



Resident Manual

Welcome to The Quarters on Campus!

Dear Residents,

Welcome to your new home! Consider this packet your “User’s Manual” for living at The Quarters on Campus. We have included lots of extremely helpful and important information for you to look over.

We know that move-in day can be hectic, but we encourage you to read through this packet within the first 48 hours of living in your new home. It will help you answer some common questions that may come up as you get settled in. Please make sure to fill out and return the Move-In Inventory and Condition form to the Leasing Center within 72 hours.

Contact the Leasing Center if you have any questions! We are here to help make the process of moving in and getting situated easier for you. We are so glad you chose The Quarters as your new apartment home and would like to make sure your stay with us is an enjoyable one! **Remember that no request is too small**, and we would like to make sure that the “little things” get taken care of before they become big problems. Please know that we value your opinions greatly, and if there is anything we can do to improve your stay, let us know!

Sincerely,

Leasing Center Hours and Contact Information

Office Hours:

Monday - Friday: 9am-6pm

Saturday: 10am-5pm

Sunday: Closed

Hours change seasonally and will be posted outside Leasing Center and Online

Location:

2222 Rio Grande St. Ste. 200D

Austin, TX 78705

Please know that we are unable to accept any packages/mail for residents at Leasing Center

Contact Information:

Phone #: (512) 531-0123

E-mail address: info@quartersoncampus.com

After Hours Concerns

Locked Out of Your Apartment:

During office hours: if you have lost your key fob, or locked it inside your apartment, come to the Leasing Center to check out a temporary key. You must present a government-issued ID before being issued a new key fob. All temporary key fobs must be returned and signed back in within 48 hours. If key fobs are not turned in on time you will be charged \$50.

- If you lose your key fob, there will be a \$50 replacement key charge. Please come to the Leasing Center to request a replacement.
- If your key fob is not working, call the Leasing Center. During office hours, maintenance can come to inspect the lock and make necessary repairs.
- After hours: Please note, we do not assist with lockouts after office hours. You may call our preferred lockout service, Cothron's Lockout Service. Please be aware that there is a fee for all after-hours lockouts, which must be paid to Cothron's. Quarters will not reimburse for after hours lockouts if you lose your key fob or lock it inside your apartment.
- If your door is blinking in Green and Red alternating lights (not green and red at the same time) that can be a sign that the battery is low. Please make sure that you place a work order for to have the lock recharged to avoid a lockout. Quarters will not reimburse for outside vendors responding to lockouts due to dead door batteries.

Cothron Lock-Out Service

Phone #: 512-472-6273

**You must present your photo ID and proof of residence to be let into your apartment (mail or a copy of your lease contract) * The Quarters is NOT responsible for paying or reimbursing lock out fees.*

Emergency Maintenance Requests:

Our team of maintenance professionals will be here to assist you Monday - Friday during office hours, regarding both normal and emergency maintenance issues. Should an emergency issue arise after hours, we will be able to have our on-call maintenance representative come to the property and take care of the problem. **To reach On Call Maintenance, call the leasing center, (512) 531-1023, and press "1" to leave a message with our answering service. These messages are relayed directly to the maintenance technician on call. FOR LIFE THREATENING EMERGENCIES dial 9-1-1.**

The following examples would be considered an Emergency:

- Window that cannot close/window that is broken.
- Doors that cannot be secured or prevent entry into your bedroom.
- Fires (Be sure to call 9-1-1 before calling The Quarters)
- Doors/locks that are broken by the AFD in emergency situations, or break-ins.
- Floods/Leaks
- Lack of lighting in a room where no temporary light source can be used.
- Power failure
- Clogged toilet (only if it is the only toilet in the apartment, or all toilets are clogged) or toilet is overflowing and will not stop.

- Lack of a single heat source in which a temporary heat source cannot be provided.
- A/C not working, and apartment is over 80°F.
- The heater is not working, and the apartment is below 50°F.

Internet

Each apartment comes equipped with high-speed wireless internet provided by Campus Connect, and managed by My Campus Net. To log in, locate the wireless network named "My Campus Net Start Here", and follow the prompts to create your account. Please note that the internet service is managed by a third-party provider. The Quarters on Campus does not control or maintain the internet service and are unable to resolve service-related issues directly.

