



Move In FAQs

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

A: Check-in is located on the first floor of the Quarters Parking Garage at 2222 Rio Grande St. Ste. 200D Austin, TX 78705.

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 our 2222 Rio Grande garage for \$20. There are no in/out privileges when using this option. For Cameron, Montgomery, and Sterling Houses there will be NO ONSITE PARKING for residents who do not pay for parking in their lease contracts. There is daily parking located 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 arriving to pick up keys. 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. There is no fee to pay online using the E-Check option. Debit or Credit cards are subject to a service fee.

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

A: EVERYONE MUST HAVE THE FOLLOWING: first month installment must be paid, government issued photo identification, your electricity account number provided by City of Austin Electric (even if the account is in your roommate's name), and proof of renter's insurance (i.e. declaration page). ****NO ONE WILL BE GIVEN KEYS WITHOUT THESE ITEMS****

Q: How do I set up my electricity account?

A: One person in the unit must call 512-494-9400 or visit <https://coautilities.com/> to set up an account. All residents will need the account number with them to provide at check in. No keys will be released without this 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 for more information regarding Key Releases.

Q: Why am I paying a full rent installment for August?

A: Per your lease contract, we lease our apartments on an installment basis. Installment rent is the total amount of rent to be paid over your lease term divided into an equal number of payments of the same amount.

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Q: What should I bring to move in?

- 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 installment paid.
- Moving tools/equipment (dolly, hammer, screwdriver, etc.)

Contact the Leasing Center:

Call: 512-531-0123

Email: info@quartersoncampus.com

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