Mission Bay Housing
Incoming Package Policy

UCSF’s Mission Bay Housing Services office strives to provide quick efficient package service for all tenants. Housing Services will sign for packages from all carriers.

In order to provide the most efficient service, Housing Services receives and processes packages as each carrier delivers them. DHL, FedEx Ground, FedEx Express, FedEx Home, United States Postal Service, UPS, and other couriers arrive at varying times throughout the day. Each package is then logged and an email is sent to the package addressee. In the event that a package is perishable, tenants will receive a phone call in addition to an email. Tenants who track their packages online may receive notification from their courier that their package has arrived. However, until they have received email notification from Housing Services, the package has not been processed and will not be available for pick up.

Questions regarding mishandled, lost or damaged packages can be directed to the carrier. Housing Services is not responsible for incorrectly addressed packages or packages that are delivered to the wrong address.

As a primary contract holder, I agree to the following:

1) Standard packages will be held for 10 business days.
2) Oversized packages larger than 12in(W)x 9in(H)x 20in(L), will be held for 3 business days, due to limited space.
3) Extra-large or abnormal size packages larger than 24in(W)x 24in(H)x 24in(L), will be held until the end of the business day it was received. Packages that are not picked up by 6pm will be returned the following business day.
4) If a tenant has 5 or more packages, the tenant will have until the end of the business day (on the day the 5th package arrives) to pick up all packages.
5) Housing will not accept any furniture or automotive parts deliveries.
   a. Furniture is defined as sofas, mattresses, beds, dressers, nightstands, chairs, desks, office chairs, large shelves, cabinets, kids play sets etc.
   b. Automotive parts are defined as bumpers, tires, wheels/rims, car batteries etc.
   c. These deliveries should be delivered directly to the tenant, or picked up from the carrier.
6) Packages marked ‘perishable’ must be picked up before 6pm on the day they are received.
   a. Housing Services is not responsible for perishable packages that are not picked up by 6pm.
7) Packages that are addressed to an unknown person (i.e. not a primary or secondary tenant on the current Housing agreement) will be returned to sender.
   a. Packages with no recipient name will be returned to sender.
   b. Housing Services will not accept packages addressed to people who do not live here (people who are not on a tenant’s current Housing agreement).
   c. Housing Services will not accept packages addressed to false or fake names; names must be consistent with the names on a tenant’s Housing agreement.
   d. Notifications of packages can be delayed if a package is delivered to a former legal name (i.e. maiden name, previous married name, etc).
8) Housing Services is not responsible for keeping tenants’ email addresses current. This is the tenant’s responsibility.
   a. If your secondary tenant’s information changes, please inform Housing Services.
   b. Please add MBHousingMail@ucsf.edu to your email address book; Housing Services is not responsible for emails that are marked as ‘spam’.
9) Each tenant may designate authorized persons to pick up packages in the event that the tenant is unable to do so. A mail release form must be signed and on file with the Housing Office.

If you are expecting an extra-large package or will be out of town, please contact the Housing Services office to notify us.

____________________________            _____________________________________             ____________________
Tenant Name                     Signature                                      Date