Welcome to Mission Bay!

Housing Services

Tenant Handbook

UCSF

Campus Life Services

Housing
Here is your Tenant Account username: (for instructions on how to use this feature, see page 22)

**Username:**

**Password:** For your password, click “forgot password” on our website and you will be emailed a password.

(Be sure to enter either a “.” or an “*” if indicated)

*Please note that you must either use a secure WiFi network, such as UCSF WPA, or an ethernet cord in order to access the UCSF Tenant Accounts feature.

**Important Reminders:** All tenants MUST put PG&E in their name. To place electricity in your name, contact PG&E at 1-800-743-5000 *(except for single rooms within a 4BD)*.

### Updating your account

1. You may update your UCID, phone number, permanent address and email address by logging into your tenant account.
2. To do this, click “Payments > Forms > Updates” and then select the “Forms and Updates” button.
3. You may type in new information and click “submit” to update your information.
4. Please note the system will not let you delete any existing data and submit a blank form.

Below are the fields that tenants may update:

**Update Profile:** Profile update includes your UCID, cell phone number, email address, and permanent address.

**Update Emergency Contact:** Emergency contact update revises the information you provided when you signed your UCSF Housing lease agreement.

**Update Missing Person Contact:** Missing person contact update revises the information you provided when you signed your UCSF Housing lease
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Welcome to UCSF Housing Services!

Housing Services would like to welcome you and your family to the Mission Bay Housing complex. The complex provides 431 apartments in four high-rise buildings. Our community includes students, post doctoral scholars, resident-interns, clinical fellows, and faculty. Both single persons and families live in our complex. We are delighted to have you!

Please read this tenant handbook in its entirety

The Buildings

North – 525 Nelson Rising Lane
- 10 floors
- Community Room, First Floor
- Luxer One Package Center, First Floor
- Bike Storage, First Floor
- Laundry Room, First Floor
- Retail Space, First Floor

South – 550 Gene Friend Way
- 7 Floors
- Bike Storage, First Floor
- Laundry Room, First Floor
- Retail Space, First Floor
- Compost/Recycling/Trash Room, First Floor

Hearst Tower (East) – 1560 3rd Street
- 15 Floors
- Bike Storage, First Floor
- Laundry Room, First Floor
- Retail Space, First Floor
- Compost/Recycling/Trash Room, First Floor

West – 1505 4th Street
- 8 Floors
- Bike Storage, First Floor
- Laundry Room, First Floor
- Housing Services Office, First Floor
- Compost/Recycling/Trash Room, First Floor
Housing Services is a department within Campus Life Services, a division of the University focused on making life better for the UCSF community. Housing Services manages and operates three housing facilities: The Mission Bay Housing complex, The Aldea San Miguel Apartments (Parnassus Campus) and the Avenue Houses (Parnassus Campus), which includes 145 Irving Street.

The Mission of Housing Services:

“Housing Services at UC San Francisco provides housing and related services to students, post docs, residents, clinical fellows and faculty.”

Office Addresses

UCSF Mission Bay Housing Services
1505 4th Street, Suite 101
Box 3100
San Francisco, CA 94143-3100

UCSF Aldea Service Center
155 Johnstone Drive
Box 0231
San Francisco, CA 94131

The above addresses are for office correspondence only. Please do not send tenant mail to the above addresses. Please see pages 15 & 16 for information on tenant mail and package services.

If you have any questions please contact the Mission Bay Housing Services office at housing@ucsf.edu or 415-514-4550.
We want all of our tenants to have a safe and enjoyable stay in Mission Bay Housing. To help ensure your safety and the safety of your neighbors, please adhere to the following policies and guidelines.

**UCSF is a smoke-free campus. Smoking is prohibited on University-owned or leased property. That includes inside buildings, vehicles and moving equipment. This policy applies to all members of the campus community, at all UCSF sites.**

Mission Bay is an area experiencing rapid development. Please use caution when traveling around or near areas of construction. Please be particularly attentive to children and do not allow them to play on or near areas of development, including non-landscaped areas.

Be aware of your surroundings and report any suspicious activity to UC Police and/ or Housing Services immediately. Blue UC Police emergency buttons are located around the complex for use in an emergency. The UC Police may be reached at 415-476-1414 in the event of a non-emergency.

Keep your apartment door locked at all times. If you use trash and or laundry rooms, be sure the door to each room locks behind you. Never prop open doors to the buildings. Report lost keys to Housing Services.

Monitor children and ensure they are not sticking their fingers or any other object into the heating units or wall outlets. Do not let young children wander around your floor or the complex unsupervised.
In the event of a disaster or emergency, Housing Services will work to return buildings to livable conditions. This includes structural repair, and restoration of water and electricity. However, based on the severity of the situation, it may take a significant amount of time to fully restore these services.

Tenants are responsible for providing their own emergency supplies. These items include, but are not limited to:

- Food (non-perishable)
- Drinking Water
- Extra blankets
- Sturdy shoes
- Flashlights and extra batteries
- Portable radio
- First aid kit (bandages, ointments, gauze, face mask, emergency blanket, etc.)
- Medications
- Hygiene products (hand sanitizer, antibacterial wipes, etc.)
- Family communication plan
- Evacuation plan

***Here are some helpful hints to ensure you are prepared!!!***

- **WarnMe** - Sign up at [http://registrar.ucsf.edu/new-students/warnme](http://registrar.ucsf.edu/new-students/warnme).
  WarnMe is specifically for the UCSF campuses.
- **Alert SF** - Sign up at [http://alertsfc.com](http://alertsfc.com).
- **72 Hour.org** - Are you really ready? [http://72hours.org/](http://72hours.org/)

**Fire Safety and Fire Alarm Information**

According to the US Fire Administration, over 1.5 million fires are reported annually. In a community such as Mission Bay, fire safety and prevention is everyone’s responsibility.

