

MOVE-IN GUIDE

WELCOME TO

COLLEGE PARK

Welcome to College Park 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 College Park 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.

There are multiple ways to pay — credit card, 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 for the Morgantown campus.

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).

MAINTENANCE

On-site maintenance is available. You should report and submit a request for needed repairs through our Facilities Service Desk at go.wvu.edu/maintenance-requests as soon as you notice the issue. Our goal is to make repairs promptly; you can help us by submitting a work order as soon as you can. If you need help 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, please call the service help desk at **304-293-3136**. This number connects you to 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 and/or the leasing office. For a list of which maintenance issues are considered emergencies, please refer to your resident handbook.



LOCK-OUTS

When the leasing office is open

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 for your safety, you 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, please call the service help desk at **304-293-3136**. This number 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. For your safety, you will be required to prove your identity upon entry by showing your Mountaineer ID or other photo ID.

TRASH REMOVAL

You are responsible for taking out your trash. All trash should be bagged and taken to one of the two brick-enclosed dumpsters on the property. If you need help locating the dumpsters, please contact the leasing office.

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

RECYCLING

West Virginia University is committed to sustainability, which includes single-stream recycling on WVU and WVU-affiliated properties. You will find a recycling dumpster by the Outdoor Pavilion, located next to building 79.

PARKING

College Park has two parking lots available for residents; permits are available for purchase in the upper lot for \$20 per month or the lower lot at \$40 per month. Parking permits are still available; please contact the leasing office if you are interested in purchasing one.

College Park has guest parking available. Residents may obtain a visitor's permit in the leasing office, during office hours. Please see your resident handbook for more information.

MAIL DELIVERY AND PACKAGES

Mailboxes are located to the left of the Clubhouse. 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. Please make sure



your friends, family and associates know your correct mailing address — improperly addressed mail is considered misdirected and may not be delivered. Each resident will receive a mailbox key.

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 will be returned to sender. When picking up your package, please bring your Mountaineer ID or other photo ID ready so the package can be released to you.

/// CABLE AND INTERNET

Your cable television services are provided by College Cable Service. 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 guide is available in the leasing office. Should you require technical assistance for your cable (connection, reception, etc.), please contact College Cable Services directly at **888-467-9004**.

There are designated internet jacks throughout the rooms/buildings in addition to Wi-Fi throughout the property. If you require technical assistance with your access, learn more at go.wvu.edu/network-setup or call the WVU Service Desk at **304-293-4444**.

/// ELECTRICITY

Each resident will receive a \$20 electric allowance per month; for example, an apartment with two people would have a total allowance of \$40. If the cost of the electricity is greater than the allotted allowance, the overage will be divided equally between the residents in the apartment and charged to each resident's student account. You will be sent an email to your MIX account notifying you each month there is an overage charge. If you have any questions regarding the electric allowance or potential overage charges, please stop by the Clubhouse.

/// SHUTTLE

Shuttle service is provided from College Park to the Mountainlair for residents. The shuttle runs between the two locations Monday through Friday every half-hour during fall and spring semesters. The shuttle does not operate during school holidays, breaks or during the summer months. Shuttle schedules are available in the leasing office. Although we strive to keep the shuttle operating consistently, traffic, weather, staffing and mechanical problems can affect the operating times.

During inclement weather, the shuttle driver has the discretion to suspend shuttle service to ensure passenger safety. Once weather and road conditions are safe, shuttle service will resume.

/// POLICIES

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

Residents of College Park 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.