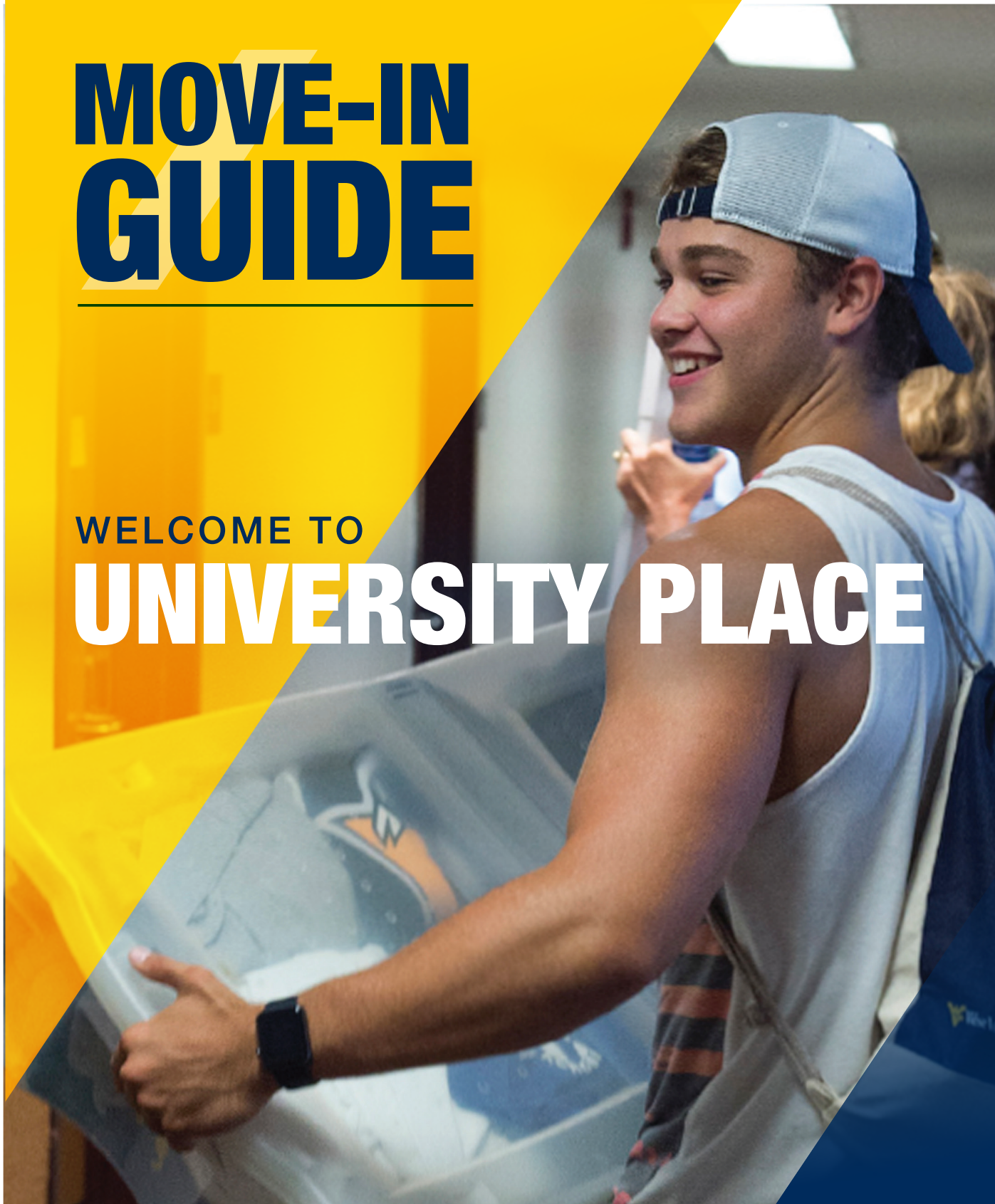


# MOVE-IN GUIDE

WELCOME TO

# UNIVERSITY PLACE



# HEALTH AND SAFETY

***West Virginia University has established many health and safety policies in response to the ongoing COVID-19 pandemic. Residents should regularly review and follow recommendations from the Monongalia County Health Department, and it also is expected that residents will comply with all WVU health and safety policies, including those found at [coronavirus.wvu.edu](https://www.wvu.edu).***

***In addition to specific institutional policies, the following are required of all individuals who live in or visit a University Apartments community (College Park, University Park, University Place or Vandalia):***

## **/// MASKS/FACE COVERINGS**

Residents are required to wear masks in all hallways, lobbies, stairwells, elevators, offices and any other space where residents may interact with others in close proximity when distancing is not possible. Additionally, masks are required in all University Apartments' shuttle vehicles. A mask should cover both the student's mouth and nose. Masks are not required within an apartment; roommates may mutually agree that masks are to be worn in common spaces within an apartment.

## **/// DISTANCING REQUIREMENTS**

When possible, residents are always expected to stay at least six feet away from each other. In certain locations, however, the University may post or explicitly require that certain distancing requirements be used (e.g., within our leasing offices).

## **/// POSTED SIGNAGE**

Residents are required to follow all posted directional signage and capacity limits of designated spaces (e.g., elevators).

These requirements will remain in effect until further notice to help limit the potential spread of COVID-19 within the University Apartments community. Failure by a student to follow these requirements could result in a charge and sanctions under the West Virginia University Campus Student Conduct Code.



**Welcome to University Place Apartments! Thanks for choosing our apartment community as your Mountaineer home for this year.**

**We want you to feel at home, so here is some information that may help you as you settle into your apartment. The information included here is also in the University Place handbook – we have highlighted some of the more frequently asked questions.**

**HOW TO PAY RENT**

Rental payments are due and payable on or before the first day of each month. Rent is posted to your student account 20 days prior to the due date.