UCSF is required by law to adhere to a number of fire codes. Please help us to keep everyone safe by following the regulations listed below:

- Dispose of your trash and recyclables by using the chutes on your floor.
- Do not put oversized items in the chutes as the chutes do not go straight
down (they have bends and turns) and oversized items will clog the chutes. Do not put large/ unbroken down cardboard boxes in the chutes.

- Keep all exit ways clear; If you see an obstructed exit, please notify Housing Services immediately.
- Allow sufficient space (18”) beneath the sprinklers in your apartment so they may function properly in the event of a fire.
- Grills, lighter fluid, and charcoal are not permitted anywhere in the Mission Bay Housing complex. (This includes the private courtyard)
- All motorized equipment is not permitted inside of the Mission Bay Housing complex. (including the private courtyard)
- Do not store any items outside your apartment or in the bicycle storage rooms.

Fire alarm systems and response services are provided by the Fire Marshall, UCSF Facilities, and the San Francisco Fire Department.

Evacuation plans are posted on each floor and red pull stations are provided throughout the complex. Pull stations alert the SF Fire Department and the UCPD. You should familiarize yourself with evacuation plans and pull stations. Please monitor your children around pull stations. The SF Fire Department charges Housing Services $1700+ per call and we will charge tenants for unlawful use of fire equipment.

In the event of a fire, tenants should activate a pull station and call 911 if possible. Planning ahead is the key to fire prevention. Identify your nearest evacuation route upon move-in. Learn these “must knows” to help increase your chances of survival in a fire. (Source: FDNY High Rise Safety Tips)

1. Know the layout of your floor and building
2. Know the location of all stair exits on your floor.
3. Know the number of doors between your apartment and the exit stairs. This is essential knowledge when accessing an exit in the dark.
4. Know where your apartment key is located. Take the key with you if you are forced to evacuate.
5. Know the location of all fire alarm pull stations.

Evacuation Information

In the event of an emergency, tenants may be asked to leave their homes. Please follow the evacuation procedures:

- **North Building**: Exit the building using the stairs. Gather across Nelson Rising Lane, at the loading dock of the Cancer Research Center. Please do not gather in the courtyard.
- **South Building**: Exit the building using the stairs. Gather across Gene Friend Plaza, near the open parking lot. Do not gather in the courtyard.
**East Building:** Exit the building using the stairs. Gather across Gene Friend Plaza, by the open parking lot. Please do not gather in the courtyard.

**West Building:** Exit the building using the stairs. Gather across 4th Street, near the entrance to Rock Hall. Please do not gather in the courtyard.

**To file a Missing Person Report**

Please contact the UC Police Department at 415-476-1414. You may also visit the UC Police Department website for more information: http://police.ucsf.edu/. Please note that UCSF Housing Services does not investigate missing person reports.

**Campus Security Information**

**IMPORTANT PHONE NUMBERS (HOUSING SERVICES RECOMMENDS PROGRAMMING THESE NUMBERS INTO YOUR CELL PHONE):**

- UCSF Police Department (from campus telephones) Dial 9-911
- On Campus Emergency (from cell phone) 415-476-6911
- UCSF Police Non-Emergency 415-476-1414
- Non-Emergency Investigations 415-476-5174
- Emergency Maintenance Requests 415-476-2021

- San Francisco Police Department 911
- San Francisco Police Department Non-Emergency 415-553-0123
- Walking Escort and Night Shuttle Escort: 415-476-1414
- Medical Center Security Services (Parnassus) 415-888-7890
- Parnassus Night Shuttle Escort 415-476-1414
- Laurel Heights, 1st Floor Main Lobby 415-476-8868
- Mission Bay:
  - Genentech Hall, 1st Floor Main Lobby 415-514-4020
  - Rock Hall, 1st Floor Main Lobby 415-514-4317
  - Mission Center Building, 1st Floor Main Lobby 415-476-0399
  - Mission Hall 415-476-5190
Keys

Upon check-in, a set of keys are issued to each adult listed on the lease. Each set of keys includes:

- A key to the apartment front door.
- A key to the bedroom door (except efficiency/ studio apartments).
- A mailbox key.
- A grey or black fob that opens the building doors, courtyard gates, trash/ laundry rooms, and access to your apartment floor in the elevators

Each fob has the word “HID” printed on it. To use the fob properly, hold the word HID under the fob reader’s red light. Sometimes, holding a fob directly under the fob reader box will also work. The door will then unlock. It can take a few seconds for the fob to unlock the door.

If you lose your keys, contact Housing Services immediately. If you believe your keys have been stolen or if you lose your keys along with information that identifies where you live, contact the UCPD (415-476-1414 non-emergency and 911 emergency) and Housing Services.

Tenants who fail to return all keys upon check-out will be charged for the costs of replacing the lock(s) and the keys, including labor costs. Charges will be assessed after the work has been completed. Tenants will also be charged for replacement and maintenance fees associated with lost or stolen keys.

