## Essential Phone Numbers

**UCR Campus Apartments Resident Services Office**  
(951) 827-5723

**Glen Mor Resident Services Office**  
(951) 827-7540

**International Village Resident Services Office**  
(951) 826-3100

**Stonehaven Resident Services Office**  
(951) 782-7979

|-------------|----------------------|----------------|---------|----------------|-------------------------------|----------------|-------------------------------|----------------|--------------------------|----------------|----------------|----------------|

*RAs are on duty weeknights from 5 p.m. to 8 a.m., and from 5 p.m. Friday night through 8 a.m. Monday morning.

## UCR Emergency Numbers

- UCR Emergency ................................................................. 911
- UCR Police (non-emergency) .............................................. (951) 827-5222
- Campus Escort Service .................................................... (951) 827-3772
- CARE Advocate ................................................................. (951) 827-6225
- Counseling & Psychological Services (CAPS) ............... (951) 827-5531
- Domestic Violence ............................................................ (800) 339-7233
- LGBT Resource Center .................................................... (951) 827-2267
- Poison Control Center .................................................... (800) 876-4766
- Student Health Services .................................................. (951) 827-3031
- Suicide Helpline (national) ............................................... (800) 784-2433
- Title IX/Sexual Harassment Office ................................. (951) 827-7070
- Women’s Resource Center ............................................... (951) 827-3337

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UCR Campus Apartments Check-In Guide  Page 2
Welcome to your new home away from home!

This guide to UCR Campus Apartments will give you an overview of the services, facilities and options offered by Housing Services and Residential Life.

It also includes what you need to do immediately upon check-in to take full advantage of all that the UCR Campus Apartments have to offer.
1. RESIDENT SERVICES OFFICE (RSO)

The UCR Campus Apartments RSO is located at Bannockburn Village, 3615 Canyon Crest Drive, Suite D-102. Phone: (951) 827-5723. This office serves all residents of Bannockburn Village, The Plaza and Falkirk student apartments.

The Glen Mor RSO is located on the ground floor of J Building at Glen Mor, 400 W. Big Springs Road. Phone: (951) 827-7540.

The International Village RSO is located at 1100 Everton Place. Phone: (951) 826-3100.

The Stonehaven RSO is located at Stonehaven at 3201 Canyon Crest Drive. Phone: (951) 782-7979.

Residents of Bannockburn Village, The Plaza, Falkirk and Glen Mor will pick up their mail and packages from their respective RSOs.

2. KEYS

You will get two keys at check in. Your room key opens both your apartment door and your bedroom door (for some Glen Mor residents, and all International Village residents, the room key only opens their bedroom door).

You’ll also receive a Common Area/Facility key, which opens security gates, laundry rooms and other common areas that may be available in your community, such as computer labs. At Glen Mor, common areas are accessed with your UCR Card.

Mailboxes for Stonehaven residents are located in the main building lobby, near the RSO. Mailboxes at International Village are located near the BBQ grill, behind the RSO.

3. MOVE-IN INSPECTION FORM

Before you settle into your apartment, fill out your Move-In Inspection Form. It is essential you complete this now to avoid being charged for any pre-existing damage when you move out at the end of your lease.

OTHER ESSENTIAL INFORMATION

MOVING CARTS: Carts will be available on Check-In Day at Glen Mor only. You are limited to one cart, with a 30-minute time limit. If you need a cart after Check-In Day, ask at the RSO.

PARKING: Parking permits are required for all cars and motorcycles in Housing parking lots. You will be notified in August when permits are available through the office of Transportation Services once reserved online. Your parking permit will be available for pick up at your respective community on Check-In Day.

Permits purchased after September 18, 2020 will be available for pickup at the Parking Kiosk, on West Campus Dr., south of University Ave. Vehicles without a permit will be subject to a citation and/or be towed at the owner’s expense.

At Stonehaven, residents get their permits from the RSO. At International Village, residents must personally purchase their permits from the UCR Extension Center’s Student Services front desk.

BICYCLES: All bicycles on the UCR campus must be registered with a current California bicycle license. You
can obtain registration at Transportation Services, 683 Linden Street, Monday–Friday, 8 a.m.–4 p.m., (951) 827-8277. You must bring your bike with you when you register. For your convenience, check with the RSO for upcoming bike registration dates scheduled to occur at the RSO.

**PAYMENTS:** Housing fees for most UCR Campus Apartments are made via UCR’s R’Web Self-Service Portal. At International Village and Stonehaven, payments must be made directly to your community. International Village payments must be made at the International Village RSO Monday to Friday, between 8 a.m.–5 p.m. Stonehaven payments can be placed in the drop box at the front office or paid online at StonehavenStudentHousing.com (a non-refundable service fee will apply).

