ESSENTIAL PHONE NUMBERS

UCR CAMPUS APARTMENTS RESIDENT SERVICES OFFICE
(951) 827-5723

GLEN MOR RESIDENT SERVICES OFFICE
(951) 827-7540

STONEHAVEN RESIDENT SERVICES OFFICE
(951) 782-7979

RA ON DUTY

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Bannockburn Village</td>
<td>(951) 288-1770</td>
</tr>
<tr>
<td>Falkirk</td>
<td>(951) 237-2078</td>
</tr>
<tr>
<td>Glen Mor</td>
<td>(951) 750-2133</td>
</tr>
<tr>
<td>Oban</td>
<td>(951) 288-1770</td>
</tr>
<tr>
<td>The Plaza</td>
<td>(951) 288-1770</td>
</tr>
<tr>
<td>Stonehaven</td>
<td>(951) 961-0274</td>
</tr>
</tbody>
</table>

UCR EMERGENCY NUMBERS

- UCR Emergency: 911
- UCR Police (non-emergency): 827-5222
- Campus Escort Service: 827-3772
- Campus Health Center: 827-3031
- Counseling Center: 827-5531
- Domestic Violence: (800) 339-7233
- LGBT Resource Center: 827-2267
- Poison Control Center: (800) 876-4766
- Sexual Assault/Harassment Resources: 827-7070
- Suicide Helpline (national): (800) 784-2433
- Women’s Resource Center: 827-3337
Welcome to your new home away from home!

This guide to UCR Campus Apartments will give you an overview of the services, facilities and options offered by Housing, Dining & Residential Services.

It also includes what you need to do immediately upon check-in to take full advantage of all that the UCR Campus Apartments have to offer.
1. **RESIDENT SERVICES OFFICE (RSO)**
The UCR Campus Apartments RSO is located at Bannockburn Village, 3615 Canyon Crest Drive, Suite D-102. Phone: (951) 827-5723. This office serves all residents of **Bannockburn Village, Canyon Crest Family Student Housing, The Plaza, Oban** and **Falkirk** student apartments.

The **Glen Mor** RSO is located on the ground floor of J Building at Glen Mor, 400 W. Big Springs Road. Phone: (951) 827-7540.

The **Stonehaven** RSO is located at Stonehaven at 3201 Canyon Crest Drive. Phone: (951) 782-7979.

2. **KEYS**
You will get two keys at check in. Your room key opens both your apartment door and your bedroom door (for some Glen Mor residents, the room key only opens their bedroom door). For security purposes, the code on this key does NOT correspond to your apartment or room number. You’ll also receive a building access key, which opens security gates, laundry rooms and other common areas that may be available in your community, such as computer labs.

Except at Stonehaven, your mailbox key will be given to you only after your Move-In Inspection Form is completed and returned to the RSO, and after you have completed a brief online orientation. (The code on your mailbox key does not correspond to your mailbox number.)

Mailboxes for residents of **Bannockburn Village** and **The Plaza** are located at Bannockburn Village on the first floor of K Building. **Falkirk** and **Oban** mailboxes are located near their respective pools. **Glen Mor** mailboxes are located at the RSO, in J Building. Mailboxes for **Stonehaven** residents are located in the main building lobby, near the RSO.

3. **MOVE-IN INSPECTION FORM**
Before you settle into your apartment, fill out your **Move-In Inspection Form**. As noted above, you will not receive your mailbox key until your Inspection Form has been completed and returned to the RSO.

**OTHER ESSENTIAL INFORMATION**

**MOVING CARTS:** Carts are available on Check-In Day at your respective community. Residents are limited to one cart, with a 30-minute time limit. If you need a cart after Check-In Day, ask at the RSO.
PARKING: Parking permits are required for all cars and motorcycles in Housing parking lots. Permits are available through the office of Transportation & Parking Services (TAPS) once reserved online. Your parking permit will be available for pick up at your respective community on Check-In Day. Afterwards, permits must be picked up at the TAPS office. Vehicles without a permit will be subject to a citation and/or be towed at the owner’s expense.