Please note: Each bedroom has a different key. If you turn the key to the right, you will unlock the door. If you turn the key to the left, the door will open but it will not be unlocked.

Apartment Condition Report

Prior to moving-in, each tenant will receive an Apartment Condition Report via email. This report is designed to protect the resident by requiring the tenant to validate the condition of the unit based on the Condition Report.

If the tenant fails to validate the report within seven (7) days of the arrival date, Housing will accept that the unit is in good condition and the resident becomes responsible for any damage or missing items (for furnished units) after the move in date.
Appliances and Fixtures

Mission Bay apartments include carpeted or laminate floors in the living area and bedrooms. The kitchen and bathroom floors have linoleum tile. All apartments are unfurnished. A refrigerator, stove, garbage disposal and dishwashers are provided for tenant use. Please remember to only use dishwashing detergent specifically designed for use in the dishwasher. Regular dishwashing soap will cause the machine to leak water and soapsuds, flooding your apartment.

Appliance guides are available in the Housing Services office. Monthly cleaning with non-abrasive cleaners will help your appliances and apartment look like new. Residents should use their range hoods when cooking in order to reduce moisture, smells, and false fire alarms.

Window coverings are provided in all apartments. To avoid mold, please wipe away moisture and condensation build-up near and on all windows. Please do not replace window coverings, put up curtains, or remove screens. If you have any problems with your window coverings, please contact Housing Services.

Granite countertops are provided in every apartment. Use any standard household cleaner to clean the countertops (i.e. Mr. Clean, 409, Orange Power). Citrus based cleaning products work best. Do not use bleach or scouring cleaners. (Ajax, Comet, or any other powder type cleaners) Avoid using SOS or green scouring pads on the countertops.

The Housing Contract that you signed holds the tenant responsible for all appliances and fixtures in your apartment. At the time of check-in, you will be given an Apartment Condition and Inventory Report. This report is designed to protect tenants by having them verify the condition of your apartment at the time of check-in. This report should be returned to the Housing Services office one business day after you pick up your keys.

Tenants are prohibited from making alterations to the premises and will be billed for any repairs that result from such alterations. Examples of prohibited alterations include but are not limited to: hanging wallpaper, painting, changing locks, changing fixtures, creating large holes in the walls, damaging carpet, or mounting bicycle hooks from the ceiling.

Hallway and exterior lighting is maintained by Housing Services. If a light bulb is out of your reach, contact Housing Services for assistance. Smoke alarm batteries are replaced annually; if you have problems with a beeping smoke detector, please submit a maintenance request online at www.housing.ucsf.edu to have the battery replaced, or call Housing Services during our regular business hours at 415-514-4550.
Utilities and Internet

Your rent includes water (hot and cold), compost/recycling/garbage, and access to the UCSF Internet networks.

Tenants must contact Pacific Gas and Electric (PG&E) to begin electrical (including heat) service to their apartments within 24 hours of move-in. Tenants will be assessed an administrative fee of $40 for each month that PG&E is not set up in their name. If you have prior service with PG&E, do not forget to cancel your old service. PG&E 1-800-743-5000. PG&E is already set up and included in the rent of tenants living in 4 bedroom apartments.

By using the UCSF network to access the Internet, you agree to abide by UCSF’s network and IT policies. These policies prohibit you from establishing your own wireless network from your data port. Failure to follow this or other policies may result in your Internet connection being terminated without notice. Housing Services offers no compensation to tenants who lose their Internet connection because of violations of the Network Usage Agreement. If you are having internet issues, please contact the IT Department at 415-514-4100 for assistance.

Wireless access is available through the “UCSFGuest network,” as well as the secure “UCSFwpa network.” For instructions on how to create a login for the secure network, navigate to:

https://it.ucsf.edu/about/teams/ucsf-it-service-desk

All Mission Bay apartments are equipped with one phone line per room. Contact AT&T at 1-800-310-2355 to obtain service.

All Mission Bay apartments are wired for both cable and satellite services. Contact either Comcast Cable at 415-859-1828 or the Dish Network at 951-276-8934 if you are interested in these services. Please note that cable/satellite installation must be scheduled during our regular business hours, Monday through Friday 8:00 am – 5:00 pm. The housing staff will not be able to let installers in the data room on the weekends.
How to create an account and submit a maintenance work request
(Not to be used for lockout service or key orders):

1. Click “Maintenance Request.”
2. UCSF affiliates click on the “Campus” domain and use your current
   UCSF login and password as you use for your windows account.
   Non-UCSF affiliates must click “Register Now” to set up an account. This
   will take you to a new page to fill out the necessary information.
   A Non-UCSF affiliate would be a lease holder’s “additional occupant”
   roommate, parent, spouse, etc.

