



# Resident Manual

## **Welcome to The Quarters on Campus!**

Dear Residents,

Welcome to your new home! Consider this packet your “User’s Manual” for living at The Quarters on Campus. We have included lots of extremely helpful and important information for you to look over.

We know that move-in day can be hectic, but we would like for you to take the time to read through this packet within the first 48 hours of living in your new home. It will help you answer some common questions that may come up as you get settled in. Please make sure to fill out and return the Move in Condition form within 48 hours as well.

Please contact the Leasing Center if you have any concerns at all. We are here to help make the process of moving in and getting situated easier for you. We are so glad you chose The Quarters as your new apartment home and would like to make sure your stay with us is an enjoyable one! Remember that no request is too small, and we would like to make sure that the “little things” get taken care of before they become big problems. Please know that we value your opinions greatly, and if there is anything we can do to improve your stay please let us know!

Sincerely,

The Quarters on Campus Team

## **Leasing Center Hours and Contact Information**

### **Office Hours:**

Monday - Friday: 9am-5pm

Saturday: 10am-5pm

Sunday: Closed

*\*Hours change seasonally and be posted outside Leasing Center and Online\**

### **Location:**

2222 Rio Grande St. Ste. 200D

Austin, TX 78705

*\*Please know that we are unable to accept any packages/mail for residents at Leasing Center\**

### **Contact Information:**

Phone #: 512-531-0123

E-mail address: [info@quartersoncampus.com](mailto:info@quartersoncampus.com)

Website: [www.quartersoncampus.com](http://www.quartersoncampus.com)

## **After Hours Concerns**

### **Locked Out of Your Apartment:**

- During office hours: if you have lost your FOB, or locked it inside your apartment, come to the Leasing Center to check out a temporary key. You must present a government issued ID before being issued a new key. All temporary keys must be returned and signed back in within 48 hours. If not turned in on time you will be charged \$50.
- If you lose your key fob, there will be a \$50 replacement key charge. Please come to the Leasing Center to request a replacement.
- If your FOB is not working, call the Leasing Center. During office hours, maintenance can come to inspect the lock and make necessary repairs.
- After hours: Please be aware, we do not do after-hours lockouts! You may call our preferred lockout service, Cothron's. Please be aware that there is a fee for all after-hours lock outs, which must be paid to Cothron's. Quarters will not reimburse for after hours lockouts if you lose your Fob or lock it inside your apartment.

Cothron Lock-Out Service

Phone #: 512-472-6273

*\*You must present your photo ID and proof of residence to be let into your apartment (mail or a copy of your lease contract) \* The Quarters is NOT responsible for paying or reimbursing lock out fees.*

## Emergency Maintenance Requests:

- Our team of maintenance professionals will be here to assist you Monday - Friday from the opening of the Leasing Center until 5pm for both normal and emergency maintenance issues.
- Should an emergency issue arise after hours, we will be able to have our on-call maintenance representative on-call come to the property and take care of the problem.
- Emergency maintenance issues include:
  - Window that cannot close/window that is broken.
  - Doors that cannot be secured or that will not allow access into the bedroom.
  - Fires (Be sure to call 9-1-1 before calling The Quarters)
  - Doors/locks that are broken by the AFD in emergency situations, or break-ins.
  - Floods/Leaks
  - The lack of a single light source in which a temporary light source cannot be provided.
  - Power failure
  - Clogged toilet (only if it is the only toilet in the apartment, or all toilets are clogged) or toilet is overflowing and will not stop.
  - Lack of a single heat source in which a temporary heat source cannot be provided.
  - A/C not working, and apartment is over 80°F.
  - The heater is not working, and the apartment is below 50°F.
  - **TO REACH ON CALL MAINTENANCE CALL (512) 531-1023 and leave a message with our answering service.**
  - **FOR LIFE THREATENING EMERGENCIES DIAL 9-1-1**

## Internet

- Please refer all Internet issues to Campus Connect.
  - CALL: 1-877-478-8895
  - CHAT 24/7: @MyCampusNet.com
  - TEXT: "CampusNet" to 84700
- Campus Connect will more than likely trouble shoot the issue before sending a technician to your apartment.
- Quarters on Campus does not control Internet service.