- For any internet-related issues, please contact Campus Connect (My Campus Net) directly:
 - CALL: 1-877-478-8895
 - CHAT 24/7: @MyCampusNet.com
 - TEXT: "CampusNet" to 84700
- Campus Connect may attempt to troubleshoot the issue before sending a technician to your apartment.

Parking

The Parking Services Department can assist you with all issues related to your electronic parking permit, Q-Sticker or Tandem Sticker, inquiries about contract parking, reporting of a temporary vehicle or change in vehicle, reporting violations you see in our garages and any parking violation you may receive on your vehicle. *The following is the Parking Services Department contact information:* park@quartersoncampus.com or call 512-531-0123. If you would like to add parking to your apartment lease contract, you should contact the Leasing Center directly.

Making Payments

Online payments are always preferred! Checks and money orders must include your name, building and apartment number on the memo line. These need to be made payable to:

If you live in **Grayson, Nueces, or Karnes:**

PLIC 0383

If you live at **Sterling:**

USPP Sterling Residential, LLC

Late Fees:

- Installment payments are due on the 1st of each month, even if it falls on a holiday.
- Mailed payments must be received before the 4th of each month.
- Late fees will be applied to any balance of \$50 or more.
- Late fees begin on the 4th of each month, regardless of holidays, and are charged based on the date we receive your payment as shown:

<u>Late Fee Schedule</u>			
Date	Charge	Date	Charge
4 th	\$ 50	12 th	\$ 90
5 th	\$ 55	13 th	\$ 95

6 th	\$ 60	14 th	\$ 100
7 th	\$ 65	15 th	\$ 105
8 th	\$ 70	16 th	\$ 110
9 th	\$ 75	17 th	\$ 115
10 th	\$ 80	18 th	\$ 120
11 th	\$ 85	19 th	\$ 125

Other Accounting Info

Billing:

On approximately the 26th of each month, you will receive an itemized statement from The Quarters to your email on file. The invoice will include your rent, water, wastewater, technology fee (Wi-Fi Internet), pest control, trash, parking, and any other fees you may have incurred.

Water:

Residential water service is billed based on each apartment's sub metered usage. For those with roommates in their apartment, water and wastewater charges are divided and charged to each roommate's account. Because water charges are billed by usage, your first water bill will be posted by September 26 and due October 1 with your monthly installment.

Resident Account Questions:

Please direct any questions or concerns regarding your resident account to our Leasing Manager, Joshua Gray jgray@quartersoncampus.com, or call the Leasing Center (512) 531-0123.

Electricity:

Residents must have electricity set up in their name throughout the entire duration of their lease contract. City of Austin Utilities (electric provider) can be reached at 512-494-9400.

If your electricity is disconnected, or not turned on before your move in date, it will default back to The Quarters' name and:

- Each account will be charged a \$50 Electricity Delay Fee (stated in Paragraph 12 of the lease contract signed prior to move in)
- In addition to the fee, you will be responsible for the cost of electricity used during the period when the account was not in your name.
- You will receive a notice giving you 3 days to have electricity transferred back into your name. (If after 3 days it is not transferred back, the electricity will be shut off)
- It is the resident's responsibility to disconnect the electric account at the end of the lease. **Failure to disconnect your electric account will result in a \$50 disconnect fee.** The Quarters will not reimburse for electric bills incurred after you move out due to failure to disconnect.

Maintenance Requests

Submitting a Service Request:

Option 1: Enter your Service Request Online.

1. Go to www.quartersoncampus.com
2. At the top of the page, click "Residents" then select "Maintenance"
3. Log in with your Resident Portal email and password.
4. Please be as specific as possible when describing your issue. Feel free to upload photos!

Option 2: Contact the Leasing Center by emailing info@quartersoncampus.com

Please include the following information in your email:

- Your building, apartment number and bedroom letter
- Your full name
- The location of the maintenance concern
- The type of maintenance concern

Option 3: Call the Leasing Center at (512)531-0123. We can assist you in entering a service request or enter it for you. We will alert maintenance for urgent requests to address them as soon as possible.

****For urgent maintenance requests, please call the Leasing Center! After hours, you will be directed to the Answering Service, where you may leave a message for on call maintenance. ****

When Service Requests are addressed (non-emergency):

Our Maintenance Technicians will do their best to prioritize service requests based on urgency. Please allow 24 hours (Monday – Friday) for non-emergency issues to be addressed. If you do not see or hear from our Maintenance Team or staff member within 72 hours, please call and notify the Leasing Center.

