



Dear Future Resident,

We are very excited to welcome you to your new home at The Quarters on Campus! Contained in this letter is some important information regarding your **Move-In on Saturday, August 24, 2024**. We ask that you carefully review this letter and abide by any scheduling and instructions provided. With your help, we can avoid a lot of confusion and make the process both enjoyable and organized. For additional questions, please visit www.quartersmove.com.

MOVE-IN DAY

Check in will be located **on the first floor of the Quarters Garage**, located at **2222 Rio Grande St. Austin, TX 78705**. You will pick up your keys at this location. To help control traffic, please do not drive into the garage unless you plan on parking your vehicle here. You will be required to pay the daily parking fee upon exit. The only exception is if you have parking for this garage on your Lease Contract (Nueces Grasyon and Karnes residents). **We will begin handing out keys at 8:00am. Each Leaseholder will be required to show a government issued photo ID to pick up keys.**

On August 24, elevators in your respective building will only access floors based on the following schedule (no exceptions):

Cameron, Montgomery, and Sterling Houses:

5th floor: Move in time 8am through 10am
4th floor: Move in time 10am through 12pm
3rd floor: Move in time 12pm through 2pm
2nd floor: Move in time 2pm through 4pm
All resident move in after 4pm

Nueces and Grayson Houses:

8th and 7th floor: Move in time 8am through 10am
6th and 5th floor: Move in time 10am through 12 pm
4th and 3rd floor: Move in time 12pm through 2pm
2nd and 1st floor: Move in time 2pm through 4pm
All resident move in after 4pm

WHAT WILL I NEED TO PICK UP MY KEYS?

The Leaseholder must be present and provide/complete the following **before** keys may be issued. Please know that keys **will not** be released without all of this information completed:

- **First month installment paid**
- **City of Austin Electric Account Number** (Call 512-494-9400 to connect, at least three days prior to August 24st.). **Each resident must provide this.** If the account is in your roommate's name, you will need to get the account number from them to provide to us.
- **Proof of Renter's Insurance** i.e. declaration page. Renter's Insurance can be purchased through our provider, eRenterPlan (www.renterslive.com) or a provider of your choice. The address on the plan must include the **building address, apartment number, bedroom letter, and bed number** and must have the **resident's legal name** on the policy. This policy **MUST** be effective for the full duration of the lease agreement. We **will not** accept any policies that do not have these specifications. Please call or email the Leasing Center if there is any confusion with these instructions.
- **A government issued photo ID.** You will be asked to show your ID when picking up keys.

*Please note that there **will not** be a printer or copier available during the move in process. Please be prepared with copies to supply us when you come to pick up your keys or email your documents in advance to movein@quartersoncampus.com.*

FAILURE TO COMPLETE THE ABOVE STEPS WILL DELAY YOUR MOVE-IN PROCESS AND COULD PREVENT YOU FROM OBTAINING KEYS THE DAY AND TIME OF YOUR SCHEDULED MOVE-IN.

Second Rent Installment Due September 1st. Your second rent installment is due on September 1st, and will be considered late at midnight of September 4, 2024. Any amount over \$50 owed on September 4, will incur a \$50 late fee, plus an additional \$5 per day thereafter.

PARKING AND UNLOADING:

Parking and street space in West Campus is VERY limited so please be prepared. We recommend bringing as few vehicles as possible. The Quarters Parking Garage located at 2222 Rio Grande St. is available for vehicles that are either not carrying belongings or have successfully unloaded. Once your vehicle is unloaded, we ask that you move it immediately to help clear the way for other incoming residents. You can pay to park at The Quarters Parking Garage located at 2222 Rio Grande St. Any vehicle left unattended for an extended period of time as determined by on-site personnel, is subject to removal at the vehicle owner's expense. Also, please know that all traffic signs must be followed. **The City of Austin does not take move-in into account when they are issuing parking tickets.** Your cooperation and understanding is very much appreciated.

Nueces and Grayson Houses: The back alley can be used for unloading. No parking or standing will be permitted.

Cameron and Montgomery Houses: There is significant frontage road that should allow for easy unloading of vehicles. In the event of heavy traffic, the alleyway behind Cameron and Montgomery is available for use.