**ADDITIONAL AMENITIES**

- All communities feature swimming pools (except International Village)
- Bannockburn Village, The Plaza and Glen Mor have computer labs
- Many of our communities feature game rooms, study lounges and other amenities for the use of our residents and their guests
- Laundry rooms are available at each of our communities
- All communities have fire alarm pull stations for use during emergencies
I’VE CHECKED IN. NOW WHAT?

Some utility services are provided with your Housing contract. Others require you to set up your own account(s) with private service providers. Read the following sections closely.

**TELEPHONE**

**AT&T**  
(800) 310-2355 or 611  
or  
**Spectrum Communications**  
(800) 314-7195

**All communities, except Glen Mor and International Village:** Request to have your phone line activated. The cost of a telephone and service is at the resident’s expense. All apartments have at least one working phone jack.

**Glen Mor (Buildings A-E):**  
Each bedroom has one phone line. The connection is “on” when you move in. Phone service for campus, 911, incoming and local calls are included in your Housing fees. For long distance and international calls, residents must use an authorization code* and will be charged on their Growl account.
To obtain an authorization code, email dial@ucr.edu and include your name, SID, building, room number and a contact number where you can be reached.

Glen Mor (Buildings F-M):
Emergency phones are located in each hall, but offer no dial-out function.

International Village: Each apartment has one phone line. The connection is “on” when you move in. Phone service for campus, 911, incoming and local calls are included in your Housing fees. For long distance and international calls, residents must purchase and use a calling card.

CABLE TV
Spectrum Communications
(800) 314-7195
Basic cable television service is included in your lease. The all-digital service is designed to connect directly to modern TV sets without a cable box. Premium channels are not available. If you have a TV set manufactured before 2006, you must purchase an external “QAM tuner” to connect the coaxial cable to your set.

At International Village, basic cable and HBO is included in your lease. A flat screen television and DTA cable box is also included in the furnished apartment.

HIGH-SPEED INTERNET
AT&T or Spectrum Communications

All communities, except Glen Mor, International Village and Stonehaven: You may arrange high-speed Internet service through either provider. The cost of high-speed Internet service is at the resident’s expense.

Glen Mor, International Village and Stonehaven: Internet access is included in your lease. Glen Mor offers both Ethernet cords and a wireless network.

ELECTRICITY/GAS/SEWER
Falkirk, The Plaza and Stonehaven: A total monthly utility allowance, or “cap,” will be applied to each apartment as specified below. The allowance is applied per apartment, NOT per resident. All utility bill amounts over the monthly cap will be uniformly divided and billed to each contracted resident of the Apartment on a monthly basis.

Bannockburn Village, Glen Mor and International Village: These utilities are completely covered in your rent.

FALKIRK, THE PLAZA AND STONEHAVEN MONTHLY UTILITY ALLOWANCE

<table>
<thead>
<tr>
<th>Type</th>
<th>Allowance</th>
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<tbody>
<tr>
<td>Studio</td>
<td>$25/month</td>
</tr>
<tr>
<td>1 Bedroom 1 Bath</td>
<td>$30/month</td>
</tr>
<tr>
<td>2 Bedroom 1 Bath</td>
<td>$40/month</td>
</tr>
<tr>
<td>2 Bedroom 2 Bath</td>
<td>$40/month</td>
</tr>
<tr>
<td>2 Bedroom 2 Bath</td>
<td>$40/month</td>
</tr>
<tr>
<td>(Stonehaven only)</td>
<td></td>
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</tbody>
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DAILY NEWSPAPERS
The Press Enterprise
(951) 684-1200
Los Angeles Times
(800) 252-9141

Call providers directly to arrange doorstep delivery. In gated communities (International Village, The Plaza and Stonehaven), delivery to individual apartments will not be available.
MAILING INFORMATION

To receive standard U.S. mail, use the following address information:

**Bannockburn Village**
(Your name)
3637 Canyon Crest Dr.,
Box #
Riverside, CA 92507

**Falkirk**
(Your name)
3429 Canyon Crest Dr.,
Box #
Riverside, CA 92507

**Glen Mor**
(Your name)
400 W. Big Springs Rd.,
Box #
Riverside, CA 92507

**International Village**
(Your name)
1100 Everton Place
Box #
Riverside, CA 92507

**The Plaza**
(Your name)
1020 W. Linden St., Box #
Riverside, CA 92507

**Stonehaven**
(Your name)
3201 Canyon Crest Dr.,
Box #
Riverside, CA 92507

RENTER’S INSURANCE

Because the university does not assume responsibility for your personal items, we strongly encourage that all students purchase College Renters Insurance.