Payment for rent may be made online using the same process by which you pay tuition and fees.

There are multiple ways to pay — checks, money orders, certified bank checks, wire transfers, 529 College Savings plans and third-party payments. The Hub can answer all your questions about these options. Paying online is the fastest and easiest method.

For security reasons, we cannot accept credit card payments via phone.

From STAR, find your rent, and click on the “pay” link at the top of the page.

You also can pay by eCheck or credit card. Paying with an eCheck saves the 2.25% convenience fee assessed for credit card/debit card payments.

Payments can be made in person at Mountaineer Hub in Evansdale Crossing (sorry, we do not accept cash).

If you have a payment plan with CashNet for tuition and fees, any payment made to the University will be applied to that outstanding balance. Make your payment to CashNet, and then log into STAR and make your rent payment. These steps will ensure that both accounts are correctly credited.

If you have any other charges on your student account, aside from rent, you will need to call the Mountaineer Hub and to properly allocate your payment to the rent charges. You will also need to do this each month you are on a tuition payment plan.

**MAINTENANCE**

On-site maintenance is available. Residents should report and submit a request for needed repairs through our Facilities Service Desk at [go.wvu.edu/maintenance-requests](http://go.wvu.edu/maintenance-requests) as quickly as possible. Our goal is to make repairs promptly; you can help us by submitting a work order as soon as you are aware of an issue. Should you need assistance in submitting the work order, the property manager is available to help when the leasing office is open.



## /// EMERGENCY MAINTENANCE

If emergency maintenance is needed after regular office hours, you may call the service help desk at **304-293-3136**, which connects you with the University Police Department call center. You will be asked for your name, apartment community and apartment number and to describe the maintenance problem. Please use this number for emergency maintenance problems only. Routine and non-emergency maintenance requests should be made through the Facilities Service Desk at [go.wvu.edu/maintenance-requests](https://go.wvu.edu/maintenance-requests). For a list of which maintenance issues are considered emergencies, please refer to your resident handbook.

## /// LOCK-OUTS

### *During leasing office hours*

If you are locked out of your bedroom and/or apartment during regular office hours, the leasing office staff will unlock your door(s). The leasing office staff will unlock your door(s) two times over the course of your lease at no charge during regular office hours. Any request for a door(s) to be unlocked after the first two will result in a \$25 charge to your student account. You must make the request in person at the leasing office, and will be required to prove your identity by showing your Mountaineer ID or other photo ID.

### *After-hours and weekend lock-outs*

If you are locked out of your bedroom and/or apartment when the leasing office is closed or on the weekend, you may call the service help desk at **304-293-3136**, which connects you with the University Police Department call center. Each time a door(s) is unlocked during weekends

and after-hours will result in a \$25 charge to your student account. You will be required to prove your identity upon entry by showing your Mountaineer ID or other photo ID.

## /// TRASH REMOVAL

Residents are responsible for taking out their own trash. There is a trash room on each floor with two chutes — one for recycling and one for trash. All trash should be bagged and dropped down the trash chute. Please do not put furniture or large items down the chute because it will clog it.

Please do not leave garbage bags, boxes and other trash in hallways, common areas or outside your apartment door. You will be charged \$25 for each bag removed if you are found leaving trash in one of these locations.

## /// RECYCLING

West Virginia University is committed to sustainability, which includes single-stream recycling on WVU and WVU-affiliated properties. There is a trash room on each floor with two chutes — one for recycling and one for trash. There is no need to sort recycling, however please rinse food containers and break down boxes. Should if any recycling items be too large for the chute, please leave the item beside the chute and let the leasing office staff know that an item needs to be picked up.

## /// PARKING

Parking is available for both residents and guests across the street in the University Place Parking





Garage. Parking permits are available for \$130 per month (charged to your student account) for residents. Guests are charged the hourly rate in the garage.

As a reminder, please do not park in the former Sheetz parking garage, which is located on the ground floor of the North building. You will be towed.

### /// ELEVATORS

If elevators are not working during regular office hours, please notify the leasing office. If the leasing office is closed, please contact University Police for emergency maintenance at **304-293-3136**.

### /// MAIL DELIVERY AND PACKAGES

Townhome mailboxes are located next to the townhomes; packages are picked up at the front desk in the main lobby.

Your mailing address should include your apartment number and the building address — do not include your bedroom letter in your address, as there is only one mailbox for each apartment.

The leasing office will accept packages on your behalf if you have a signed consent form on file. You will be notified with an email sent to your MIX account when you have a package(s) delivered to the leasing office. Please attempt to pick up packages within 72 hours. After two weeks, any package not picked up will be returned to sender. When picking up your package, please bring your Mountaineer ID or other photo ID so the package can be released to you.

### /// CABLE AND INTERNET

Cable television services will be provided by College Cable Services. A coax cable is required to connect your television to the wall jack, so a cable box is not required. Most televisions manufactured after 2006 will be compatible with our cable service. A channel listing is available in the leasing office. If you require technical assistance for your cable (connection, reception, etc.), please contact College Cable Services directly at **888-467-9004**.

University Place's internet access is through WVU's network and is 100% wireless; there are no hard-wired access points in the buildings. If your device is not Wi-Fi capable, you will need a Wi-Fi card or other device to securely connect to the on-campus networks. These devices are typically available from most electronic stores and many mass merchandisers. If you require technical assistance with your access, please call the WVU Service Desk at **304-293-4444**.

### /// POLICIES

WVU is a tobacco-free campus, and smoking is prohibited at University Place. This includes hookahs and other electronic smoking devices.

Residents of University Place shall abide by the WVU Student Code of Conduct and all local, state and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution or provision of any illegal drugs or drug paraphernalia is strictly prohibited.

