



DEAR FUTURE RESIDENT,

We are thrilled to welcome you to your new home at The Quarters on Campus! This letter contains valuable information to help you prepare for your move-in day on **Saturday, August 23, 2025**. Please read everything carefully so you are fully informed and ready. Knowing the schedules and details ahead of time will help keep things organized and make the move-in day smoother for everyone. Be sure to visit www.quartersmove.com for complete move-in information!

MOVE-IN DAY: KEY PICK UP 8:00 AM TO 5PM:

Check in will be located on the **first floor of the Quarters Garage**, at **2222 Rio Grande St.** Austin, TX 78705. This is where you will pick up your keys and parking permit (if applicable). To help control traffic, **please do not drive into the garage to pick up keys**. Residential and Daily parking will be available. On weekends, daily parking is \$20 at exit. **Plan ahead!** This will be a busy day in West Campus. We recommend arriving early to pick up your keys, secure a parking spot near your building, and be ready for your scheduled move-in time.

On August 23, elevators in each respective building will only access floors according to the schedule below—no exceptions. *You may use the stairs at any time if moving outside of your assigned time slot.*

Sterling House:

5th floor: Move in time, 8am through 10am
4th floor: Move in time, 10am through 12pm
3rd floor: Move in time, 12pm through 2pm
2nd floor: Move in time, 2pm through 4pm
All residents: After 4pm (no elevator restrictions)

Nueces and Grayson Houses:

8th and 7th floor: Move in time 8am, through 10am
6th and 5th floor: Move in time, 10am through 12 pm
4th and 3rd floor: Move in time, 12pm through 2pm
2nd floor: Move in time, 2pm through 4pm
All residents: After 4pm (no elevator restrictions)

WHAT WILL I NEED TO PICK UP MY KEYS?

The Leaseholder must be present, and ready to show a government issued photo ID (i.e., driver's license or passport). Complete the following tasks online, via the Resident Portal, by accessing your "Move-In Checklist." To avoid delays, **please complete the items listed below before move-in day!**

- 1. Make your first payment!** Your first installment is due on or before August 23, 2025. This payment includes your rent, premiums and recurring fees for trash, pest control and technology. While online payments are preferred, we will accept a check/money order. We cannot accept cash or process credit cards in person.
- 2. City of Austin Electric Account Number:** Electric service must be transferred into a resident's name prior to moving in. To set up an account, call 512-494-9400 or visit www.coutilities.com, **at least 3 days prior to August 23rd**. Each resident must provide an account number. If the account is in your roommate's name, you will need to get the account number from them to provide to us. Only one account per apartment.
- 3. Proof of Renter's Insurance:** i.e.: The Declaration Page. You may use a provider of your choice, or purchase Homebody Renter's Insurance through your Resident Portal. **Important: If your insurance policy is missing any required information, it may be rejected**, and you will be automatically enrolled in the Master Policy at a cost of \$30/month. Please **DOUBLE CHECK your policy to ensure the following requirements are all met:**
 - **Insured Address** must include the street address, apartment number, bedroom letter and number.
 - **Name of Insured** must match the Leaseholder's legal name, as listed in the lease agreement.
 - **Coverage Dates** must cover the full lease term; August 23, 2025, to July 31, 2026.
 - **Minimum Coverage:** \$100,000 in personal liability coverage.
 - **Interested Party/Additional Interest:** This is building specific!
 - **Sterling House:** USPP Sterling Residential LLC, Sterling House, PO BOX 477 Lehi UT 84043
 - **Nueces/Grayson/Karnes Houses:** West Campus Phase II, "Building Name," PO BOX 477 Lehi UT 84043

CONTACT THE LEASING CENTER IF YOU HAVE ANY QUESTIONS! FAILURE TO COMPLETE THE ABOVE STEPS WILL DELAY YOUR MOVE-IN PROCESS AND COULD PREVENT YOU FROM OBTAINING KEYS THE DAY AND TIME OF YOUR SCHEDULED MOVE-IN.

PARKING AND UNLOADING:

Parking and street space in West Campus is extremely limited! We strongly recommend bringing as few vehicles as possible. After unloading, vehicles must move immediately to help clear space for other incoming residents. Unattended vehicles may be subject to removal at the owner's expense, as determined by on-site personnel. **Please pay close attention to all posted parking signs— The City of Austin does not take move-in into account when issuing parking tickets.** Your cooperation and understanding are appreciated. The Quarters Parking Garage at 2222 Rio Grande St. is available for vehicles that have already unloaded or are not carrying belongings. Standard parking rates apply.

Nueces and Grayson Houses: The alleyways may be utilized for unloading. No parking or standing permitted.

