Welcome to
UCSF Housing
Handbook and Guide

Aldea Housing
Irving Housing
Avenue Housing
Faculty Housing
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### Tenant Account Information

**Username:** This was given to you when you signed your Housing Agreement/Lease. If you forgot what your username is please contact the housing office.

**Password:** For your password, click forgot password on our website.

*Please note that you must either use a secured wifi network, like ucsf-wpa, or the ethernet in order to access the Tenant Accounts feature.

All tenants MUST put PG&E in their name (except Irving and all shared housing). To place electricity in your name contact PG&E at 1-800-743-5000.

If you are in a Faculty single family home, you will need to have the water bill established in your name. San Francisco Water can be reached at (415) 551-3000.

**Updating your account:**

You may update your UCID, phone number, permanent address and email address by logging into your tenant account.

To do this click “Payments, Forms, Updates” and then select the “Forms and Updates” button.

You may type in new information and click “submit” to update your information.

Please note the system will not let you delete any existing data and submit a blank form.

Below are the fields that you 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 agreement.
Welcome:

Housing Services would like to welcome you and your family. Our community includes students, post doctoral scholars, resident-interns/clinical fellows and faculty. We are delighted to have you!

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.”

Please read this handbook carefully. If you have any questions, please call the Housing Services Office at 415.476.2231.

Office Addresses

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

UCSF Parnassus Housing Services
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.

www.housing.ucsf.edu

Emergency Preparation and Safety:

In the event of a disaster or emergency, Housing Services will work to return buildings to livable conditions. This includes structure repair, 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)
- 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 on getting prepared:
Be informed! Sign up for WarnMe [http://warnme.ucsf.edu/faq]. WarnMe is specifically for the UCSF campuses.
Are you really ready? [http://72hours.org/]

LIGHT AND HEATER USAGE

In an effort to conserve energy, we would like to send a friendly reminder to turn off your lights and heaters when you aren’t home. Thank you for doing your part to conserve!
Rent Payment
Your tenant invoice is available online through your tenant account on the 1st of each month:

https://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:

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.

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 (Mon-Fri 8am-6pm), or mail them to:

UCSF Mission Bay Housing Services
1505 4th Street (West Building), 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. Although 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/

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.
General Information

Safety and Security:

We want all of our tenants to have a safe and enjoyable stay. To help ensure the safety of yourself and your neighbors please adhere to the following policies and guidelines.

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

UCSF is a smoke free campus. UCSF Housing Services does not allow smoking in any of its facilities.

As of November 20, 2008, UCSF became a 100 percent smoke-free environment. This means that smoking will not be permitted on any property leased or owned by UCSF.

Be aware of your surroundings and report any suspicious activity to UC Police and Housing Services immediately. Blue UC Police emergency buttons have been placed around the complex for use in an emergency. The UC Police can be reached at 415-476-1414 in case of a non-emergency, and 9-911 in case of an emergency from a campus phone (see emergency contact page for more important numbers).

Contagious Disease Policy:

UCSF is working in a variety of ways to try to help the worldwide effort to contain Ebola virus disease. UCSF volunteers may be returning from abroad to their apartments in campus housing. In an effort to support volunteers and to allay concerns within our community, Housing Services is following the guidelines recommended by the CDC, local health authorities and campus administration. The following information is also available on the UCSF Ebola Response Resource page: www.ucsf.edu/ebola.

All travelers (employees, faculty, students and trainees) who are returning from Guinea, Liberia, Mali or Sierra Leone will be subject to the following restrictions when returning to UCSF campuses or affiliated sites depending on their level of risk, as defined by the CDC:

- All travelers must self-monitor for fever and symptoms of Ebola and report the results to the UCSF Occupational Health Program (OHP) and to the San Francisco Department of Public Health for 21 days from the last potential Ebola contact after they return from countries with widespread transmission of Ebola and should follow these guidelines:

*All asymptomatic UCSF staff returning from travel to countries with widespread transmission of Ebola who visited or worked in health care facilities ("high" or "some" risk) will be visited daily by San Francisco Department of Public Health staff. They must remain off work at UCSF campuses or affiliated sites for 21 days from the last potential Ebola contact, or

*All asymptomatic UCSF staff returning from travel to countries with widespread transmission of Ebola who did not enter health care facilities ("low" risk) will be permitted to return to work at UCSF campuses or affiliated upon return.

All travelers must be aware of and comply with the Ebola virus disease protocols for:
- The health care facilities where they work; and
- The San Francisco Department of Public Health, which in addition daily monitoring, may include restrictions of movements, especially for those who provided direct patient care.

