Fall 2016 move in guide
Welcome to the Campus Living Villages family! We have put together this guide to make the transition to your new home go smoothly so you may enjoy every aspect of your stay. In this packet, you will find some general information about move-in day and your new home. You may also receive additional documents & special directions at check in.

Please do not hesitate to contact us if you have questions or needs!
what to bring:

<table>
<thead>
<tr>
<th>Bedroom</th>
<th>Bathroom</th>
<th>Kitchen</th>
<th>Living Room</th>
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</thead>
<tbody>
<tr>
<td>□ bedding</td>
<td>□ shampoo/conditioner</td>
<td>□ dishes, cups, utensils &amp; dish rack</td>
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<td>□ hangers</td>
<td>□ soap/cleanser</td>
<td>□ small appliances (no open burners or flames)</td>
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<td>□ clothes for all seasons</td>
<td>□ shower curtain/hooks</td>
<td>□ pots &amp; pans</td>
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<td>□ personal items</td>
<td>□ shower caddy</td>
<td>□ cooking utensils</td>
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<td>□ umbrella</td>
<td>□ waste can</td>
<td>□ dish towels</td>
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<td>□ alarm clock</td>
<td>□ toilet paper</td>
<td>□ paper towels &amp; holder</td>
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<td>□ waste can</td>
<td>□ cleaning supplies</td>
<td>□ can opener</td>
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<td>□ computer/printer</td>
<td>□ plunger</td>
<td>□ trash can &amp; bags</td>
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<td>□ desk lamp</td>
<td>□ 2 sets of bath towels</td>
<td>□ food storage containers</td>
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<td>□ supplies for desk</td>
<td>□ tissues</td>
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<td>□ television</td>
<td>□ dental hygiene supplies</td>
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<td>□ cables for tv</td>
<td>□ personal items</td>
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<td>□ surge protector</td>
<td>□ first aid kit</td>
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<td>□ vacuum cleaner</td>
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<td>□ window coverings</td>
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what NOT to bring:

☒ halogen lamps
☒ weapons (or anything that can be constructed as a weapon)
☒ fireworks, candles, incense
☒ alcohol
☒ hot plates and any other items with open, exposed heating elements

*These lists are to be used as helpful guides only and are not exhaustive. Also, work with roommates for any common area items so that you don't have too many! Check with your Village for more details.
Move-in day can get a little chaotic at times, but here are some tips to help you make your move-in experience a less stressful one!

1. Bring a hand truck or something with wheels on it for moving boxes and big items. Even if the Village has carts, there are never enough to go around.

2. Know where you’ll be living, both the building and room number. You’ll need this information once you get to the Village. 
   **Parent/Guardian note:** Keep a copy of this information at home so you’ll be able to send mail and care packages!

3. Pay attention to where you are to pick up your keys and complete necessary paperwork.

4. Pack cleaning supplies on top. No matter how clean the housekeeping staff makes your apartment, many people like to do a touch-up cleaning before getting everything in the room.

5. Label boxes that aren’t see-through. You don’t want to go through a dozen boxes looking for one item.

6. Eat a good breakfast. Moving in is a big process and takes lots of energy.

7. Drink plenty of water. It is usually hot during move-in days so don’t wait until you are thirsty to drink water! Keep hydrated all day long!

8. For parents and families: Enjoy this day with your student. Although it may be difficult to leave at the end of the day, know that your student has started their college journey and will be in good hands to start the year off right.
apartment maintenance

Welcome home! Much care has been taken in the preparation of your unit, and we hope you feel proud to be a resident!

Maintenance will be available to address any areas of concern about the conditions of your new home at move-in, and we will remedy them in a timely manner. Maintenance is available 24 hours/day for emergency situations. **If you need maintenance after hours, please call the RA on call.** If you have non-emergency problems, submit a maintenance request via the online student portal or contact the office to put in a work order during business hours.

Here are some helpful hints and practices that will make your stay with us a pleasant and rewarding experience. Remember, this is your home, so give it a style that reflects who you are!

**decorating**
Remember, anything that goes up must be able to come down at the end of your stay! You will be responsible for any damages other than normal wear and tear to the unit.