Sterling House: Unloading must take place along Pearl St. and 22nd St.

Karnes House: Unloading must take place along 22 ½ St. and Pearl St.

All Houses: Once your vehicle has been unloaded, we ask that you move it immediately to help clear space for other incoming residents. We will have APD officers on site to help facilitate parking and maintain order.

U-Haul's: The garages cannot accommodate moving trucks. Please plan accordingly for parking.

FAQs:

SHOULD I HIRE MOVERS?

This is a personal choice. Please keep in mind the same elevator and parking restrictions will apply to them. The Quarters will have a limited number of professional movers available at each building to assist residents with moving heavier items. They will not perform entire move-ins. They are paid by The Quarters, so please do not feel obligated to tip.

SHOULD I BRING A DOLLY OR TOOLS?

Yes! Please bring all the moving supplies that you may need. We are unable to provide tools or dollies due to the substantial number of people moving in. Please come prepared with all necessary items to move in and assemble furniture.

WHAT IF I CAN'T MOVE IN ON AUGUST 23RD?

We strongly encourage all residents to move in on their scheduled date. We have planned, staffed, and prepared specifically for this day. With several hundred residents moving in, our full team will be on-site to help ensure the process is smooth, efficient, and as stress-free as possible. If you are unable to move in on August 23rd, you may designate someone to pick up keys on your behalf. To do so, we require **written authorization** from the leaseholder. Please email movein@quartersoncampus.com with "Move-In Key Release" in the subject line, and include the following information in the email: your full name, your building, apartment number, bedroom letter, a picture of *your* government issued photo ID, and the full name of the person picking up your keys (this person needs to bring a government issued photo ID for verification). ** If you cannot move in on August 23rd and no one is available to pick up your keys that day, you are welcome to move in on a later date. Please make sure to check our Office Hours and understand we will not have staff to assist with heavy items after 4pm on August 23.* **Reminder: All move-in qualifications (listed on Page 1) must be completed before keys are released.**

WHAT HAPPENS IF I ARRIVE TOO EARLY OR MISS MY MOVE-IN TIME SLOT?

Anyone who arrives early may pick up keys but will be required to wait for their move in time to access elevators. If you arrive after your move in time slot, you may pick up keys but will be asked to wait until the "All Residents" move in time (see page 1). You are welcome to use the stairwells at any time.

WHAT ABOUT OTHER UTILITIES IN MY APARTMENT?

Each apartment comes equipped with high-speed wireless internet provided by My Campus Net. 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.

HOW DO I PAY?

Payments may be made online through your resident portal, or in person by check or money order. To pay online: Visit www.quartersoncampus.com and log into your Resident Portal. First, select your property. Then click "Residents" at the top of the page and select "Pay Rent." You will log in with your email address and the password you set up when you applied.

- To pay by check or money order: If you live in Nueces, Grayson, or Karnes, make checks payable to **PLIC 0383**. Sterling residents, make checks payable to **USPP Sterling Residential, LLC**. Make sure to print your full name, building, apartment number and bedroom letter on the Memo line or "Purchaser's Address."
- **Second Rent Installment Due September 1st.** Starting September 1st, all payments will be due on the 1st of each month and considered late at midnight of the 4th. Any amount over \$50 will incur a \$50 late fee, plus an additional \$5 per day thereafter.

GETTING SETTLED IN YOUR NEW HOME:

- **Inside your apartment home, you will find a Welcome Home packet.** This packet includes a copy of our Resident Manual and a Move in Inventory and Condition Form. Please return your completed form to the Leasing Office within 72 hours of moving in. We cannot accept digital copies.
- **Apartment doors automatically lock!** To avoid getting locked out, always make sure you have your fob with you when exiting your apartment. If you do get locked out of your apartment, simply come to the Leasing Office during business hours. We can issue a temporary fob for up to 48 hours at no cost. Replacement fobs (and fobs not returned on time) are \$50. The Quarters does not provide after-hours lockout services.
- **Some electrical outlets are controlled by light switches.** If you find that half an outlet is not working, it might need to be turned on from the switch! This applies to the dishwasher as well.
- **Homebody Rent Reporting:** All residents are automatically enrolled in Rent Reporting. Within three (3) days of your lease start date, you will receive a welcome email from them. This email contains a link to easily opt out if you do not want to participate. For more information on this service, visit www.homebody.com/products/rent-reporting or contact Homebody at service@homebody.com or call 877-577-0850.
- **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.
- **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.**

WE WELCOME ALL QUESTIONS! CONTACT US DIRECTLY BY PHONE: (512-531-0123)

OR EMAIL: [INFO@QUARTERSONCAMPUS.COM](mailto:info@quartersoncampus.com)