GradGuard.com covers personal belongings such as computers, smart phones, textbooks, backpacks, textbooks and other items, with a low deductible for a low monthly fee.

Log into your contract in the MyHousing portal and click on the GradGuard College Renter’s Insurance page to sign up.

YOUR MOVE-IN INSPECTION

PURPOSE

■ Inform Housing Services of cleanliness or maintenance discrepancies that may need to be corrected
■ Note discrepancies that may not need correction, but for which Resident will not be held accountable

WHAT TO FILL OUT

■ Use column entitled Move-in Condition
■ Make a note ONLY next to categories that you feel have a discrepancy that you would like considered for correction
■ Try to use brief comments that fit in box (e.g. dirty, broken, leaks, scratch, stained, out, missing, etc.)
■ If you need additional space, feel free to attach a separate sheet
■ Be sure to check your refrigerator, heating, and cooling!

WHAT NOT TO NOTE

■ Scratches on cabinets, or appliances
  These are inevitable under continuous usage. Residents are not charged for these items.
■ **Bannockburn Village & Stonehaven:**
  Holes, dirt or other inconsistencies in the acoustic “cottage cheese” ceilings.
■ Partially-occupied apartments have been prepped to the best of Housing’s capabilities while another resident is living in the apartment. Residents moving into such spaces need to understand and take into consideration these limitations.
### EMERGENCIES: WHAT TO REPORT TO A HOUSING REPRESENTATIVE FOR IMMEDIATE ATTENTION

- Report any loose stairs, water leaks or non-operational refrigerators.
WHAT TO KNOW ABOUT THE RESIDENTIAL LIFE PROFESSIONAL STAFF

- They are professional staff members that have dedicated themselves and their careers to trying to assure your success both in and out of the classroom.

- They are resources that can be of assistance in many areas of your UCR experience: including apartment, community, neighbor issues or problems; and housing/campus questions or problems.

- They are advocates for students and advisors for the Campus Apartments Resident Association (CARA), Residence Hall Association (RHA) and National Residence Hall Honorary (NRHH).

- They provide supervision of your apartment Resident Advisor (RA) staff.

- The Assistant Director for all UCR Campus Apartments is Dr. John-Paul Wolf.

- Resident Directors for Bannockburn Village, Falkirk, The Plaza and Stonehaven are Trapper McLean and Cassie Butcher. The Resident Director for Glen Mor is Katie Pratt. The Residence Life Coordinator for International Village is Kiera Hebert.
WHAT TO KNOW ABOUT THE ASSISTANT RESIDENT DIRECTOR (ARD)

- They are senior student staff who assist Residential Life management in all areas of their jobs.
- They assist with the supervision of the Resident Advisors (RAs).
- They coordinate and attend all programs and events that are offered.
- They partner with students through our student misconduct process.
- They assist in advising the UCR Campus Apartments Resident Association (CARA).

ROLE OF THE RESIDENT ADVISOR

The RA on Duty is available for problems you may experience and for help in the office after regular business hours, every day of the year.

- RAs are members of your community, which make sure things are running smoothly.
- RAs are peer resources who plan programs and events, conduct roommate mediations, and work to assure the safety and security of our students and property.

ROLE OF THE HOUSING SERVICES AMBASSADOR (HSA)

- HSAs work in the RSO and are available to assist you with all residential needs (mail, keys, work orders, etc.).
- HSAs serve as community resources to connect you with campus services.

EXPECTATIONS OF OUR RESIDENTS

Grow as a community; be considerate, cooperate, compromise, and confront each other appropriately.

- Support the apartment community as an academic environment.
- Courtesy hours 24 hours a day: this means we expect you to not disturb your neighbors.
- Quiet hours 10 p.m.–8 a.m. weekdays and 1 a.m.–10 a.m. on weekends.
- Communicate your needs to us through your Resident Advisor or the RSO.
- Follow the community standards which can be found at housing.ucr.edu.
- Challenge yourself to build a respectful relationship with your roommate. But if you need help, please contact your Resident Advisor for assistance.
**RSO OPERATIONS**

**UCR Campus Apartments RSO:**
3615 Canyon Crest Drive
Suite D-102
Riverside, CA 92507
(951) 827-5723
**Hours:** 8 a.m.–5 p.m., Monday–Friday; Noon–4 p.m., Saturday

**Glen Mor RSO:**
400 W. Big Springs Road
Riverside, CA 92507
(951) 827-7540
**Hours:** 8 a.m.–5 p.m., Monday–Friday; Noon–4 p.m., Saturday

**International Village RSO**
1100 Everton Place
Riverside, CA 92507
(951) 826-3100
**Hours:** 8 a.m.–5 p.m., Monday–Friday; 7–10 p.m., Sunday–Thursday

