

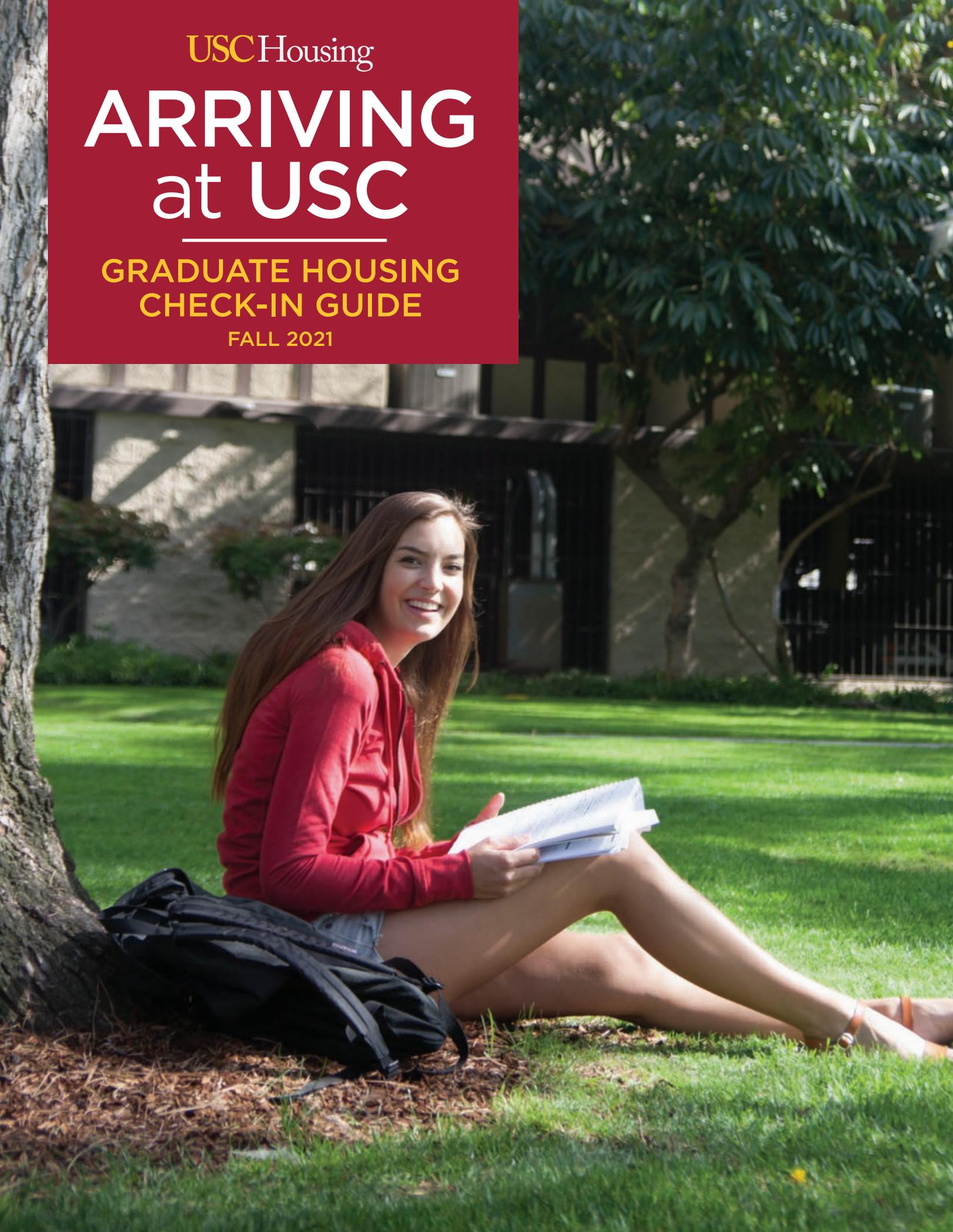
USC Housing

# ARRIVING at USC

---

GRADUATE HOUSING  
CHECK-IN GUIDE

FALL 2021



*Dear USC Housing Resident,*

*It's our pleasure to welcome you to USC Housing! Move-In Day for graduate students is scheduled for Monday, August 9, 2021.*

*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 page 7 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*

## TABLE OF CONTENTS

Moving In	2
Common Questions	3
USC Housing Information	4-5
Other Services	6
Housing Customer Service Centers	7
Check-In Locations	8
Move-In Map	9



# MOVING IN

## ***Parking and Unloading***

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 on August 9 only.

## ***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***

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 Day (or Move-in Day) for graduate housing is Monday, August 9, 2021, from 8:30 a.m to 5 p.m. Check-In will continue on Tuesday, August 10 through Friday, August 13 from 8:30a.m. to 5:00p.m., and on Saturday, August 14 and Sunday August 15 from 10a.m. to 2p.m. Check-In Day for the Terrace Law Program is Monday, August 16.

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

If you need to arrive before August 9 or after August 23, 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 page 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 9.

## ***Where do I go to Check-In?***

Check-in will take place at the Customer Service Center for your assigned building. Please see pages 8-9 for a complete list.

## ***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 housing 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 a 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 page 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 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](http://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](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.