How to submit a maintenance work request:

1. Input personal contact information
   - Reported by (your name)
   - Reported date
   - Email Address
   - Phone Number
2. Specify where the service is needed. Area (Refers to UCSF Campus – ie.
   PN = Parnassus MB = Mission Bay. These are the only two options that you
   will select) If you live at Aldea San Miguel, please select “PN”, Building and
   Room.
3. Tell us about your service issue or request. Tenants should always choose
   “Facilities Maintenance and Repairs.” You can do this by clicking the double
   arrow. Once you are taken to the “Classify” box, click the small box to the
   left so you can see the drop down menu to click on the repair needed. (For
   example “lights out” is one of the options)
4. Once you have completed filling out all the information for the facilities ser-
   vice request, click the “Submit” button on the lower right hand corner
   (no need to enter funding information)

   For account questions and/or emergency assistance:
   Please call the Facilities Service Desk 415-476-2021

Examples of non-emergency requests:
• Clogged toilet/ drain
• Broken blinds
• Non-working outlet

Examples of emergency requests:
• Broken refrigerator/ stove
• Threat of fire or structural collapse
• Gas odors/ leaks
• No hot or cold water
• Broken windows/ doors
• Kitchen/ bathroom flooding
Lockouts

If a Tenant is locked out of the Rental Property, the Tenant or Adult Additional Occupant listed (on the Housing Agreement) may check out a temporary key at no cost from Housing Services during regular business hours. If Tenant fails to return the temporary key within 2 business days, the key will be considered lost, and Tenant will be charged accordingly. During non-business hours, Tenants may contact the UCPD at 415-476-1414 for assistance. UCPD charge a fee for this service that is billed through Housing Services. In addition, a $25 fee will be added to the Tenant’s account for each lock out incident. The lock-out fee will be waived a maximum of two times during the entire period of tenancy.

Recycling & Garbage

Each floor in the Mission Bay complex is equipped with trash/ recycling chutes for your garbage and recycling. Please be sure to put trash only in the chute marked for trash and recycling only in the chute designated for recyclables. The chutes have bends and turns, so please do not put oversized items into the chute, as this will cause them to clog. If the chute becomes clogged, please notify Housing Services at 415-514-4550. Please do not put cardboard boxes in either chute. Please bring broken down cardboard boxes and oversized items to the trash/ recycling rooms in the East, West and South buildings.

Please do not leave trash in front of the chute or in the lobby, you will be charged for the removal.

Please monitor children around the trash cutes. Children should not be allowed to play near the trash chutes.

Recycling Miscellaneous Electronics

In addition, Housing Services recycles old batteries, seeing eyeglasses and small electronics. Please bring your items down to the Housing Services office during regular business hours, and we will take care of recycling them. For more information about on campus recycling resources, please visit: http://sustainability.ucsf.edu/Learn_to_Sort_Your_Waste

Compost

The city of San Francisco requires that all of its residents compost their
biodegradable waste and failure to do so will result in fines. Composting is also required according to the Housing Agreement. You may pick up a composting bin from the Housing office and complimentary biodegradable bags from anyone of the trash rooms. Housing Services provides one bin per contract holder. Bins are available on a first come first served basis. Additional compostable liners can be purchased at Walgreen’s, Cole Hardware, Safeway, Rainbow Market, Center Hardware or Whole Foods.

Please bring all compost down to the East, West or South Trash/Recycling Rooms, and place all compost in the receptacle labeled “Compost.”

Laundry Rooms

Laundry rooms are located on the first floor of each of the buildings. Each laundry room contains washers and dryers. The cost to wash a load of laundry is $1.50 and the cost to dry a load of laundry is $1.25.

To use the machines, tenants must purchase a WASH laundry card from the Add Value Station found in each of the buildings’ laundry rooms. WASH laundry cards cost $5.00 to purchase. Tenants may also use the Add Value Station to add money to their laundry card. Each Add Value Station accepts credit cards and the South building Add Value Station also accepts cash.

Please be considerate of your neighbors by cleaning up after yourself and removing your laundry promptly from washers and dryers. Report any custodial problems in the laundry rooms to Housing Services at 415-514-4550. Laundry that is left in a machine for more than three days will be considered abandoned and will be removed, donated to charity or disposed of.

For laundry machine maintenance issues please call Web Laundry directly at 1-800-824-7780.

The Mission Bay maintenance staff does not service the laundry machine washers/dryers or Add Value Machines. Please note: You may not bring any type of laundry machine (washer or dryer) onto the property. You may only operate those laundry machines provided by the University.

Laundry Alert

You can check to see how many machines are available to use from the comfort of your apartment by logging on to www.laundryalert.com.

Log-in using the ID: UCSF3297
You can also use this website to check on the status of your own laundry and have an email alert sent to you when your laundry is finished!
Laundry Locker

“Laundry Locker” is a laundry pickup and delivery service that is available right here at Mission Bay.

To use the service
1. Tenants put their laundry in a locker (located in the North & East bldgs), remove the key, and place an order online or by phone.
2. The Laundry Locker staff picks up the clothes and does your laundry and dry cleaning.
3. When the clean clothes are ready, the tenant is notified via email or text message. The tenant picks up their clothes, leaving the locker available for the next customer.

Laundry Lockers are located in North Building Laundry Room, and the East Building lobby near the mailboxes. All Mission Bay fobs access these areas for the convenience of all tenants. For more information and pricing, go to http://www.laundrylocker.com

Pets

Pets (other than fish in five-gallon or less tanks) are not permitted in the Mission Bay Housing complex. The pets of guests or visitors are also prohibited. Failure to comply with the “no pet policy” is a breach of your Housing agreement with the University and may result in the termination of your housing agreement. Tenants in violation will be responsible for cleaning and abatement due to allergens. This may include carpet replacement, repainting and special cleaning services.