## Parking

Contact the Parking Service Department for all parking-related questions. If you would like to add parking to your apartment lease contract, you should contact the Leasing Center directly. Otherwise, the Parking Services Department can assist you with all issues related to your electronic parking permit, Q-Sticker or Tandem Sticker, inquiries about contract parking, reporting of a temporary vehicle or change in vehicle, reporting violations you see in our garages and any parking violation you may receive on your vehicle. *The following is the Parking Services Department contact information:*

[park@quartersoncampus.com](mailto:park@quartersoncampus.com) or call 512-531-0123

## **Making Payments**

Online payments are preferred! Checks and money orders should include your name, building and apartment number on the memo line. These can be payable to:

If you live in Grayson, Nueces, or Karnes

**PLIC 0383**

If you live at Sterling:

**USPP Sterling Residential, LLC**

### **Late Fees:**

- Rent is due on the 1<sup>st</sup> of each month, regardless of holidays.
- Late fees begin on the 4<sup>th</sup> of each month, regardless of holidays, and are charged based on the date we receive your payment as shown:

<u><b>Late Fee Schedule</b></u>			
<b>Date</b>	<b>Charge</b>	<b>Date</b>	<b>Charge</b>
4 <sup>th</sup>	\$ 50	12 <sup>th</sup>	\$ 90
5 <sup>th</sup>	\$ 55	13 <sup>th</sup>	\$ 95
6 <sup>th</sup>	\$ 60	14 <sup>th</sup>	\$ 100
7 <sup>th</sup>	\$ 65	15 <sup>th</sup>	\$ 105
8 <sup>th</sup>	\$ 70	16 <sup>th</sup>	\$ 110
9 <sup>th</sup>	\$ 75	17 <sup>th</sup>	\$ 115
10 <sup>th</sup>	\$ 80	18 <sup>th</sup>	\$ 120
11 <sup>th</sup>	\$ 85	19 <sup>th</sup>	\$ 125

## **Other Accounting Info**

### **Billing:**

- On approximately the 20<sup>th</sup> of each month, you will receive an Invoice from The Quarters to your email on file. The invoice will include your rent, water/sewer, technology fee (Wi-Fi Internet), pest control, trash, parking, if applicable, and any other late fees/fines you may have incurred.
- You will receive a hard copy statement from AmCoBi to your apartment mailbox, detailing water, and sewer usage. To receive your monthly invoice electronically, just 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).

**Water:**

- Water and Sewer charges are delayed by a month to allow for auditing, so you should expect your first water charges a month after moving in. Your first water bill will be due on October 1, with rent and other fees.
- For those with roommates in their apartment unit, water and wastewater charges are equally split and charged to each roommate's account. Water is payable to The Quarters just like your rent.

**Resident Account Questions:**

- Please direct any questions/concerns about your account to our Accounts Receivable Specialist, Whitney Cox, [wcox@quartersoncampus](mailto:wcox@quartersoncampus) or call the Leasing Center, (512) 531-0123.

**Electricity:**

- Residents must have electricity set up in their name throughout the entire duration of their lease contract.
- If your electricity is disconnected, or not turned on before your move in date it will default back to The Quarters' name and:
  - Each account will be charged a \$50 Electricity Delay Fee (stated in Paragraph 12 of the lease contract signed prior to move in)
  - In addition to the fee, you will be responsible for paying the electricity bill we received for the days it was not in your name.
  - You will receive a notice giving you 3 days to have electricity transferred back into your name. (If after 3 days it is not transferred back, the electricity will be shut off)
  - It is the resident's responsibility to disconnect the electric account at the end of the lease/move out. Failure to disconnect your electric account will result in a \$50 disconnect fee.
  - City of Austin Utilities (electric provider) can be reached at 512-494-9400.

## **Maintenance Requests**

**Submitting a Service Request:**

*Option 1:* Enter your Service Request Online.

1. Go to [www.quartersoncampus.com](http://www.quartersoncampus.com)
2. At the top of the page, click "Residents" then select "Maintenance"
3. Log in with your Resident Portal email and password.
4. Please be as specific as possible when describing your issue.