# 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](http://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](mailto: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](http://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](mailto: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](mailto:housing@usc.edu)  
Website: [housing.usc.edu](http://housing.usc.edu)

## **USC Housing Services**

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

## **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](mailto: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](mailto:mailfsa@usc.edu)

#### **Buildings Served:**

- **Annenberg House, 711 W. 27th St.**
- **Centennial, 2390 Portland St.**
- **Fairmont, 2629 Portland St.**
- **Founders, 2610 Portland 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](mailto:mailtrh@usc.edu)

#### **Buildings Served:**

- **Bel Air, 1124 W. 29th St.**
- **Regent, 1138 W. 29th St.**
- **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.**
- **Veteran's Housing, 725, 727 and 731 W. 32nd St.**
- **Windsor, 1149 W. 28th St.**

# MOVE-IN DAY LOCATIONS

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:***

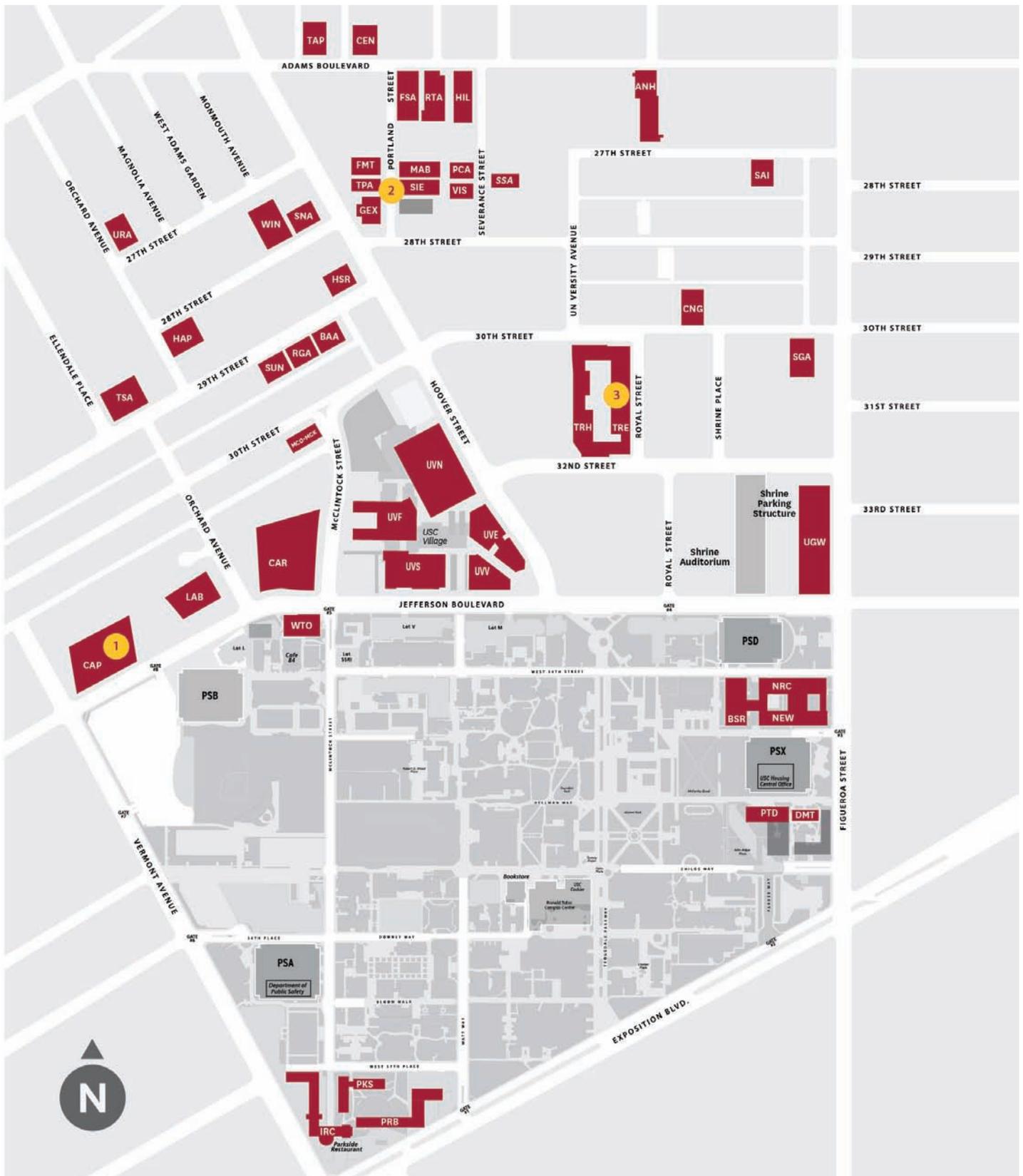
***Location on map:***

Helena • Terrace • University Regent	Century Customer Service Center (CAP) 3115 Orchard Street	1
Annenberg House • Centennial • Fairmont • Founders • Manor • Max Kade • Pacific • Regal Trojan • Severence St. Apts • Sierra • Troyland Twin Palms • Vista	Sierra Customer Service Center (SIE) 2638 Portland Street	2
Bel Air • Regent • Seven Gables • Stardust Sunset • Troy East • Troy Hall • Veterans Housing Windsor	Troy Customer Service Center (TRE) 3025 Royal Street	3

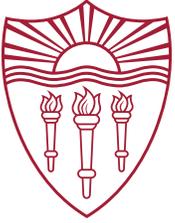
After Monday, August 9, Check-In services are available 8:30 A.M. - 5 P.M. on Tuesday, August 10 through Friday, August 13 and 10 A.M. - 2 P.M. on Saturday, August 14 and Sunday, August 15. Residents of the Terrace Law Program may check in at the Century CSC beginning 8:30am on Monday, August 16.



# MOVE-IN MAP







620 McCarthy Way  
Los Angeles, CA  
90089-1332

Phone: (213) 740-2546  
Fax: (213) 740-8488  
E-Mail: [housing@usc.edu](mailto:housing@usc.edu)  
[housing.usc.edu](http://housing.usc.edu)