



Move In FAQs

Q: Where do I check-in to receive my keys?

A: Check-in is located at 2222 Rio Grande St. Ste. 200D Austin, TX 78705.

August 23rd move-ins: Check in on the 1st floor of The Quarters Garage.

August 16th move-ins: Check in inside The Quarters Leasing Center.

Q: Can I move in early?

A: We have a very specific make ready schedule and to allow enough time to get all our units looking perfect for you. We cannot allow any early move-in times or dates. Sorry, NO EXCEPTIONS!

Q: Will I be able to move in outside of my specific time?

A: No. The reason we have set the move-in times is to keep the elevators functioning without over-heating. You are more than welcome to move in using the stairs.

Q: Where do I park my car while I am moving in?

A: If you have parking on your lease contract, you can park one car in the spot that you pay for. For all other cars, you are more than welcome to park in The Quarters Garage, 2222 Rio Grande St. for \$20. This is a flat fee paid when exiting. For Sterling House there will be no garage parking for residents who do not have parking added to their lease contracts. There is daily parking located at our 2222 Rio Grande parking garage.

Q: Will there be movers available? Can I hire my own movers?

A: The Quarters has hired a moving company to help keep the move-in process running smoothly. You are more than welcome to hire your own moving company, but please remember that you must follow the move-in schedule.

Q: When do I need to pay my first month of rent?

A: To make the check-in process as quick as possible, it is recommended that you pay rent before move in day. Please keep in mind that you will not be able to pick up keys until your first installment is paid. Payment can be made online through your Resident Portal, or in person with a check or money order. Please refer to the Move-in Process Letter if you are bringing a check or money order.

Q: What do I need to bring to check in?

A: EVERYONE MUST HAVE A GOVERNMENT ISSUED PHOTO ID! You will also need to make sure you have completed the online Move-In Checklist in your Resident Portal. This is where you will upload your electric account number, renters' insurance and make your first installment payment. ***NO ONE WILL BE GIVEN KEYS WITHOUT THESE ITEMS***

Q: How do I set up my electricity account?

A: One person in each apartment must call 512-494-9400 or visit <https://coautilities.com/> to set up an account, at least 3 days prior to your move in date. You will upload this number to your online Move In Checklist. We recommend all residents have the account number with them to provide at check in, if necessary. No keys will be released without an account number. NO EXCEPTIONS.

Q: Can someone else pick-up keys for me?

A: We do not recommend releasing keys to anyone other than the resident due to security issues. If you must have someone else pick-up keys for you, you will need to submit WRITTEN permission to The Quarters in advance. It is your responsibility to submit payment, proof of renters' insurance, and an electric account number beforehand. NO EXCEPTIONS! Please contact the Leasing Office or refer to the Move in Process Letter for more information regarding Key Releases.

Q: Why am I being charged the full payment for August?

A: Your lease divides the total lease amount (combined rent, premiums and parking) into equal monthly installments. Each payment is the same amount, including August, even if you move in mid-month.

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Q: What should I bring to move in?

- Moving tools/equipment (dolly, hammer, screwdriver, etc.)
- Government issued photo identification
- Electric account number (if you have roommates, remember to give them this number!)
- Proof of renter's insurance (i.e. declaration page)
- Have your first month's installation paid.

Contact the Leasing Center:

Call: 512-531-0123

Email: info@quartersoncampus.com

2222 Rio Grande St. Ste. 200D Austin, TX 78705