



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 21, 2021**. 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.

MOVE-IN DAY

Check in will be located on the first floor of the Quarters Garage (**Check in address: 2222 Rio Grande St. Austin, TX 78705**). You will be picking up your keys at that location. You can park your car in The Quarters Parking Garage attached to The Quarters Leasing Center for an hourly rate (**Leasing Center address: 2222 Rio Grande St. Ste. 200D Austin, TX 78705**). If you arrive at times other than your scheduled time, you will not receive your apartment keys unless it is during the “all resident” move-in time. It is **required** that each individual resident show a government-issued photo **ID** to pick up keys.

On August 21st, 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

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

WHAT WILL I NEED TO PICK UP MY KEYS?

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

- City of Austin Electric **Account Number** (Call 512-494-9400 to connect prior to August 21st). **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.
- First month of rent paid.

*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 Wednesday, September 1st, and will be considered late on Saturday, September 4, 2021. Late fees begin on the 4th for any balance over \$50.

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 The Quarters Parking Garage located at 2222 Rio Grande St. in an effort to clear the way for incoming residents. 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 to The Quarters Garage located at 2222 Rio Grande St. in an effort to clear the way for incoming residents. 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.

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 21ST? 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 21, 2021. 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 21st. **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 info@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 21st and cannot have someone pick up keys for you on this date, you are welcome to move in after August 21st 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 will be required to wait for their move in window. If you arrive late, then you will be asked to wait until the "All Residents" move in time (see page 1).

- **WHAT ABOUT OTHER UTILITIES IN MY APARTMENT?** Each apartment has expanded basic cable and high speed Internet included in rent. Residential water service is billed based on each apartment's metered usage. The water charges are delayed by a month to allow for auditing, so you should expect your first water charges a month after move in. 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 like your monthly rental installment. To receive your monthly invoice electronically, just go to AmCoBi.com (<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).
- **WHO DO I MAKE CHECKS PAYABLE TO?** If you live in Sterling, Cameron, or Montgomery please make checks payable to **West Campus Partners**. If you live in Nueces or Grayson please make checks payable to **PLIC 0383**. You can choose to pay rent

online using the resident portal on quartersoncampus.com (you will be charged a convenience fee). To avoid this from occurring every month we recommend setting up auto pay. Be sure to allot for monthly utility charges).



Move-In Checklist

- ☐ Government issued photo identification.
- ☐ Electric account number. If you have roommates, remember to give them this number!
No. _____
- ☐ Proof of renter's insurance (i.e. declaration page). Minimum of \$100,000 in personal liability insurance. 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.
- ☐ First month's rent paid or a check in hand for move-in.
- ☐ Moving tools/equipment (dolly, hammer, screw driver, etc.).