BICYCLES: All bicycles on the UCR campus must be registered with a current California bicycle license. You can obtain registration at Transportation and Parking Services (TAPS), 683 Linden Street, Monday–Friday, 8am to 4pm, (951) 827-8277. You must bring your bike with you when you register. For your convenience, check with the RSO for upcoming bike registration dates scheduled to occur at the RSO.

PAYMENTS: Housing fees for most UCR Campus Apartments are made via UCR’s Growl system. At Stonehaven, payments must be made directly to Stonehaven Student Housing. Stonehaven payments can be placed in the drop box at the front office or paid online at www.StonehavenStudentHousing.com (a non-refundable service fee will apply).

ADDITIONAL AMENITIES
- All communities feature swimming pools
- Bannockburn Village, The Plaza and Glen Mor have computer labs
- Many of our communities feature game rooms, study lounges and other amenities for the use of our residents and their guests
- Secure laundry rooms are available at each of our communities
- All communities have fire alarm pull stations for use during emergencies
- We provide mailboxes for all apartments
I’VE CHECKED IN. NOW WHAT?

Some utility services are provided with your Housing contract. Others require you to set up your own account(s) with private service providers. Read the following sections closely.

**TELEPHONE**

**AT&T**
(800) 310-2355 or 611
or
**Charter Communications**
(800) 314-7195

**All communities, except Glen Mor:**
Request to have your phone line activated. The cost of a telephone and service is at the resident’s expense. All apartments have at least one working phone jack.

**Glen Mor** (Buildings A-E):
Each bedroom has one phone line. The connection is “on” when you move in. Phone service for campus, 911, incoming and local calls are included in your Housing fees. For long distance and international calls, residents must use an authorization code* and will be charged on their Growl account.

*To obtain an authorization code, email dial@ucr.edu and include your name, SID, building, room number and a contact number where you can be reached.
I’ve Checked In. Now What?

**Glen Mor (Buildings F-M):** Emergency phones are located in each hall, but offer no dial-out function.

**CABLE TV**

**Charter Communications**
(800) 314-7195

Basic cable television service is included in your lease. The all-digital service is designed to connect directly to modern TV sets without a cable box. Premium channels are not available. If you have a TV set manufactured before 2006, you must purchase an external “QAM tuner” to connect the coaxial cable to your set.

**HIGH-SPEED INTERNET**

**AT&T or Charter Communications**

All communities, except **Glen Mor and Stonehaven**: You may arrange high-speed Internet service through either provider. The cost of high-speed Internet service is at the resident’s expense.

**Glen Mor and Stonehaven**: Internet access is included in your lease. Glen Mor offers both Ethernet cords and a wireless network.

**ELECTRICITY/GAS/SEWER**

**Falkirk, The Plaza, Oban and Stonehaven:**

A total monthly utility allowance, or “cap,” will be applied to each apartment as specified below. The allowance is applied per apartment, NOT per resident. All utility bill amounts over the monthly cap will be uniformly divided and billed to each contracted resident of the Apartment on a monthly basis.

**Bannockburn Village & Glen Mor:**

These utilities are completely covered in your rent.

<table>
<thead>
<tr>
<th>FALKIRK, THE PLAZA, OBAN AND STONEHAVEN MONTHLY UTILITY ALLOWANCE</th>
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<tbody>
<tr>
<td>Studio</td>
</tr>
<tr>
<td>1 Bedroom 1 Bath</td>
</tr>
<tr>
<td>2 Bedroom 1 Bath</td>
</tr>
<tr>
<td>2 Bedroom 2 Bath</td>
</tr>
<tr>
<td>2 Bedroom 2 Bath Deluxe</td>
</tr>
<tr>
<td>2 Bedroom 2 Bath (Stonehaven only)</td>
</tr>
</tbody>
</table>
Purpose

- Inform Housing of cleanliness or maintenance discrepancies that may need to be corrected
- Note discrepancies that may not need correction, but for which Resident will not be held accountable

What to Fill Out

- Use column entitled Move-in Condition
- Make a note ONLY next to categories that you feel have a discrepancy that you would like considered for correction
- Try to use brief comments that fit in box (e.g. dirty, broken, leaks, scratch, stained, out, missing, etc.)
- If you need additional space, feel free to attach a separate sheet
- Be sure to check your refrigerator, heating, and cooling!