- Any requests submitted after 12:00pm (Noon) Monday - Thursday may be processed the next day.
- **Requests submitted between Noon on Friday - Sunday will not be processed until Monday unless it is an emergency request. For urgent requests, please refer to the "After Hours Issues" section to see what qualifies as an emergency request.**
- Once our Maintenance Team has come by your apartment, they will leave a note saying they were there and if a second visit is needed to complete the work.
- You do not need to be present for maintenance to enter your apartment.

Pest Control:

If an issue arises where you need our pest control services, please contact the Leasing Center by phone or e-mail. We will let our pest control company, Orkin, know about the problem and someone will be out to your apartment to assist you.

- Pest control comes out every Friday. Requests submitted on or after Friday, will be addressed the following Friday.
- Please include in your e-mail/phone call the following information:
 - Name
 - Apartment number and bedroom letter
 - Location of the problem

- Type of problem
- You do not need to be home for Pest Control to enter your apartment.

Tips and Common “Easy-Fix” Solutions:

- Electricity doesn't seem to be working in the bathroom:
 - Locate the GFCI electric outlet near the bathroom sink. There will be a reset button on the outlet. If it is popped out and has a red light next to it, push the button in and the power should automatically turn back on.
- Electricity out in one or more rooms within the apartment:
 - Assuming you paid your electric bill, the problem should be easily fixed using the breaker box (usually located in one of the bedrooms behind the bedroom door). Flip the switches all the way to “OFF” then flip them back to “ON”. This should reset the electricity in the apartment. Please feel free to contact The Quarters if this does not work, or you do not feel comfortable doing this.
- The top half of an electric outlet in a room or living room does not work:
 - There is a light switch in each room that controls a wall of electric outlets; this allows you to plug in a lamp or other appliance that you wish to have controlled by the switch. Flip the switch and it should turn that wall of outlets on.
- A/C doesn't seem to be working:
 - Check your thermostat. Make sure it is set to cool.
 - Check to make sure there are not any pre-set schedules created.
 - If the AC has been turned off for an extended period, it may take longer to cool your apartment home.
 - Let us know if you are still having issues after trying the tips above, by calling the Leasing Center or entering a Service Request online.
- Refrigerator doesn't feel like it's cooling enough:
 - Check to make sure the settings are set correctly. Open the refrigerator, look at the top above the shelf. It should have a setting panel where you can adjust the temperature. If adjustment is not possible, keep the door closed to maintain temperature until maintenance can inspect it.
- Dishwasher isn't working:
 - The dishwasher is attached to a switch in the kitchen/foyer area of the apartment. Turning this switch on should turn the dishwasher on. If this does not work, please enter a service request for maintenance.
- The first time you turn on the heater, a burning smell may occur; this may also set off the smoke detectors. Don't be alarmed! This is the accumulation of dust burning from the heating elements. Open your doors and/or windows for 10-15 minutes and the smell will go away.
- Clothes washers are HE (High Efficiency) so please ONLY use High Efficiency detergent. Other detergents and powdered detergents will clog the washer and cause it to overflow.

- Please make sure you purchase a plunger! While maintenance is happy to service plumbing stoppages, most can be cleared by simply plunging.
- If tap water seems cloudy: Please run faucet for 10-15 minutes to see if the water gets clear in color.

Help Protect Yourself and Others:

We are taking this opportunity to notify you of incidents that could possibly occur and remind you of some simple, but effective safety tips.

1. **Do not prop open building entry doors or gates for any reason.** This allows unauthorized access to the building.
2. **Do not open the building's entry doors or gates to anyone you do not know.** This also allows for unauthorized access to the building.
3. **Do not leave your apartment door ajar by popping out the deadbolt.** Make sure to close your doors completely when you enter and leave.
4. **Do not open the door if you do not know the person on the other side.** All Quarters' staff members have photo ID's. **If you are unsure, call our Leasing Center.**
5. **Report any suspicious activity in or around your building and parking garage.** Call 9-1-1 and then notify the Leasing Center.
6. **Due to the high quantity of bike thefts, please take care to properly lock your bikes. Remember that The Quarters is not responsible for bikes stolen from the parking garage or bike racks.**
7. **Please report all car break-ins to Austin Police Department then the QOC office if necessary.**
8. **Do not leave anything valuable or important in your car.**

Apartment Life FAQ

Stay in the loop! Opt-in for text messages and emails in your Resident Portal settings so you are always up to date on events, specials, and important announcements.

