fax: (213) 821-8422

E-mail: mailcap@usc.edu

Buildings Served:

Helena, 1220 W. 28th St.

Terrace, 1275 W. 29th St.

University Regent, 1219 W. 27th 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.

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) 740-8585

Fax: (213) 743-1877

E-mail: mailtrh@usc.edu

Buildings Served:

Bel Air, 1124 W. 29th St.

Hoover Street Residence, 2827 Hoover St.

Regent, 1138 W. 29th St.

Senator, 1101-1109 28th St.

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.



Other Services

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.) 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.

Campus Storage Service

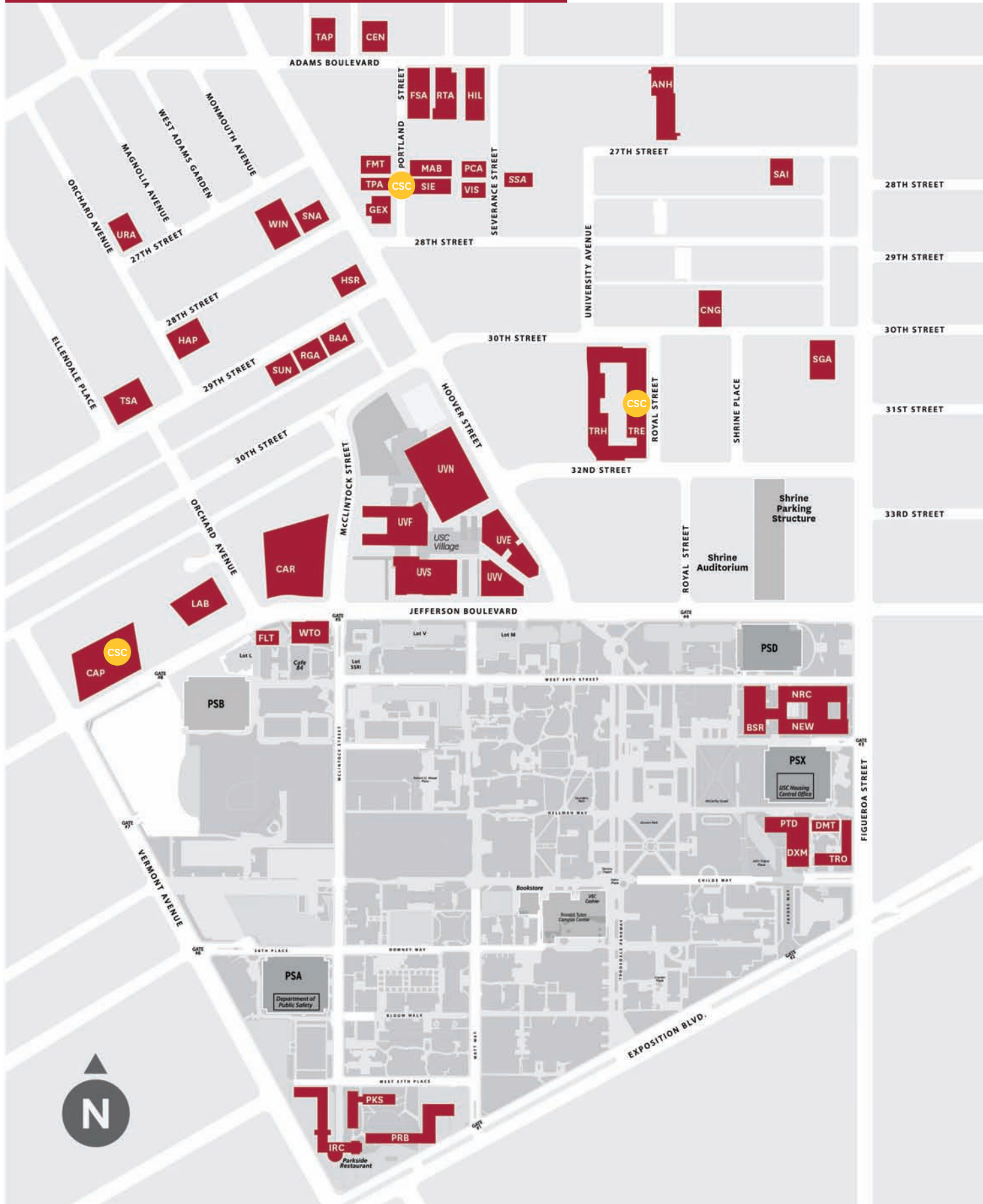
Returning residents who had their belongings packed and stored by Campus Storage will need to contact them at 1-877-992-2678 or Info@CampusStorage.com. Please note, this is not that same company as the “USC Storage Service” described above.

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.



Customer Service Centers (CSC's)





620 McCarthy Way
Los Angeles, CA
90089-1332

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