Welcome
Canyon Crest Family Student Housing

housing.ucr.edu
Essential Phone Numbers

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

RA ON DUTY (AFTER 7PM)
(951) 237-2078

UCR EMERGENCY NUMBERS

- Emergency: 911
- UCR Police (non-emergency): 827-5222
- Campus Safety Escort Service (“Yellow Shirts”): 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

UC RIVERSIDE TOBACCO POLICY

No smoking or tobacco use is allowed anywhere on university property. This includes the interior of your residence and the grounds surrounding your house.

tobaccofree.ucr.edu
Welcome to your new home!

This guide to UCR’s Canyon Crest Family Student Housing will give you an overview of the services, facilities and options offered by the team at Housing, Dining & Residential Services.

It also includes what you need to do immediately upon move-in to take full advantage of all that Family Student Housing has to offer.
1. RESIDENT SERVICES OFFICE

The UCR Campus Apartments Resident Services Office (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, The Plaza, Oban and Falkirk student apartments, in addition to Canyon Crest Family Student Housing.

2. KEYS

At check-in, you, the deposit holder, will receive three keys: a unit key, facility key and a mailbox key. If a spouse or partner is moving in, they will only receive a unit key, which opens the front door. The facility key opens the laundry room, community center, computer lab and any other common areas available in your community.

You’ll also be given the specific location of your mailbox (it’s either on Peach or Avocado Streets), and which box has been assigned to your specific address. Be sure to write the names of all occupants on the card inside of the mailbox to ensure everyone receives their mail.

If your unit is located in an area that requires gated vehicle entry, a maximum of two gate cards will be provided to you.

3. MOVE-IN INSPECTION

Before you settle into your unit, please make sure that your Move-In Inspection Form is completed as instructed by the Resident Service Office at check-in. A Move-In Inspection appointment will be scheduled at check-in.
for maintenance staff to collect your completed inspection form. Please sign and date the form at the bottom. Failure to complete and return a Move-In Inspection Report will imply that your unit is acceptable “as is.”

4. UTILITIES
While all utilities should be working when you move in — electricity, water, gas — you are responsible for transferring electricity and gas into your name to set up billing with each individual utility company by the start of your lease to avoid incurring any administrative fee. Your utility account numbers will be required to pick up your keys.

The following phone numbers and web addresses should get you started:

**ELECTRICITY**
City of Riverside Public Utilities
3460 Orange Street
Riverside, CA 92501
(951) 782-0330
www.riversideca.gov

**NATURAL GAS**
Southern California Gas Company
3460 Orange Street
Riverside, CA 92501
800.427.2200
www.socalgas.com

To ignite the pilot light for your heater/furnace upon move-in, please call the Gas Company at 1-800-427-2200. The Gas Company technician will notify you if the equipment is not functioning properly. Submit a work order via the online service for maintenance/repair.

When your heater is not in use, a small amount of dust collects on the heat exchanger. When you turn on the heater for the first time, you may notice a slight burning odor, which is merely the dust burning off. This poses no threat to your family. Residents are encouraged to vacuum the vents of their heater every six months.

**DRYER SERVICES:** If your unit is not already equipped with a dryer gas line and vent, you will need both if you wish to have a dryer for your unit. A service request must be entered online by RSO staff to have a gas line and dryer vent installed. There is a $15 charge to install a vent.

**TELEPHONE**
AT&T
(800) 310-2355
ATT.com

Request to have your phone line activated. All homes have at least one working phone jack. The phone company can usually turn the phone on without coming out. We require that all residents have their current phone number on file at the RSO.

Charter Communications can also supply phone service (see next).
Basic cable television service is included in your lease. However, your set must be equipped with a digital tuner (this includes most TV's 2006 and newer). There is no option to upgrade the service to include premium channels.

Contact the Resident Services Office if you would like a complete digital channel lineup.

**Tips for set-up of basic Charter Cable service** (varies by TV make/model, reference your TV user guide/search for instructions specific to your TV):

- Press the “Menu” button on your remote or search for the “Menu” function from your TV
- Go to “Setup” or “Settings”
- Go to “Installation” or “System” or “Channels”
- Go to “Scan channels”, “Program channels”, “Autoscan”, “Autoprogram”, or “Autotuning”
- Press “Select” or “Enter” or “OK” to start the scan
- Average TV auto-scan is 15-30mins

**Non-Compatible TVs:** If the channel scan is still unsuccessful, you can either purchase a newer HDTV or purchase a Digital Converter set-top box to receive the digital picture. Both options can be purchased online; please ensure the new purchase includes “NTSC Clear QAM tuner” functionality.

