

MOVE-IN GUIDE

WELCOME TO

UNIVERSITY PARK



West Virginia University

Welcome to University 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 in. The information included here is also in the University 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.

Payment for rent may be made online using the same process by which you pay tuition and fees.

There are multiple ways to pay — credit card, check, money order, certified bank check, wire transfer, 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.

✓ 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. Residents 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 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 to 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 the dumpsters located between Oakland Hall and University Park. There is an additional dumpster behind the retail building.

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 between Oakland Hall and University Park.

PARKING

University Park has two parking lots available for residents. Parking permits are available for \$80 per month (charged to your student account); check on availability in the leasing office.

University Park does not have guest parking. WVU Parking has several short-term parking options in Evansdale, including, without limitation, the WVU Alumni Center, Art Museum Education Center, Student Recreation Center and Evansdale Crossing; transportation.wvu.edu lists parking areas where permits are not required after 5 p.m. The closest lot to University Park is behind the Evansdale Residential Complex (Towers). Parking in the retail parking area is not permitted.



ELEVATORS

If elevators are not working during regular office hours, please notify the leasing office. If the leasing office is closed, please contact University Police for emergency maintenance at **304-293-3136**.

MAIL DELIVERY AND PACKAGES

Mailboxes are located near the main entrance of each building. 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.

Mailbox keys are available at the United States Post Office located at **40 High Street, Suite 101, Morgantown**. You must appear in person and present a letter confirming your residency and address and a copy of your current lease, which may be requested at the leasing office. There is a \$25 fee that is paid to USPS as the time of the request. Once a request for keys is made, keys are typically ready in one week. USPS will only issue three keys per mailbox.

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 up 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

University Park supplies one cable box for the common area of each apartment; Xfinity is the cable provider. After move-in, residents may contact Xfinity directly to establish an account to upgrade to additional services. Resident(s) are responsible for payment for any and all additional services, including additional cable boxes for bedrooms.

Internet service is also supplied by Xfinity, with a wireless router provided in each apartment. Upon move-in, the router will need to be reset and set up — and shared among the roommates of your unit. Detailed instructions on how to set up your router are in the leasing office. If you require technical assistance, please contact the Comcast Bulk Center of Excellence at **855-638-2855**.

POLICIES

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

Residents of University 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.