What NOT to Note

- Scratches on cabinets, or appliances. These are inevitable under continuous usage. Residents are not charged for these items.
- Bannockburn Village & Stonehaven: Holes, dirt, or other inconsistencies in the acoustic “cottage cheese” ceilings.
- Partially-occupied apartments have been prepped to the best of Housing’s capabilities while another resident is living in the apartment. Residents moving into such spaces need to understand and take into consideration these limitations.

Mailing Information

To receive standard U.S. mail, use the following address information:

**Bannockburn Village**

(Your name)
3637 Canyon Crest Drive, Box #
Riverside, CA 92507

**Falkirk**

(Your name)
3429 Canyon Crest Drive, Box #
Riverside, CA 92507

**Glen Mor**

(Your name)
400 W. Big Springs Road, Box #
Riverside, CA 92507

**Oban**

(Your name)
950 W. Linden St., Box #
Riverside, CA 92507

**The Plaza**

(Your name)
1020 W. Linden St., Box #
Riverside, CA 92507

**Stonehaven**

(Your name)
3201 Canyon Crest Drive, Box #
Riverside, CA 92507

Daily Newspapers

The Press Enterprise
(951) 684-1200

Los Angeles Times
(800) 252-9141

Call providers directly to arrange doorstep delivery at normal provider rates.
**EMERGENCIES: WHAT TO REPORT TO A HOUSING REPRESENTATIVE FOR IMMEDIATE ATTENTION**

- Report any loose stairs, water leaks or non-operational refrigerators.

**DEADLINE**

- All Move-in Inspection Reports MUST be returned to the RSO within three business days of check-in.
- Sign and date form at bottom in RESIDENT/CHECK IN box.
- Failure to return a Move-in Inspection Report as noted will imply resident's consent that their apartment/bedspace is acceptable “as is.”
What to know about the Area Coordinator (AC)/Resident Director (RD)

- They are professional staff members that have dedicated themselves and their careers to trying to assure your success both in and out of the classroom.
- They are resources that can be of assistance in many areas of your UCR experience: including apartment, community, neighbor issues or problems; and housing/campus questions or problems.
- They are advocates for students and advisors for the Campus Apartment Resident Association (CARA).
- Supervision of your apartment Residence Advisor (RA) staff.
- The Area Coordinator in UCR Campus Apartments is John-Paul Wolf. Area Coordinator for Glen Mor is Josh Witbeck.
- Resident Directors for Bannockburn Village, Falkirk, Oban, The Plaza and Stonehaven are Patricia Garcia and Chris Williams. Resident Director for Glen Mor is Alaina Sudeith.
ROLE OF THE RESIDENT ADVISOR

- The RA on Duty is available for problems you may experience and for help in the office after regular business hours, every day of the year.
- RAs are members of your community, which make sure things are running smoothly.
- RAs are peer resources who plan programs and events, conduct roommate mediations, and work to assure the safety and security of our students and property.

EXPECTATIONS OF OUR RESIDENTS

- Grow as a community; be considerate, cooperate, compromise, and confront each other appropriately.
- Support the apartment community as an academic environment.
- Courtesy hours 24 hours a day: this means we expect you to not disturb your neighbors.
- Quiet hours 10pm–8am weekdays and 1am–10am on weekends.
- Communicate your needs to us through your Resident Advisor or the RSO.
- Follow the community standards which can be found at housing.ucr.edu.
- Challenge yourself to build a respectful relationship with your roommate. But if you need help, please contact your Resident Advisor for assistance.

WHAT TO KNOW ABOUT THE ASSISTANT RESIDENT DIRECTOR (ARD)

- The Assistant Resident Director assists the Resident Director or the Area Coordinator in all areas of their job.
- They assist with the supervision of the Resident Advisor (RA).
- They coordinate and attend all programs and events that are offered.
- They partner with students through our student misconduct process.
- They assist in advising the UCR Campus Apartments Resident Association (CARA).
RSO OPERATIONS

UCR Campus Apartments RSO:
3615 Canyon Crest Drive
Suite D-102
Riverside, CA 92507
(951) 827-5723
Hours: 8am–7pm, Mon-Fri.