Bicycle Storage Units

The Mission Bay complex is equipped with a limited amount of indoor bicycle storage slots in each of the four buildings. Bicycle storage is for Mission Bay Housing tenants and additional occupants only. Tenants must register their bike with the UCSF Parking and Transportation office before submitting a Mission Bay Housing Services Bicycle Storage Application with Housing Services. Assigned slots in Mission Bay Housing bicycle storage are issued on a first come first served basis. No more than two spaces will be issued to an agreement holder. Please note, UCSF Bicycle Storage is currently full, however Housing Services accepts applications on a first come first serve basis.
Once a tenant is cleared to store his or her bike in Housing bicycle storage, the tenant’s fob will be programmed to allow access to the appropriate storage room and assigned slot. Please remember to park your bicycle in your assigned slot and use the security cable designated to your slot. Please note that storage of any other items (e.g. tire pumps, helmets, bike equipment, children’s tricycles, other belongings, etc...) in the bicycle storage unit is prohibited. Please leave this community space clean!

Bicycle racks in and around the complex are also available. When parking or storing your bicycle, please make sure to follow the UCSF Housing Bicycle Policy to prevent crime and maintain safety while your bicycle is on UCSF Housing properties.

Additional bicycle parking is also offered via UCSF Transportation in the Third Street Parking Garage Bicycle Cage. Upon registering your bike with UCSF Transportation, the department may grant your badge access. If you wish to have access on your Housing Services grey and/or black fob, please request access on your Housing Services bicycle storage application and/or in person at the office.

• For your protection, UCSF registration stickers are required on all bicycles (including children’s bicycles) parked on or in the UCSF Housing properties. Free bicycle registration is available through UCSF Transportation Services.

• Bicycles must be properly secured and locked to the bike racks. Bicycles that are unsecured and look neglected are considered abandoned. Abandoned bikes will be tagged and possibly impounded.

• Bicycles not in compliance with the above rules will be tagged. The owner has two weeks from the tagged date to take the necessary actions described on the tag to be compliant. If the owner of the bicycle does not remedy the problem, the bicycle will be impounded.

• Unclaimed impounded bicycles will be auctioned through UCSF Transportation Services 415-476-1511.

The UCSF Police Department recommends using a u-lock to secure your bike as cable or chain locks can be easily cut. Please be careful not to lock another tenant’s bike to yours.

Motorized bikes are not permitted in the courtyard or in the buildings. The storage of bicycles in or under stairwells is prohibited. Visit Housing Services for more information about obtaining a bicycle storage application.
Accessibility

Each building in Mission Bay Housing is wheelchair accessible and certain apartments within the complex have been designed for those individuals who utilize a wheelchair. Some building entrances, courtyard gates and other doors in the complex are equipped with buttons that will automatically open each door. Simply hold your key access fob under the grey card reader box and push the button to use the automatic feature.

Contact Housing Services if you have questions about wheelchair accessibility or any other special needs.

Front Door Directory

Each building in Mission Bay Housing is equipped with a front door directory. Tenants may choose whether or not they are listed in the directory. Each tenant in the directory is listed along with a unique code. Tenant guests should look up and dial the code for the tenant they are visiting. The system will then call the tenant. If you wish to allow access, you should press “0”. To deny access, press “7” or simply hang up. During check in tenants should tell the Housing Services office the phone number they would like associated with the directory.

Mail

Mailboxes are located on the first floor of each building. UCSF and Housing Services have no control over the mail that is delivered to your apartment mailbox – it comes directly from the U.S. Postal Service (unless it’s a package, see page 16). If you recieve mail not addessed to you, please write “RTS” on the mail and place it on top of the mailboxes for the couriers to retrieve. If you have experienced mail issues recently, please contact the USPS postmaster directly at 180 Napoleon Street, San Francisco CA. 94124, 415-285-4647.

The Housing Services office does not accept returns of any kind. For outgoing or return distribution information please refer to the Housing Services office.

Please use zip code 94158 when receiving mail. Using the 94143 zip code or writing “UCSF” in your address could significantly delay the delivery of your mail

Upon move out, you will need to file a change of address/ forward your mail with the USPS. You can do this online at www.usps.com, https://www.usps.com/manage/forward.htm.
Luxer One Center

Parcels are delivered to Luxer Locker package center in the North Building. Your deliveries will be available for pick-up at your convenience — 24 hours a day, 7 days a week, every day of the year!

- You will need to signup for an account in order to receive packages. Please visit https://app.luxerone.com/login and click “Create An Account.” Follow the prompts to enter your email address, a secure password, and your address, including your unit number. Click “Request Access” on the page showing UCSF Mission Bay Housing. Then you can enter your mobile phone number if you would like to receive text alerts about packages.
- Each person in your apartment should have their own Luxer One account to ensure package delivery.
- Have packages sent to your regular apartment address (the one from your Housing Agreement, or “lease”). The name on your Luxer One account and the name on your parcel need to match.
- When your package arrives, Luxer One will email or text you a passcode to access your delivery locker.
- Go to the North Building (use your fob key), 1st floor, down the long hallway past the mailboxes to Luxer One lockers. Enter your passcode on the touch screen to open your delivery locker.

Here are some special features of the Luxer Locker system:

- All couriers will deliver to Luxer One lockers.
- If you cannot pick up your package, you can give a trusted friend your code to get your package for you.
- We ensured that we have super-sized lockers for your larger boxes. However, there is a size limit of 75.75” high x 38” wide x 25” deep.
- Your package will be held for 7 days. After your time limit, your package will be returned to sender. If you plan to be away, you can give a trusted friend your access code to get your package for you.
- You may deliver groceries and perishable items (food boxes) to Luxer One lockers. The courier will notify you if the items are perishable.
- Fresh flower deliveries from local florists will still be accepted by the Housing Services office.
- For your security, the Luxer package room has multiple cameras to record activity.