We encourage you to take the blank slate you are given and make it feel like home. Keep in mind that the people you live with and interact with will be able to see what your space looks like, so decorate accordingly.

We look forward to seeing your creativity and personality shine through your personal space.

**carpet & floors**
An entry mat is a wonderful way to welcome guests. Choose one that reflects your style and encourages all to wipe their feet before entering. Throw rugs or area rugs are a great way to keep your floors clean and fresh. The flooring is sensitive to showing if grass or other trash is tracked in by shoes, so be sure to keep a broom handy for quick clean ups! To keep minor spills from becoming carpet disasters (this could lead to charges when you move out), act quickly when something spills or stains carpet. Accidents do happen, but a great majority of them are easily prevented if cared for within 24 hours.

First, ‘dab’ up the liquid with a dry towel, then use a towel dampened with warm water to lightly brush the area, followed by a dry towel to take care of any lasting wetness. Keep carpet cleaner on hang to help with stubborn spots. Charges for cleaning a six-month old stain are far greater than the cost of such preventive measures.

**furniture**
Whether you use our furniture or yours, there are many ways to make it reflect your style. Covers and throws make your unit look different, and are a great way to prevent accidents from ruining costly furniture. Table coverings and coasters prevent hard to clean water rings and stains from ruining your wood furniture. Lamps are not provided, but can help a room look cozier. Halogen lamps are not permitted due to the intense heat they give off, so be sure to check their safety warnings.

**walls & doors**
We suggest using small thumbtacks for pictures on the walls, but remember they leave small holes that you will need to seal upon move-out. Filling in the holes with latex caulk is a quick and easy way to fill in any holes. Any means used to fasten items to the wall must be removed to prevent charges and damage later. Please do NOT attach or stick anything to doors. Tape, stickers and tacks all cause damage to the doors.

A regular dusting of the A/C vents and all corners will prevent buildup of dust and cobwebs and keep your unit looking fresh. Dusters and light brooms are great for dusting those hard to reach places!

**A/C & Heat**
Setting the thermostat to a steady temperature saves more energy than adjusting it up and down. Keeping the intake grill and filter clean not only keeps the unit looking nice, but also running efficiently. The property maintenance staff is responsible for changing filters, but it is your responsibility to keep the intake grill clean and sanitary. If you feel that the unit is not working properly, shut the unit off and call for maintenance.

Do not leave windows and exterior doors open with the AC running. This practice will cause higher than normal energy costs and ultimately result in AC failure.
**kitchen**
The refrigerator should be cleaned out regularly. The freezer compartments must have adequate airflow to work effectively. Full freezers will not work as well as one with looser spacing around foods. About once a month, roll the refrigerator away from the wall to sweep behind it and to clean the exterior sides.

Regularly remove and clean the stove drip pans. Do NOT line the drip pans with foil. This causes uneven heat during cooking and can result in damage to the oven. Cleaning oven spills quickly will prevent the extra effort needed to clean them after they have become baked on. Do NOT use oven cleaners on any exterior surface and remember, the vent hood needs to be cleaned and dusted, too.

The dishwasher will clean much more effectively when all the dishes are rinsed clean prior to washing. Do NOT use any detergents not specifically designed for automatic dishwashers.

Use of other cleaning agents can cause foaming, flooding, or other damage to the appliance. The resident can be held responsible for damages caused by this neglect. If you see excessive foaming and dripping, call for maintenance immediately.

The garbage disposal is intended for the disposal of soft foods only. Items that should never go down your garbage disposal include: grease or oil, vegetable peels, egg shells, coffee grounds, pits or seeds, bones and rice or pasta. Foreign materials can easily damage the disposal and warrant costly replacement. Grinding a cut up lemon regularly will keep the disposal smelling fresh, and a few ice cubes will keep the blades sharp.