Glen Mor RSO:
400 W. Big Springs Road
Riverside, CA 92507
(951) 827-7540
Hours: 8am–11pm, Mon-Fri;
12pm–11pm, Sat-Sun

Stonehaven RSO
3201 Canyon Crest Drive
Riverside, CA 92507
(951) 782-7979
Hours: 8am–5pm, Mon-Fri.

Services include:

- Loaner Keys for lockouts—three free lockouts per quarter, then a minimum of $5 for each additional lockout. During business hours, you can check a key out for 15 min. Charges for lost keys:

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Replace Apartment key</td>
<td>$30</td>
</tr>
<tr>
<td>Replace lock</td>
<td>$60</td>
</tr>
<tr>
<td>Replace Facility key</td>
<td>$30</td>
</tr>
<tr>
<td>Replace mailbox key</td>
<td>$25</td>
</tr>
</tbody>
</table>

- You can check out games (pool balls), hand trucks, etc.
- We maintain a “lost and found” area in case you lose something that belongs to you or find something that does not belong to you. Thank you for honesty.

Mail and packages:
- Please address all U.S. Postal Service (USPS) mail and packages to your community’s address and assigned mailbox number (NOT your apartment number) so that we can quickly and efficiently sort your mail.
- All USPS mail will be delivered to the RSO (or Stonehaven front desk) and sorted into your mailbox.
- For packages from private carriers (UPS, FedEx, etc.) that you’d like delivered to the RSO, please use your RSO address. You will be notified of packages that have been delivered with a yellow slip in your mailbox.
- Packages from Amazon can be sent directly to Amazon Lockers located at Bannockburn Village, Falkirk and Pentland Hills. This automated, secure and self-service package system is independent of your community’s package system, and is an option available during Amazon’s check-out process.
- For packages from private carriers that you’d rather have delivered to your doorstep (not available at Glen Mor), use your community address and apartment number. We are not responsible for packages left in open hallways.
- We only deliver mail to contracted residents. All other mail is returned to sender.
- Check your mail at least once every 72 hours. We place notices about your community in the mail.
SAFETY AND SECURITY

- Housing has developed a program called ROAR, which stands for Resources, Observe, Act and Report. ROAR is designed to increase awareness and empower individuals to take an active role in ensuring their own safety, and that of others in their community. Some key tips include:
  - Always lock your door and secure your windows.
  - Never prop open doors or gates in the community.
  - If any door or gate will not properly shut and lock, let the RA on Duty know or tell someone in the RSO.
  - UC Police are always available and are official state police. Their emergency number is (951) 827-5222.

SOLICITATION

- Call the desk or RA on Duty immediately if a solicitor comes to your door.
- Give description of individual and the location seen.
- Please report advertisements found on vehicle windows and bring the ad or flyer to the RSO.

FIRE SAFETY

- When the fire alarm sounds, always exit the building and proceed to the designated gathering location
- Prohibited apartment items:
  - Halogen lamps
  - Holiday decorations such as “live cut” trees
  - Firearms/explosives/fireworks
SERVICE REQUESTS

- Service requests for maintenance can be submitted online at www.housing.ucr.edu.
- Please report custodial and maintenance problems promptly to help avoid problems getting worse or having a more widespread effect.
- Please note that the Campus Apartment maintenance staff responds to non-emergency service requests between 8am and 12am. However, 24-hour service is available for emergency situations. Please indicate in your service request if you would like to limit maintenance staff entry beyond a certain hour. Please be aware, however, that this may delay the response to your request.
- If you have an emergency, let the RA on Duty or RSO staff know this so that we can call maintenance immediately, as appropriate.
- **STONEHAVEN ONLY:** Service requests must be submitted at the Stonehaven Management Office. Response to service requests may differ from Housing Services, and will take place within Stonehaven’s general business hours.
Printed copies of UCR campus maps and community shopping maps are available at your RSO. Just ask.