Amazon Lockers

If you are ordering from Amazon, you may be able to use an Amazon Lockers for delivery: http://www.amazon.com/locker However, Luxer will accept Amazon orders.
Tenants may obtain assistance by calling Luxer One at (415) 390-0123, 24 hours per day / 7 days per week. A full copy of the Package Room Policies and Procedures document is available on our website or in our Housing Office.

**For all customer issues or questions please contact Amazon Customer Service, 1-877-346-6244**

**Vacuum and Tool Rentals**

Housing Services provides vacuums and tools for tenant use. A vacuum or tool can be checked out from the Housing Services Office during normal business hours, **Monday through Friday 8am-5pm**. Tenants may borrow a vacuum or tool by leaving their driver’s license, passport, or government issued I.D. with the front desk staff for up to 3 hours. UCSF ID’s will not be accepted. Housing Services will hold the ID until the vacuum has been returned. If the vacuum or tools are not returned to the Housing Services Office by the end of the business day, the tenant may be charged a hold-over fee of $30. Tenants may also be held liable for repair costs or if the vacuum or tool is lost, or returned damaged.

**Blue Cart Rentals**

Housing Services provides blue laundry bins for tenant use. A blue cart can be checked out from the Housing Services Office during normal business hours, **Monday through Friday 8am-5pm**. Tenants may borrow a bin by leaving their driver’s license, passport, or other government issued I.D. with the front desk staff. Carts may be checked out for 3 hours or more with Housing Services’ approval. Housing Services will hold the ID until the bin has been returned. If lost, tenants will be billed $125 for the replacement of the cart.

**Building Access**

In order to enter the front doors of your building, you will need to use the fob provided to you at check in. The word HID is printed on each fob. Place the
word HID under the red light of the fob reader in order to release the lock. For security reasons, tenants may not have access to certain doors on the property. Please report any problems you have with your fob to Housing Services.

**Elevators**

Key fobs need to be used in the elevators to access the appropriate floor.

Campus Life Services Facilities Management provides elevator service and repair. Facilities Management provides 24-hour response to elevator problems and emergencies. Each elevator is supplied with a telephone with direct calling for emergency service.

Contact Housing Services for maintenance during business hours, Monday through Friday 8am–5 pm, 415-514-4550. After hours contact Capital Projects and Facilities Management Office, 415-476-2021.

**Courtyard**

The gated courtyard has been provided for the enjoyment of all Mission Bay Housing tenants. Please be respectful of the shared space and do not leave personal items in the courtyard. Please dispose of all waste in the appropriate provided receptacles.

Please note that grills, pets, bouncy houses, and motorized vehicles such as motorcycles are not allowed in the courtyard.

**Shuttle Service and Parking**

Transportation Services, a unit of Campus Life Services, offers an extensive shuttle network that spans the various UCSF campuses and sites.

Up to date shuttle schedules can be found online at: [http://www.campuslifeservices.ucsf.edu/transportation/services/shuttles](http://www.campuslifeservices.ucsf.edu/transportation/services/shuttles)

Parking permits for Mission Bay tenants and their guests are also provided by Transportation Services. For more information about parking at Mission Bay call 415-476-1511 or visit the Transportation Services office located on the first floor of the 1625 Owens Street Garage.

**Retail Services**

Retail Services, a unit of Campus Life Services, provides on-campus dining,
shopping, and banking services to the faculty, staff, and students at UCSF. The department goal is to bring value, convenience, and variety to the UCSF community and enhance the quality of life on campus.

Suggested retail locations on the Mission Bay campus:

- **University Store** – located in Genentech Hall
- **Café 24** – located on the 2nd floor of Genentech Hall
- **The Pub** – located in the William J. Rutter Center
- **Subway** – located in Gene Friend Way Plaza
- **Peasant Pies** – located in Gene Friend Way Plaza
- **Café Terzetto** – located in Gene Friend Way Plaza
- **ATM** – located in the East 1st floor/ Gene Friend Way Plaza
- **Walgreens** – located in Mission Hall
- **Cafeteria** – located on the 1st floor of the Hospital
- **SF Kebab** – located on 16th Street next to Mission Hall

**Retail Services also co-sponsors a Farmer’s Market in conjunction with the Pacific Coasts Farmer’s Market Association. The Farmer’s Market is held every Wednesday during the Spring, Summer and Fall in the Gene Friend Way Plaza from 10am–2pm**

For more information visit: [http://campuslifeservices.ucsf.edu/retail/](http://campuslifeservices.ucsf.edu/retail/)

**Bakar Fitness Center**

Bakar Fitness & Recreation Center, located in the William J. Rutter Center on campus features state-of-the-art equipment, a dedicated Pilates studio, two swimming pools, and a climbing wall.