*Option 2:* Contact the Leasing Center by emailing [info@quartersoncampus.com](mailto:info@quartersoncampus.com)

Please include the following information in your email:

- Your building, apartment number and bedroom letter
- Your full name
- The location of the maintenance concern
- The type of maintenance concern

*Option 4:* Call the Leasing Center at 512-531-0123.

**\*\*For urgent maintenance requests, please call the Leasing Center! After hours, you will be directed to the Answering Service, where you may leave a message for on call maintenance. \*\***

**When it will be addressed (non-emergency):**

- Our Maintenance Technicians will do their best to prioritize service requests based on urgency.
- Please allow 24 hours (Monday – Friday) for non-emergency issues to be addressed. If you do not see or hear from our Maintenance Team or staff member within 72 hours, please call and notify the Leasing Center.
- Any requests submitted after 12:00pm (Noon) Monday - Thursday may be processed the next day.
- Requests submitted after Noon on Friday - Sunday will not be processed until Monday unless it is an emergency request. For urgent requests, please refer to the “After Hours Issues” section to see what qualifies as an emergency request.
- Once our Maintenance Team has come by your apartment, they will leave a note saying they came, and if a second visit is needed to complete the work.
- You do not need to be present for maintenance to enter your apartment.

**Pest Control:**

- If an issue arises where you need our pest control services, please contact the Leasing Center by phone or e-mail. We will let our pest control company, Orkin, know about the problem and someone will be out to your apartment to assist you.
- Pest control comes out every Friday. Requests submitted on or after Friday, will be addressed the following Friday.
- Please include in your e-mail/phone call the following information:
  - Name
  - Apartment number and bedroom letter
  - Location of the problem
  - Type of problem

*\*You do not need to be home for pest control to enter your apartment\**

**Tips and Common “Easy-Fix” Solutions:**

- Electricity doesn't seem to be working in the bathroom:
  - Check the outlets around your bathroom sink, there should be a button on one of them. If it is popped out and has a red light next to it, push the button in and the power should automatically turn back on.
- Electricity out in an entire room of the apartment/entire apartment:
  - Assuming you paid your electric bill, the problem should be easily fixed using the breaker box (usually located in one of the bedrooms behind the bedroom door). Flip the switches all the way to “OFF” then flip them back to “ON”. This should reset the electricity in the apartment.
- The top plugs to an electric outlet in a room or living room does not work:
  - There is a light switch in each room that controls a wall of electric outlets; this allows you to plug in a lamp or other appliance that you wish to have controlled by the switch. Flip the switch and it should turn that wall of outlets on.

- A/C doesn't seem to be working:
  - Check your thermostat. Make sure it is set to cool.
  - Check to make sure there are not any pre-set schedules created.
  - If the AC has been turned off for an extended period, it may take longer to cool your apartment home.
  - Let us know if you are still having issues after trying the tips above, by calling the Leasing Center or entering a Service Request online.
- Refrigerator doesn't feel like it's cooling enough:
  - Check to make sure the settings are set correctly; open the refrigerator; look at the top above the shelf. It should have a setting panel where you can adjust the temperature. If it is out, keep the door closed and the inside will stay cold until our Maintenance Team can assess the problem.
- Dishwasher isn't working:
  - The dishwasher is attached to a switch in the kitchen/foyer area of the apartment. Turning this switch on should turn the dishwasher on.
- Turning the heater on for the first time may cause a strong burning smell to occur; this may also set off the smoke detectors. Don't be alarmed, this is the accumulation of dust burning from the heating elements. Open your doors and/or windows for 10-15 minutes and the smell will go away.
- Clothes washers are HE (High Efficiency) so please ONLY use High Efficiency detergent. Other detergents and powdered detergents will clog the washer and cause it to overflow.
- In advance of moving in, please purchase a plunger. While maintenance is happy to service plumbing stoppages, most can be cleared by simply plunging.
- Water is cloudy:
  - Please run faucet for 10-15 minutes to see if the water gets clear in color.

### Help Protect Yourself and Others:

We are taking this opportunity to notify you of incidents that could possibly occur and remind you of some simple, but effective safety tips.