If there is no signal or services are not viewable, contact Charter Communications at (800) 314-7195.
WATER
Water is paid for by UCR. Your conservative use of water is, therefore, much appreciated.

5. PARKING:
Parking permits are required for all cars and motorcycles in Housing parking lots and on Family Housing streets. Permits are available through the office of Transportation & Parking Services (TAPS). Vehicles without a permit will be subject to a citation and/or be towed at the owner’s expense.

RESIDENTS: All residents with a car are required to display a permit. Permits are purchased annually for a minimal fee. A maximum of two permits are issued per address and they expire on June 30. A new permit must be purchased before July 1 for the following year.

GUESTS: Guests may park in the Canyon Crest community provided they display a guest parking permit on the dash. Guest parking permits must be purchased by the resident from the parking kiosk located outside the Crest Operations Office at 3498 Avocado Street. The kiosk is available 24 hours, 7 days a week.

6. MAILBOXES
Resident mailboxes are located at one of two locations; either Avocado Street or Peach Street. Mail service is provided directly by the U.S. Postal Service. Mail is picked up and delivered once a day, Monday to Saturday, except for nationally recognized holidays.

All mail should be addressed in your name and include your unit's street address.
7. OTHER ESSENTIAL INFORMATION

AIR CONDITIONERS: If you would like an air conditioning (A/C) unit installed in your unit, please visit the UCR Campus Apartments RSO and request an A/C installation form. A $45 installation fee will be assessed to the student account for each A/C unit installed. A $45 removal fee is also assessed for each A/C unit removed. Installations and removals must be completed by Housing Maintenance Staff. (Residents are not allowed to install and remove their A/C units for safety reasons.)

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. Check with the RSO for upcoming bike registration dates scheduled to occur at the RSO.

CARBON MONOXIDE: If the alarm sounds: Push the test/reset button and if the alarm reactivates within six minutes, call 911, and immediately vacate the unit and wait for emergency services. A CO alarm is four short beeps, followed by five seconds of silence, followed by four short beeps (this sequence continues to repeat).

Lights on the Alarm: A red flashing light once every 30 seconds, accompanied by a chirp, indicates batteries need replacement. Request a work order to have the device checked if this occurs. Four quick flashes with the alarm, followed by five seconds off, followed by four more flashes indicate the presence of carbon monoxide. A green flashing light (30 second intervals) indicates the alarm is taking CO readings and functioning properly.

EXTERIOR STORAGE & MAINTENANCE: Residents are required to maintain the cleanliness of the exterior of their units. Furniture designed by the manufacturer for outdoor patio use is allowed, while interior furniture is not.

Wading pools are allowed; adult supervision is required around
all filled pools. Pools should be emptied onto grass after each use. Regular mowing days are Monday, Tuesday & Wednesday, so please have pools cleared from lawn on these days.

The area surrounding the unit is not to be used as a general storage area. Some items that CAN be stored outside include bicycles, potted plants, swing sets, and plastic doll houses. Up to two 10’x12’ vinyl storage sheds are allowed. Items that can be stored outside need to be stored within two feet of the unit. Contact the RSO for more details and an Exterior Storage Application.

**FENCES:** Some types of fencing may be allowed in back yard areas. Information and an application are available at the Resident Services Office.

**LEAD PAINT:** Testing has determined that lead paint was once used as a base coat on the interior and exterior of Family Housing units. No lead paint has been used for at least 20 years. Although multiple coats of lead-free paint have been applied and metal flashing has been installed, wood surfaces pose a potential peeling problem. The potential for exposure is extremely minimal. However, if you experience any exterior or interior paint peeling, notify the RSO immediately.

**PAYMENTS:** Housing fees for Canyon Crest Family Student Housing are made via UCR’s Growl system at growl.ucr.edu.

**RENTERS INSURANCE:** It’s your responsibility — not the university’s — to replace any lost or stolen items, including laptops, cell phones, books and backpacks. College Renters Insurance offers policies that start at roughly $.50 a day, and cover computers, clothing, bikes, books, furniture, electronics, appliances and more.

More information is available at gradguard.com/ucr.
I’ve Moved In. Now What?

You’re not just renting a small house. You’re now part of a vibrant university community, with a wealth of resources, facilities and programming designed for you and your family.
No smoking or tobacco use is allowed anywhere on university property, including inside Family Housing apartments.

RSO OPERATIONS
The UCR Campus Apartments RSO is open 8am–7pm, Monday through Friday.