Sterling House: Unloading must take place along Pearl Street and 22nd Street.

All Houses: Once your vehicle is unloaded, we ask that you move it immediately. We will have APD officers to help facilitate parking and maintain order. Again, your cooperation and understanding is very much appreciated.

UHauls: The garages cannot accommodate Uhaul moving vehicles. Please plan accordingly for parking.

FAQs

SHOULD I HIRE MOVERS?

This is a personal choice. The Quarters will have a limited number of professional movers available at each building to assist residents with moving heavier items. They will not perform entire move-ins. They are paid by The Quarters; please do not feel obligated to tip. You are welcome to hire professional movers if you like. Please keep in mind, the same restrictions will apply to them as with your own vehicles.

SHOULD I BRING A DOLLY OR TOOLS?

Yes! Please bring all moving tools that you may need. We are unable to provide tools and dollies due to the large number of people moving in. Please come prepared with the necessary items to move and assemble furniture.

WHAT IF I CAN'T MOVE IN ON THE 24TH?

Since we are trying to move in several hundred residents, we have planned, staffed and prepared to get everyone moved into their apartments on Saturday, August 24, 2024. Therefore, we would like to encourage everyone to move in on this date, as our full staff will be here to make the process easier. If you cannot move in on this date, we ask that you have someone pick up keys from us on August 24th. **We need written permission from you (the resident moving in) if you want someone to pick up keys for you. To submit written permission, the resident moving in needs to email movein@quartersoncampus.com with "Move-in Key Release" in the subject line. *Include the following information in your email:* your full name, your building & apartment number, a picture or scanned copy of your government issued photo ID (i.e. driver's license or passport), and the full name of the person picking up keys for you (this person needs to bring a government issued photo ID if they wish to pick up keys). If you cannot move in on August 24th and cannot have someone pick up keys for you on this date, you are welcome to move in after August 24th at your earliest convenience. **Keep in mind that all qualifications on Page 1 must be met before keys will be released.****

WHAT HAPPENS IF I ARRIVE TOO EARLY OR MISS MY MOVE-IN TIME SLOT?

Since we are moving in several hundred residents on one day, we must keep a strict schedule. **Anyone who arrives early may pick up keys, but will be required to wait for their move in window to access elevators.** If you arrive late, you may pick up keys, but will be asked to wait until the "All Residents" move in time (see page 1). You are welcome to use the stairwells at any time.

WHAT ABOUT OTHER UTILITIES IN MY APARTMENT?

Each apartment has high speed Internet set up already. Residential water service is billed based on each apartment's metered usage. The first water bill will be due October 1, with your monthly installment. For those with roommates in their apartment, water and wastewater charges are equally split and charged to each roommate's account. Water is payable to The Quarters, with your monthly rental installment. To receive your monthly water usage invoice electronically, go to [AmCoBi.com \(https://ipn2.paymentus.com/cp/signup.action?client=8065676683&lang=en\)](https://ipn2.paymentus.com/cp/signup.action?client=8065676683&lang=en). Use your email address and a password of your choosing. Once you're logged-in, access your account by entering your account number (found on your invoice) and your service address zip code (78705).

HOW DO I PAY MY MONTHLY INSTALLMENT?

You can pay your monthly installment and fees online, through your resident portal.

- Visit www.quartersoncampus.com
- Click “Resident Portal” tab at the top of the page.
- Select either Phase 1 (Sterling, Cameron, Montgomery) or Phase II (Nueces, Grayson, Karnes)
- **You do NOT need to create a new account.** Your account was created for you when you leased your apartment. This is the same account where you paid your application fee and deposit. If you do not remember your password, use the “Forgot Password” link to reset your password. You may also request a password reset link to be emailed to you, by emailing info@quartersoncampus.com. You will need to provide your full name, building and apartment number.
- For more information about making and setting up payments, please refer to the Resident Portal Set up Flyer.
- The Quarters on Campus does not accept cash, checks or in-person payments (some exceptions may apply). If you would like to pay with your checking account, you will need to use the E-Check option in your Resident Portal. **There is no fee to pay online using an E-Check.** Payment made by credit or debit card will be subject to a processing fee.