**bathroom**
A clean bathroom will smell fresh and be sanitary. Do NOT use the popular toilet hanging bars in the toilet bowls—they can become dislodged and cause your toilet to clog. Backups caused by any foreign items can result in time consuming maintenance repairs, which can be charged to the resident. If a foreign object enters the toilet, please call for maintenance and tell them about the object. Maintenance discovering foreign items without being advised will result in charges. You should keep a plunger by the toilet at all times so that you can fix clogs before they cause the toilet to overflow and cause problems! There is also a shut-off valve on the wall by the toilet that can turn off the water to the toilet bowl to prevent it from becoming a flooding situation! Please take these measures to avoid damage to your unit. Tubs and showers are easily kept clean with regular care during weekly cleaning.

Remember! Throughout the year, your apartment will be subject to general health and safety checks. Please keep your apartment in clean and sanitary conditions at all times and never tamper with smoke detectors and other safety equipment.
keep it clean!

**windows & blinds**
Clean the inside of the windows and wipe down the sills with a cloth and soapy water. You may have to let the soapy water sit for a minute to loosen up the dirt. Pull blinds down and turn the handles until the blinds are closed. Use a soft cloth to gently dust the blinds. Be careful not to bend or break them.

**vents**
Brush off any dust with a broom then wipe with a damp cloth.

**carpet**
Carpets should be vacuumed and spots should be cleaned with a carpet cleaner. Don’t forget to vacuum under furniture!

**patio**
The patio should be kept free from personal belongings and garbage and should be swept clean regularly. If any spills occur, please clean them up when they happen.

**floors (vinyl)**
The floors must be swept, scrubbed and mopped regularly to keep them looking nice and new! Use cleaners that are made for use with vinyl flooring. Pay particular attention to the areas around the stove and close to the baseboards. This also applies to the bathroom floors.

**countertops**
Clean wet sponges and all-purpose cleaner will serve to get out most stains and keep your areas clean and sanitary; and vacuum cabinets out to keep storage spaces free of dirt and dust.

**bathroom tub & tile**
Fill the bottom of your tub with hot water. Put cleaner in the water and use a scrubbing brush or scratchy sponge to scrub the tub and walls.

**sinks**
Use glass or all-purpose cleaner to clean and shine your faucets.

**toilets**
Use a toilet cleaning solution or scouring powder and a toilet brush to scrub inside and out, including the toilet seat. Typically missed areas are by the bolts on the seat and the bolts that hold your toilet to the floor. If it’s not white, it’s not clean!

**kitchen stove**
This is one of the most common items people are charged for when moving out. If you follow these steps, you should have no problems. First, remove the burner plates and soak them in soapy water. Then lift the top of the stove and clean the actual burners with a scratch pad and scouring cleanser. Make sure to lift the stovetop and clean underneath. To clean the oven, remove the oven racks and soak them in warm soapy water. Put something down to protect your floor, and then use a “cold oven spray” cleaner and follow the can’s instructions to clean the stove.

**dishwasher**
Wipe down inside and outside of the dishwasher with soapy water. Don’t forget to clean the rubber around the door. Wipe it dry with a cloth to prevent streaking.

**refrigerator**
Your fridge should always be cleaned inside and out! Take all of your shelves and drawers and clean them with soapy water or an all-purpose cleaner. Let everything dry and then enjoy your clean fridge when it gets back together!
general policy reminders

rent is due on the 1st of each month
Late fees will be applied per your lease agreement. Remember, you will want to stay in good standing with your account balance because your credit rating and your guarantor’s credit rating will be in jeopardy if you do not. In addition, your school records could be jeopardized, too. It is always wise to come and talk with a professional staff member before you have a problem. Remember, we want you to succeed and we are here to help you!

We recommend paying in advance or by the semester, and this may be required at your Village.

complete a roommate agreement
You will find a Roommate Agreement form available to you online. Take the time to sit down with your new roommates and complete it. It provides an excellent opportunity for each of you to talk about your preferences and come to some agreements. If you ever encounter roommate problems, try to talk them out with that particular person. If you need further assistance, contact your RA and he or she will help with roommate intervention.

emergencies
If you have an emergency after business hours (ex: water flooding your apartment), please call the RA on duty (phone numbers available at your property). Explain the nature of the emergency to the RA on duty, and take steps to solve issues with them.