For information regarding membership, classes and hours of operation visit: [http://campuslifeservices.ucsf.edu/fitnessrecreation/information/about_us](http://campuslifeservices.ucsf.edu/fitnessrecreation/information/about_us)

**Community Room**

The Community Room is a resource for all Mission Bay tenants and can be used as a place to lounge, to study or to gather for events. The Community Room is 1038 sq. ft. and is in the North Building (525 Nelson Rising Lane) on the 1st Floor. It is carpeted, and has floor-to-ceiling windows and blinds on 3 sides. The facility has two restrooms and a full kitchen complete with a refrigerator, oven, range, microwave and a dishwasher. Several live Ethernet access points are located on the walls and in the floor. The room contains 8 square tables, 30 chairs, 2 couches, a foosball, a coffee table, an end table, a conference table and 10 conference chairs. There is an entertainment center with a DVD player and a 44” HD television with satellite service. The furniture and appliances in the Community Room should not be removed from the room at any time. Alcohol is prohibited. The room is best suited for events with less than 50 people. There is an East and West entrance to the community room,
which can be opened with a fob key, obtained from the Housing Services office.

Community Room Reservations and room access

The Community Room is open daily for reservation only, 8:00am-12:00am, including University holidays and weekends. Users will comply with Quiet Hours beginning at 10:00pm on weeknights (Sunday through Thursday), and 12:00 midnight on weekends (Friday and Saturday).

Tenants can reserve the room for a maximum of eight (8) hours (including set-up and cleanup) for each event, for a maximum of twelve (12) hours per month.

To make a community room reservation, please submit a Community Room Reservation request online:  
http://campuslifeservices.ucsf.edu/housing/services/event_space_meeting_rooms

Please note that until you receive confirmation that the room is available, your reservation may not be booked. You will also need to sign a Community Room Use Policy to secure your reservation.

For room access, Tenant must pick up a fob key on the business day of, or prior to the reservation date if the reservation falls on a weekend or University holiday. A proxy may pick up the key for the Tenant, provided that the Tenant submits a written request to Housing Services, housing@ucsf.edu. The fob key must be returned to Mission Bay Housing Services on the business day following the Tenant’s event. Late fobs will result in a $10 charge if returned one day past due, and a full fob replacement fee of $35 if returned two days past due or if the fob is lost. Tenants may return the fob by placing it in the lock-box located in the kitchen of the Community Room.

Community Room Cleaning and Maintenance

Tenants are responsible for leaving the room in an organized and clean condition. Routine simple cleaning and maintenance is provided by Housing Services. Users who find the facility in need of cleanup or maintenance should report this to Housing Services immediately. Otherwise, the user is liable for cleaning charges and maintenance repairs. Dishwashing liquid and a sponge are provided. There is a vacuum cleaner in the cabinet in the kitchen. Trash cans and extra bags are located in the room and in its kitchen, and a sign above the garbage bin in the kitchen instructs users on where to take garbage, recycling and compost.
To schedule a community room reservation, or for more information regarding community room use, please contact Housing Services at 415-514-4550.

**Tenant Responsibilities**

**Quiet Hours**

Housing Services strives to provide housing that is conducive to learning and family living. For the comfort and convenience of other residents, please avoid all unnecessary noise between the hours of 10:00pm-8:00am Sunday through Thursday and between 12:00am midnight and 8:00am Friday and Saturday.

**Renters Insurance**

You will most likely be bringing some expensive items to campus. It is important that you understand that if your laptop or other valuables are stolen or damaged, YOU are responsible for replacing them, not the University. Renters Insurance provides valuable protection if a student’s personal belongings are stolen or damaged by a covered peril. Covered belongings including laptop computers, smart phones, bicycles, game consoles, textbooks, clothing and other items. The University of California has a partnership with GradGuard Renters Insurance.

For additional information, including coverage details and exclusions, please visit [http://www.GradGuard.com/Insurance](http://www.GradGuard.com/Insurance) or call GradGuard, 866-985-7598.

**Housing Agreement**

You are bound by all of the terms within your Housing Contract. Visit Housing Services if you would like an additional copy of your contract or you can view the contract online via your Tenant Account:

[http://www.campuslifesservices.ucsf.edu/housing/services/current_tenants/tenant_account](http://www.campuslifesservices.ucsf.edu/housing/services/current_tenants/tenant_account)

**Deposit**

A security deposit is not required in UCSF Housing (your housing offer was secured with your initial rent payment). If there are damages after move-out, you will be billed within 21 days of your departure.
Rent Payment

Your tenant invoice is available online through your tenant account on the 1st of each month:

http://www.housing.ucsf.edu
Click “Tenant Accounts”

Your invoice will include itemized monthly rent charges as well as any additional charges due (spare keys, lockout fees, etc.). To view your statement, you will need to obtain a username from the Housing Services Office.

Rent is due on the 1st of the month, and is considered late after the 7th. There is a $40 late fee for the month if rent is paid after this date. If the 7th falls on a weekend, payments are considered late on the first business day after the 7th.

Rent Payment Options:

1. **AutoPay Program:**
   Rent is charged automatically each month to your preferred Credit Card, or Checking Account via Electronic Funds Transfer (EFT). You can enroll in Autopay by completing a form in the Housing Services Office. Using this option, you will not receive a receipt and your credit or debit card will be charged on the 2nd of the month. If your card or bank information changes (including card expiration date) you are required to fill out a new form prior to the end of the month before rent is due next. At this time there are no additional fees associated with this service.

2. **Online Payments:**
   You may login to your tenant account through the housing website and pay by any credit or debit card with a VISA or MasterCard logo, or using your checking account information. Tenants may begin making online payments as of the 1st business day of each month after your balance has been posted.
   If you do not have your login ID:
   Housing Agreement holders will need to show a valid government issued ID in order to pick up their unique username and password from the Housing Office.