1. **Do not prop open building entry doors or gates for any reason.** This allows unauthorized access to the building.
2. **Do not open the building's entry doors or gates to anyone you do not know.** This also allows for unauthorized access to the building.
3. **Do not leave your apartment door ajar by popping out the deadbolt.** Make sure to close your doors completely when you enter and leave.
4. **Do not open the door if you do not know the person on the other side.** All Quarters' staff members have photo ID's. **If you are unsure, call our Leasing Center.**
5. **Report any suspicious activity in or around your building and parking garage.** Call 9-1-1 and then notify the Leasing Center.
6. **Due to the high quantity of bike thefts, please take care to properly lock your bikes. Remember that The Quarters is not responsible for bikes stolen from the parking garage or bike racks.**
7. **Please report all car break-ins to the Leasing Center, and APD if necessary.**
8. **Do not leave anything valuable or important in your car.**

## Apartment Life

**Is Your Apartment Furnished?** The Quarters offers both Fully Furnished and Unfurnished apartments. If you have leased one of our Furnished apartments, please take inventory of the furniture in your apartment at move in, taking time to document any damaged furniture on your Move in Inventory and Condition form. All furniture is required to stay in your apartment for the duration of your lease. If furniture is damaged or missing at move out, you will be charged on your final account statement.

**Nest Thermostat-** Your apartment comes standard with a Nest Smart Thermostat. You can use the Nest app on your smartphone to control your AC and Heat. We ask that if you choose to use the app that you disconnect it from your thermostat prior to move out.

**Packages-** The Quarters Leasing Center is not able to accept any packages for you. Most major delivery carriers have access to the buildings. Delivery drivers can check out a temporary FOB to access the building and deliver your package outside your apartment door, during office hours.

- USPS- some packages sent through USPS will be delivered to the package boxes in the mail room. The mail person will leave a key inside your mailbox for you to access these boxes.
- Amazon- After you move in, you will get an invitation email to set up your Amazon Hub account. After setting this up, you will be notified by email when you have a package along with a code to retrieve it.
- All other packages (FedEx, UPS, etc.) will either be delivered to your apartment door, or to the Amazon Hub. This will vary depending on the carrier.
- If you believe your package is missing, or improperly delivered, please contact the delivery carrier. The Quarters on Campus does not offer package management and is not responsible for missing packages.

**Pets-**The Quarters on Campus is pet friendly! The maximum weight limit per animal is 35 lbs. No more than 2 pets per apartment. (Exceptions may exist under certain circumstances when the animal assists a person with a disability).

- All pets (including ESA's) must be added to your lease and registered with PetScreening.com. If you have not already registered your pet, please visit <https://thequartersoncampus.petscreening.com>.
- All pets must be on a leash or inside of a carrier when outside of your apartment. This includes all hallways, elevators, stairwells, and common areas/courtyards.
- It is the pet owner's responsibility to clean up after your pets. **Failure to clean up after your pets will result in a lease violation and a fine of up to \$500 for each occurrence.**
- Pet waste cannot be disposed of in any inside trash can, or trash chute. You will need to use the dumpsters outside of your building or a pet waste station.



## **A Note from Our Marketing Department**

Jennifer Messina  
Marketing Director  
[jennifer@quartersoncampus.com](mailto:jennifer@quartersoncampus.com)  
Direct Line: 512-610-7613

**RESIDENT REFERRALS!** Want to love your neighbors? We pay a resident referral to current residents if they refer a new lease. Residents must be listed on the application, guest card. Roommates are not eligible for resident referral. If you have referred someone, please contact Jennifer Messina at [jennifer@quartersoncampus.com](mailto:jennifer@quartersoncampus.com) with the information. Referrals are paid in the form of a gift card to a specific retailer. Cannot be paid in Visa gift cards.

**Get to know your neighbors and make new friends!** Keep updated on events at The Quarters by following us on Facebook([facebook.com/QuartersonCampus](https://facebook.com/QuartersonCampus)), Snapchat (TheQOC), Instagram ([instagram.com/thequarters/](https://instagram.com/thequarters/)).