



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 and return the filled out Move In Inventory and 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; we 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

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Office Hours and Contact Information

Office Hours:

Monday - Thursday: 9am-6pm

Friday: 10am-6pm

Saturday: 10am-5pm

Sunday: 1pm-5pm

Hours will change seasonally - you will be notified of these changes

Office Location:

2222 Rio Grande St. Ste. 200D

Austin, TX 78705

Please know that we are unable to accept any packages/mail for residents

Office Contact Information:

Phone #: 512-531-0123

Fax #: 512-531-0114

E-mail address: info@quartersoncampus.com

Website: www.quartersoncampus.com

After Hours Concerns

Locked Out of Your Apartment:

- During office hours, come to the office and we will check you out a temporary key. You must present a government issued ID before being allowed into the apartment. The key will be yours for 2 days; if not turned in on time you will be charged \$50.
- If you lose your key, there will be a \$50 replacement key charge.
- To avoid your key becoming demagnetized, please keep it away from your cell phone, chipped credit cards, or other items that contain magnets.
- After hours, call Cothron, our lock out service. Please be aware that there is a fee for all after hours lock outs. The contact information and pricing is as follows:

Cothron Lock-Out Service

Phone #: 512-472-6273

Pricing:

6am-10pm: \$95

10pm-6am: \$150

**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. Pricing subject to change.*

(FYI: They can also let you into your car if you get locked out. To be let into your vehicle, you will need your photo ID and copy of car insurance)

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 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 room
 - 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
 - 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)
 - 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
 - Heater not working and apartment is below 50°F
 - **TO REACH ON CALL MAINTENANCE PLEASE DIAL 512-531-0123.**
 - **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.

Cable

- Please refer all cable issues to Spectrum.
 - CALL: 833-MY-SPECTRUM

- Please be ready to provide your physical address and unit number.
- ***Note: all bedrooms in the apartment should have a TWC cable box, if you do not have a cable box please contact the Leasing Center***

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 or call 512-531-0123 ext 100

Making Payments

- 1) **Online:** Login to the [Payment Portal \(www.QuartersOnCampus.com\)](http://www.QuartersOnCampus.com), click Residents, Pay Rent Online). You can click "forgot password", enter the email address you provided The Quarters, and your username and temporary password will be emailed to you (or contact the office for assistance).

You can pay with your Visa, MasterCard, Discover or checking account. Please note service fees may apply as shown on the payment portal. You can click on Recurring Payments to setup monthly auto drafts that pay your exact amount due each month. We recommend you select a start date of the 1st so your account will auto pay on the 1st of each month.

- 2) **At the leasing center:** Drop off a check or money order (we do not accept cash) to The Quarters leasing center during office hours.
- 3) **Mail:** Mail a check or money order The Quarters leasing center at 2222 Rio Grande St. Suite D-200, Austin, TX 78705. Late fees are assessed according to the date received, not the postmarked date. So ensure you allow ample time to avoid mail delays that may occur, especially around holidays.

Checks and money orders should include your name/apartment number and can be made payable to:

West Campus Partners

If you live at Cameron, Montgomery, or Sterling.

If you live at Grayson, Nueces, or Karnes.

Late Fees:

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

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

Other Accounting Info

Billing:

- On approximately the 20th of each month you will receive a bill from AmCoBi to your apartment mailbox. The bill will include your rent, water, technology fee (Wi-Fi internet), pest control and any other late fees/fines you may have incurred.
- 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:

- The water charges are delayed by a month to allow for auditing, so you should expect your first water charges a month after moving 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 just like your rent.

Contact:

- Please direct any questions/concerns about your account to our Accounts Receivable Specialist, Brianne Hughes at bhughes@quartersoncampus.com or (512)531-0123.

Electricity:

- Residents must have electricity 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)
 - If the electricity has to be disconnected as a result of not transferring it back into the residents name, there will be an additional \$45 disconnect fee charged to us from the City of Austin, that charge will then be split equally amongst the accounts for the apartment.
 - City of Austin Electric can be reached at 512-494-9400.

Maintenance Requests

Submitting a Service Request:

Option 1: Log in to your resident payment portal. *This is the most ideal option because it enters the request directly into our system.* Follow these steps:

1. Go to www.quartersoncampus.com
2. Click the "Residents" tab
3. Click "Pay Rent Online"
4. Select your building's tab
5. Scroll down and select the green "submit a service request" button located in the bottom left corner of the page.
6. Fill out the form (please be as specific as possible)

Option 2: Use our website's maintenance request form. Follow these steps:

1. Go to www.quartersoncampus.com
2. Click the "Residents" tab
3. Click "Request Service"
4. Fill out the form (please be as specific as possible)

Option 3: Contact the main office by emailing info@quartersoncampus.com

Please include the following information in your email:

- your building and apartment number
- your full name
- the location of the maintenance concern
- the type of maintenance concern

Option 4: Call the leasing office at 512-531-0123.

When it will be addressed:

- Please allow 24 hours (Monday – Friday) for the issue to be addressed. (With the exception of “Emergency Requests”). If you do not see or hear from our Maintenance Team or staff member from the Leasing Center within 72 hours, please call and notify the Leasing Center.
- Any requests submitted after 12:00pm (Noon) Monday - Thursday will be processed the next day.
- Requests submitted after Noon on Friday - Sunday will not be processed until Monday unless it is an emergency request, which must be called in; in this case we will contact the on-call Maintenance Team member. (Please refer to the “After Hours Issues” section on page 2 to see what qualifies as an emergency request.)
- Once our Maintenance Team has come by your apartment, they will leave a note saying what was done 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 are in need of 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; if it is blinking “FILTER” then call the office and let them know you need your air filter changed.
 - If it is NOT blinking “FILTER” but the thermostat keeps reverting to a higher temperature setting, read the underside of the thermostat panel and you will be able to program your thermostat to be on a certain temperature at certain times of the day.
 - Let the office know if you are still having issues after trying the tips above.

- 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 off of 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.
- Concrete floors should be cleaned with nonabrasive cleaners; soap and water are the best.
- 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 for any reason.** This allows unauthorized access to the building.
2. **Do not open the building entry doors for 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 of The 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.**
8. **Do not leave important items in your car i.e. GPS, laptops, or chargers.**

A Note from Our Marketing Department

Jennifer Messina
Marketing Director
jennifer@quartersoncampus.com
Direct Line: 512-610-7613

WANT DISCOUNTED RENT? The Quarters offers discounted rental rates and earlier move-in dates on room blocks of ten or more bedrooms. If you are interested in leasing a room block at a discounted rate please contact the Leasing Center.

RESIDENT REFERRALS! Want to love your neighbors? We pay a resident referral to current residents if they refer a new lease. Resident must be listed on the application and guest card. If you have referred someone please contact Jennifer Messina at 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), Twitter (@TheQuarters), Snapchat (TheQOC), Instagram (instagram.com/thequarters/).

If you or your parent/guarantor would like to receive the e-newsletter with information about The Quarters, please contact Jennifer Messina to be added to our subscription list. (jennifer@quartersoncampus.com).

Is Your Apartment Furnished? The Quarters offers both Fully Furnished and Unfurnished units. If you have leased one of our Furnished units please take inventory of the furniture in your apartment at move in. This furniture is required to stay in your unit for the duration of your lease. If 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 are able to use the Nest app on your smartphone to control your AC and Heat. We ask that if you choose use the app that you disconnect it from your thermostat at move out.

Packages! When you move in you will get an email to set up your Amazon Hub account. After set up you will be notified by email when you have a package along with a code to retrieve it.