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>Replacement</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace deadbolt key</td>
<td>$30</td>
</tr>
<tr>
<td>Replace lock</td>
<td>$60</td>
</tr>
<tr>
<td>Replace Common key</td>
<td>$30</td>
</tr>
<tr>
<td>Replace mailbox key</td>
<td>$25</td>
</tr>
<tr>
<td>Gate Card</td>
<td>$30</td>
</tr>
</tbody>
</table>

- 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.

POLICIES AND WHERE TO FIND THEM
The Family Housing Handbook, which can be found online, is full of useful information and policies you are contractually expected to abide by.

Guests and their behavior are the responsibility of the resident host.

SAFETY AND SECURITY
UC Police are always available and are official state police. Their number is (951) 827-5222.
**PETS**
No pets are allowed, except pets in small cages (birds and small rodents) and fish in aquariums (30-gallon maximum).

Do not feed, house, or in any other way seek to attract wildlife onto UCR property. If you observe wildlife in the area, please keep a respectable distance and demeanor.

**PROHIBITED ITEMS**
Firearms/explosives/fireworks and any weapons are prohibited on campus, and if in your possession are generally a violation of local, state, and federal law.

**SERVICE REQUESTS**
Service requests for maintenance can be submitted online at [housing.ucr.edu](http://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 UCR Campus Apartments maintenance staff responds to non-emergency service requests between 8am and 12am. However, 24-hour service is available for emergency service requests. 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.

**OCCUPANCY**

**BIRTH CERTIFICATES:** To ensure accurate records of all residents currently living in Family Housing, a copy of birth certificates for all children living in your unit must be on file. If during the course of your stay at Family Housing there is a new addition to your family, please bring a copy of the birth certificate to the UCR Campus Apartments Resident Services Office (RSO) as soon as possible.

**GUESTS:** Guests are allowed to stay up to two nights. For situations where a guest is staying longer than two nights, residents are required to obtain written approval prior to guest arrival. Please visit the RSO and register your guests. Occupancy may never exceed the limits specified in your Contract.
WHAT YOU NEED TO KNOW ABOUT THE ROLE OF HOUSING STAFF

We believe that on-campus living is an enriching part of your overall education. Our goal is to provide you with an environment that encourages your academic pursuits as well as your personal growth.

Our staff is a big part of that.

Residence Life staff schedule programs, events and activities throughout the year and provides direct assistance—both of a housing and personal nature—to residents during and after “regular business hours.”

The staff ranges from student Resident Advisors (RAs) to the full-time professional staff — the Resident Director (RD) and Area Coordinator (AC) — responsible for either your community or all of the thousands of residents who live on campus.

ROLE OF THE RESIDENT ADVISOR (RA)

- The RA on Duty is available for problems you may experience and for help in the office after regular business hours, from 5pm-8am every day of the year.
- RAs are members of your community, who make sure things are running smoothly.
- RAs are peer resources who plan programs and events, mediate conflicts, and work to assure the safety and security of our community.
The UCR Child Development Center is located immediately adjacent to the community, offering highly regarded full- and half-day programs to students, staff, faculty and the neighboring community.

The center is licensed to serve children between the ages of 4 months and 5 years. UCR students are eligible for subsidized rates.

The curriculum follows guidelines set by the California Department of Education and the National Association for the Education of Young Children, and is accredited by the National Academy of Early Childhood Programs.

The Centers provide breakfast, lunch and a morning and/or afternoon snack. The Centers active parent association meets regularly to plan family-oriented events and fundraisers. Students and researchers are welcome at the Centers, which were built with observation rooms, which are available to parents as well.

Admission is based on the availability of space in the appropriate classroom, and the date of application for services. There is frequently a waiting list and interested families should make arrangements well in advance.

Please call (951) 827-3854 to apply or to attain further information.
COMMUNITY CENTER & PARK
The community center and park can be reserved by residents for a variety of functions. The community center is located at the intersection of Linden and Canyon Crest (labeled number “1” on the Family Housing map). The park is located near the center of the complex (“7” on the map).

To reserve either facility, please come to the RSO no more than 30 days in advance and request a reservation form. If no events are booked on the date you request and your planned function is in accordance with housing policy, your request will be approved and you will be notified.

ADDITIONAL AMENITIES
A secure laundry room is available (#5 on the map).

A computer lab is located in the community center.

During the summer months, Family Housing residents are allowed use of the pool at Falkirk Student Apartments. Every June you will receive notification from the RSO on how to take advantage of this amenity. This generally includes submitting liability waivers and signing for an access key.
Campus Apartment Maps

Printed copies of UCR campus maps and community shopping maps are available at the RSO. Just ask.
Be Safe.
Be Strong.

ROAR
Resources • Observe • Act • Report