Apartment doors automatically lock! To avoid getting locked out, always make sure you have your fob with you when exiting your apartment.

Move in Inventory and Condition form- This is often forgotten! This must be turned in within 72 hours of moving in. This form is for you to note any pre-existing damage inside the apartment so that you are not charged for it at move out. If you have leased one of our furnished apartments, please take an inventory of the furniture in your apartment at move in, taking time to document any damaged furniture.

Furniture: If you have leased a furnished apartment, all furniture is required to stay in your apartment for the duration of your lease. If furniture is damaged or missing at move out, you will be charged on your final move out statement.

Nest Thermostat- Your apartment comes standard with a Nest Smart Thermostat. You can use the Nest app on your smartphone to control your AC and Heat. **If you choose to use the**

app please disconnect it from your thermostat prior to moving out, failure to do so will result in replacement charges.

Packages- The Quarters Leasing Center is not able to accept any packages for you. Most major delivery carriers have access to the buildings. Delivery drivers can check out a temporary key fob to access the building and deliver your package.

- Nueces, Grayson and Sterling each have an Amazon Locker located inside the building. Most major package delivery carriers have access to these lockers. After you move in, you will get an invitation email to set up your Amazon Hub account. The email address registered to the locker must also be registered to an Amazon account (even if it is not the account being used to order). This is how you will receive delivery notifications for the lockers.
- USPS- some packages sent through USPS will be delivered to the package boxes in the mail room. The mail person will leave a key inside your mailbox for you to access these boxes.
- All other packages (Amazon, FedEx, UPS, etc.) will either be delivered to your apartment door, or to the Amazon Hub. This will vary depending on the carrier.
- If you believe your package is missing, or improperly delivered, please contact the delivery carrier. The Quarters on Campus does not offer package management and is not responsible for missing packages.

Pets- The Quarters on Campus is pet friendly! The maximum weight limit per animal is 35 lbs. No more than 2 pets per apartment. (Exceptions may exist under certain circumstances when the animal assists a person with a disability).

- All pets (including ESA's) must be added to your lease and registered with PetScreening.com. If you have not already registered your pet, please visit <https://thequartersoncampus.petscreening.com>.
- All pets must be on a leash or inside of a carrier when outside of your apartment. This includes all hallways, elevators, stairwells, and common areas/courtyards.
- It is the pet owner's responsibility to clean up after your pets. Failure to clean up after your pets will result in a lease violation and a fine of up to \$500 for each occurrence.
- Pet waste cannot be disposed of in any inside trash can, or trash chute. You will need to use the dumpsters outside of your building or a pet waste station.
- Please note that some of the most costly damages we encounter are caused by animals. If you live in a furnished apartment, we strongly recommend taking steps to protect the furniture and flooring.

Download the Resident Portal App! The Resident Portal app provides a convenient way to pay rent, submit maintenance orders with photos, and communicate with your apartment community all from your mobile phone.

https://play.google.com/store/apps/details?id=com.psi.residentportal&pcampaignid=web_share

<https://apps.apple.com/us/app/resident-portal-mobile/id443831139>

Easily avoid delinquent payments by setting up Auto Pay in your resident portal. After you have made your initial (August) payment, you can set up Auto Pay to start September 1 and

end July 1. Make sure to select to pay the full amount due and never worry about missing a payment or guessing what your water charges will be.

A Note from Our Marketing Department

Jennifer Messina
Marketing Director
jennifer@quartersoncampus.com
Direct Line: 512-610-7613

RESIDENT REFERRALS! Want to love your neighbors? We pay a resident referral to current residents if they refer a new lease. Residents must be listed on the application, guest card. You can refer new residents directly from your Resident Portal. Roommates are not eligible for resident referral. If you have referred someone, please contact Jennifer Messina at jennifer@quartersoncampus.com with the information. Referrals are paid in the form of a gift card to a specific retailer. Cannot be paid in Visa/Mastercard gift cards.

Get to know your neighbors and make new friends! Stay updated on events at The Quarters by following us on Facebook(facebook.com/QuartersonCampus), Snapchat (TheQOC), Instagram (instagram.com/thequarters/).