Village events
Pay close attention to all of the upcoming events your RAs have planned for you. Activities are designed with you in mind because we want to serve our residents! Keep up to date with current Village events by checking your email regularly (make sure your contact information is updated in the resident portal) and our Village Facebook page!
Personal Safety Tips:

We want to remind you of some important personal safety tips to help you minimize the opportunity for crime. Unfortunately, crime is everywhere and no one can ensure your personal safety. For this reason, you, your roommates and visitors should always remain as aware as possible. Always keep in mind the following safety reminders:

• **Get to know your neighbors, your Resident Assistants and our management team members.** Be alert for strangers and always report suspicious activity to the on-call RA and our management team.

• **Always lock your doors and windows whenever you are inside your unit and whenever you leave.** Always double-check to make sure all existing locks and latches are working and notify management immediately if these security devices are not working. Do not give others the impression that you are not home (notes on door, newspapers not picked up, etc.)

• **Never leave valuables (purses, wallets, mobile phones, GPS devices, iPods, etc.) visible in your car and lock your car when unattended.**

• **Never walk alone at night.** It is advisable to carry some kind of flashlight or illumination with you (easy keychain addition). Carry your keys in your hand while walking, whether it is daylight or dark.

• **Keep your friends and roommate(s) aware of where you are going** and when you’ll be back.

• **If you ever observe suspicious activity or suspect that a crime is occurring, please call 911** or contact the police immediately. Do not contact the leasing office or answering service as this could result in critical delays in response time. When you can safely do so, please notify the RA on duty, and advise the RA responsible for your area of the community, or other appropriate onsite personnel.

As you can appreciate, no one can guarantee your safety. Please remember that your security is your responsibility. Your awareness and participation is needed.
The casualty insurance carried by this property protects the Owner of the units against damage to the buildings and common areas.

It does not cover your personal property. Your Housing Contract clearly states that YOU ARE RESPONSIBLE FOR OBTAINING INSURANCE FOR YOUR PERSONAL PROPERTY AND THAT NEITHER THE OWNER NOR THE MANAGER ARE RESPONSIBLE FOR DAMAGE TO, OR LOSS OF, YOUR PERSONAL PROPERTY.

Therefore, we strongly recommend you take steps to be sure that your personal property is covered from losses such as:

- theft
- fire
- flood
- other acts of nature or man

**Renter’s Insurance**

In this regard, the following are two alternatives you may pursue, should you wish to do so:

1. You may be covered by your parents’ homeowners insurance under a “coverage away from premises” concept. You will need to check with their insurance agent to see if:
   - You are still considered a member of the household; and
   - The coverage is adequate considering the value of your belongings.

2. You may contact any number of insurance agents (such as State Farm, Safeco, or an independent agent) to obtain appropriate insurance for your needs.

**Note:** Neither the Owner nor Manager of this property recommend nor endorse any specific insurance company that has been named or referred to above. You must adequately investigate the alternatives presented and make your own choice considering your specific needs and constraints.
Whether your student is a first-year or an upperclassman, your continued support throughout their college career will help them to be successful in school.

**Resident Support**
No matter what time it is, there’s always someone to provide support for your student if required. We have staff available during the day and Resident Assistants on-call after hours. Staff members are trained in crisis management and dealing with personal issues, and work with University support staff to ensure residents receive all the assistance they require.

**Send Your Student a Care Package!**
Sending care packages throughout the year will make your student feel special and may even make them feel less stressed about school! All students love to receive mail and sending things at different times of the school year will remind them of how much you care. Click here to shop for care packages tailored just for your student!

**Your Student’s Mailing Address:**

[Student Name]
[Cottage #], [Street Name - 9th St., 10th. St. or Glenna Goodacre Blvd.]
Unit [A-H]
Lubbock, TX 79401
Thank you!

We look forward to your arrival and hope this guide has given you some great information.

If you have additional questions prior to move-in day, please contact the Village office by phone or email.

The Cottages of Lubbock is owned and operated by global student accommodation specialist, Campus Living Villages (CLV). CLV has extensive experience managing accommodation for universities around the world. We know just how important an exciting, secure living environment is to the university experience. To learn more, visit www.clvusa.com