**Stonehaven RSO**
3201 Canyon Crest Drive
Riverside, CA 92507
(951) 782-7979
**Hours:** 8 a.m.–5 p.m., Monday–Friday

Services include:
- **Loamer Keys for lockouts** — three free lockouts per quarter, then a minimum of $5 for each additional lockout. During business hours, you can check a key out for 30 minutes. Charges for lost keys:
  - Replace Apartment key: $55
  - Replace lock: $68
  - Replace Facility key: $55
  - Replace mailbox key: $45
- We maintain a “lost and found” area in case you lose something that belongs to you or find something that does not belong to you. Thank you for honesty.
- **Mail and packages:**
  - Please address all U.S. Postal Service (USPS) mail and packages to your community’s address and assigned **mailbox number** (NOT your apartment number) so that we can quickly and efficiently sort your mail.
  - For packages from carriers like UPS and FedEx that you’d like delivered to the RSO, please use the RSO address. (Stonehaven residents will receive email notification from SH-Management@eahhousing.org).
  - International Village will place a package slip in your mailbox once your package has arrived and is ready for pickup.
  - Packages from Amazon can be sent directly to **Amazon Lockers** located at Bannockburn Village, Falkirk and

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**UCR Campus Apartments Check-In Guide**
Glen Mor. This automated, secure and self-service package system is independent of your community’s package system, and is an option available during Amazon’s check-out process.

◆ For packages from private carriers that you’d rather have delivered to your doorstep (not available at Glen Mor, International Village or Stonehaven), use your community address and apartment number. We are not responsible for packages left in open hallways.

◆ We only deliver mail to contracted residents. All other mail is returned to sender.

◆ Check your mail at least once every 72 hours. We place notices about your community in the mail.

REVIEW THE POLICIES AND THEIR RATIONALE

■ The Student Conduct Policies Handbook, which can be found online, is full of useful information and policies you are contractually expected to abide by.

■ Guests and their behavior are the responsibility of the resident host.

■ Do not place any decoration, trash, or other items that could obstruct the entrance or exit of the building.

■ No pets are allowed, except fish in small aquariums.

■ No smoking or use of tobacco is permitted anywhere on university property.

■ Firearms/explosives/fireworks and any weapons are prohibited on campus, and if in your possession are generally a violation of local, state, and federal law.

■ You are responsible for keeping areas outside of your apartment clean such as the patios, yards, and porches.

SAFETY AND SECURITY

■ Housing has developed a program called ROAR, which stands for Resources, Observe, Act and Report. ROAR is designed to increase awareness and empower individuals to take an active role in ensuring their own safety, and that of others in their community. Some key tips include:

■ Always lock your door and secure your windows.

■ Never prop open doors or gates in the community.

■ If any door or gate will not properly shut
and lock, let the RA on Duty know or tell someone in the RSO.

UC Police are always available and are official state police. Their emergency number is (951) 827-5222.

SOLICITATION

- Call the RSO or RA on Duty immediately if a solicitor comes to your door.
- Give description of individual and the location seen.
- Please report advertisements found on vehicle windows and bring the ad or flyer to the RSO.

FIRE SAFETY

- When the fire alarm sounds, always exit the building and proceed to the designated gathering location.
- Prohibited apartment items:
  - Halogen lamps
  - Holiday decorations such as “live cut” trees
  - Explosives and fireworks

SERVICE REQUESTS

- Service requests for maintenance can be submitted online at housing.ucr.edu.
- Please report custodial and maintenance problems promptly to help avoid problems getting worse or having a more widespread effect.
- Please note that the Campus Apartment maintenance staff responds to non-emergency service requests between 8 a.m. and midnight. However, 24-hour service is available for emergency situations. Please indicate in your service request if you would like to limit maintenance staff entry beyond a certain hour. Please be aware, however, that this may delay the response to your request.
- If you have an emergency, let the RA on Duty or RSO staff know this so that we can call maintenance immediately, as appropriate.
- **International Village and Stonehaven only:** Service requests must be submitted directly to your RSO.
Printed copies of UCR campus maps and community shopping maps are available at your RSO. Just ask.
FALKIRK
3429 CANYON CREST DRIVE, RIVERSIDE CA 92507 • (951) 827-5723

UPSTAIRS UNIT
DOWNSTAIRS UNIT

CANYON CREST DRIVE

TO RESIDENT SERVICES OFFICE
(AT BANNOCKBURN VILLAGE)

WEST UNION STREET

GAGE CANAL

UPSTAIRS UNIT
DOWNSTAIRS UNIT

Amazon Locker
Bike Rack
Blue Emergency Phone
Laundry Room
Mail Boxes
Trash/Recycling
Visitor Parking

LAST REV: 09/20 MM