If you are having any type of technical issues paying your rent through your online account, you must contact our office before the
rent deadline to request a late fee waiver. Any requests that occur after the deadline will not be considered.

Check Payments:

For your convenience, we now accept electronic checks through your tenant account (see Online Payments above). If you still prefer payment by physical check, or would like to pay your rent in advance, we will accept them only at the Mission Bay Housing Office.

Please make your check PAYABLE TO: UC Regents.

You can either drop off a check in person during normal business hours (Monday-Friday 8am-5pm), or mail them to:

UCSF Mission Bay Housing Services
1505 4th Street Suite 101
San Francisco, CA 94158

Rent payments sent in by mail must be postmarked by the 1st of the month. Please include your name and apartment number with your check payment.

PLEASE NOTE:

• Housing Services will not take credit card payments over the phone, and will not accept faxed, mailed or emailed credit card information.

• Advance Payments - if you would like to rent in advance (before the 1st of the month, or for several months at once) you can only do so by check, in the Mission Bay Housing Office.
Problem Resolution Center

You may want to seek the help of a facilitator who can help in this area. As per the Tenant Agreement, Housing Services isn’t equipped to negotiate tenant-to-tenant conflicts, the University does have a Problem Resolution Center for mediation.

Here is a link which provides more information about this service: [http://worklife.ucsf.edu/resolve/](http://worklife.ucsf.edu/resolve/)

The University of California, San Francisco (UCSF) is committed to providing individuals with a safe, neutral process for the resolution of conflict. The Problem Resolution Center (PRC), launched in Fall 1998 as one of the Supportive Work Environment Initiatives, is a resource for all individuals of the UCSF community for mediation and facilitating communication. Collaboration with other UCSF resources has expanded options for conflict resolution and teachings on conflict management.

Pest Control

This policy is outlined in the Housing Agreement:

“37. Pests and Extermination

37.1 Extermination Services. Extermination services, including choice of contractors and treatments, will be determined by Housing Services in all cases.

37.2 Exterminations at University’s cost. Only the University, and not Tenant, will provide extermination services at no additional charge to Tenant for rodents, insects, spiders and other pests except as described in section

37.3 below. Tenant shall immediately report any pest infestation to Housing Services. Upon Tenant’s request, the University will provide a one-time extermination for infestations at no additional charge, provided that a pest infestation has been confirmed by the University’s extermination contractors.

37.3 Exterminations at Tenant’s cost. After the initial extermination, Tenant will pay for any additional extermination by the University when the University deems such additional extermination necessary.

37.4 Fleas. Tenant will pay for any extermination for fleas brought into the property by Tenant or Tenant’s Guest’s service or assistance animal.”

In the event of a pest concern or issue, please submit a maintenance work request and contact the Housing Services Department immediately either in person, email; housing@ucsf.edu, or phone; 415-514-4550.
Emergency Property Information:
CALL: (415)514-4550 when the office is OPEN
CALL: (415)476-2021 when the office is CLOSED

Pacific Gas & Electric.....................................................800-743-5000

UCSF Housing Services Department Information:
Mission Bay.................................................................415-514-4550
Office Hours: Monday–Friday, 8am –5pm
Parnassus.................................................................415-476-2231
Office Hours: Monday–Friday, 8am–5pm (closed from 12-1pm)

Lock-out Information:
Housing Services (Monday–Friday 8am-5pm)..................415-514-4550
UCSF Police Department (M-F 6pm-Midnight & Weekends).....415-476-1414

Other Services:
UCPD Lost & Found Hotline........................................415-476-2454
UCSF Shuttle Info Hotline.............................................415-476-GOGO
AT&T Telephone Service............................................800-310-2355

Examples of Emergency Maintenance Requests Include:

1. Overflow toilets
2. Gas/ Odor Leaks
3. Roof/ Ceiling Leaks
4. Loss of Electrical Service
5. Major Plumbing/ Water Leaks
6. Domestic Hot/ Cold Water Outage
7. Sewer Back-Up/ Flood
8. Broken Window/ Door
9. Chemical Spill
10. Trapped or No Elevator Response in the Building
11. No Heat
12. Fire Alarm Malfunction (Beeping Smoke Detector)
13. Threat of Structural Collapse
14. No light in the Unit
15. Sparking Outlet, Electrical Fixture, or Stove
16. Refrigerator Not Cooling
Tenants are responsible for communicating the following information to any agents (i.e. moving company) or guests that assist them with their move into Mission Bay Housing.

Doors to buildings can never be propped open as this poses a serious security risk. If anything is damaged or stolen due to a tenant or their guest/agent propping open a door, the tenant will be held liable.

Elevator doors cannot be propped open or stopped. Elevators are available on a first come, first served basis and cannot be reserved.

Two hour parking permits and keys can only be issued to tenants by the Housing Services staff during regular business hours; Monday through Friday 8am-5pm.

Blue moving carts are available for checkout during regular business hours. To check out a blue cart, a tenant, additional occupancy or guest must leave a valid driver’s license or passport with the front desk staff. Only one cart will be issued per ID. If a tenant, additional occupant or guest does not return a blue cart, the tenant will be billed for its replacement.

Cardboard boxes should be broken down and placed in the recycling bin located in the trash/recycling room on the first floor of the East, West and South building.

The Tenant is responsible for any damage caused to Housing Services property by themselves, their guests or agents.