All UCSF staff in UCSF housing can continue to reside in their residence as long as they are asymptomatic and have been approved by the San Francisco Department of Public Health. Neither CDC nor the San Francisco Department of Public Health recommend excluding returning volunteers from multi-unit housing during their 21-day monitoring period.

For further information, please visit www.ucsf.edu/ebola. CDC guidance regarding “high”, “some”, and “low” risk categories and additional traveler advice may be reviewed at: http://www.cdc.gov/vhf/ebola/. Full CDC guidance can be found on its website.

For further questions, please contact Ebola@ucsf.edu

Problem Resolution Center:

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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 and 8:00am Sunday through Thursday and between midnight and 8:00am Friday and Saturday.

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 at: [http://www.campuslifeservices.ucsf.edu/housing/resources/contract/](http://www.campuslifeservices.ucsf.edu/housing/resources/contract/)

Trash and Recycling:

Trash removal is the responsibility of all residents. Each person in shared houses must do their part in removing waste from bathroom, kitchens, bedrooms etc. Trash cans should be lined with plastic bags. There are 3 bins; trash, recycling and compost. Please do not put plastic bags in the compost. Proper sorting is required. Tenants may be charged a fee for cleaning, removal or disposal of items left

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 at 866-985-7598.

Deposit:

A security deposit is not required in UCSF Housing. If there are damages after move-out, you will be billed within 21 days of your departure.

Apartment Condition Report:

Before moving in, each tenant will receive an Apartment Condition Report by email prior to move in. This report is designed to protect the resident by asking them 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, it will be understood that condition of 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.

Pest Control:

This policy is outlined in the Housing Agreement:

“37. Pests and Extermination

Only the University, and not Tenant, will provide extermination services for insects, spiders and other pests. Upon Tenant’s request, the University will provide a one-time extermination for bed bug infestation at no additional charge. Tenant will pay for any additional extermination by the University as a direct result of Tenant’s negligence, poor hygiene, lack of cleanliness, or personal effects. Tenant shall to immediately report any pest infestation to Housing Services.”

Terminix pest treatments can be very expensive, which is why it is extremely important to follow the “10 Steps to Successful Bed Bug Elimination - Occupant Preparation Requirements” prior to your treatment. This information will be given to you.

Vacating Instructions:

All tenants vacating a UCSF housing facility must check out with Housing Services before leaving campus housing. At the time of checkout, please provide a forwarding address, return all keys, and pay any outstanding charges. Please leave apartment in a safe and proper condition and as found. If you wish to terminate your housing agreement early, please read the termination clause of the housing agreement, then print and submit this 30-day notice with supporting documentation to the appropriate housing office. - See more at: [http://campuslifeservices.ucsf.edu/housing/information/questions_answers#sthash.uy3gzZzm.dpuf](http://campuslifeservices.ucsf.edu/housing/information/questions_answers#sthash.uy3gzZzm.dpuf)

Fire Safety and Alerts:

Fire Marshall regulations require that all exterior walkways and stairs be kept clear. Tenants should not place any plants, bicycles or decorative items outside of their apartments in these areas. Compliance with this regulation will be monitored routinely by Campus Housing Services staff.
To file a Missing Person report:
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 (have these numbers programmed into your cell phone):

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

San Francisco Police Department 911
Walking Escort and Night Shuttle Escort:
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
QB3, 1st Floor Main Lobby 415-514-4429
Mission Center Building, 1st Floor Main Lobby 415-476-0399
Mission Hall Space@ucsf.edu

Lock Out Procedures:

If Tenant is locked out of the Rental Property, 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, Tenant may contact the UCSF Police at (415) 476-1414 for assistance. UCSF Police charge a fee for this service that is billed through Housing Services, and 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.

How to Create an Account and Submit a Maintenance Work Request
Not to be used for lockout service or key orders.

Step 1: Click “Maintenance Request” click here
Step 2: Set Up New Account and verify it in your email. Enter.
Step 3: Click on New Work/Service Order

How to submit a work request

Step 1: Contact Information. During this step you will be filling out your personal information. Once you fill this out initially, you do not need to do it again.

Step 2: Where do you need service? The default in the first highlighted box is CAMPUS, then select which campus in the next box; 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. Then select Building and type your address in the Location box and push return. Add floor and room at the end.

Step 3: Tell us about your service issue or request. Under Pick a Service or Issue: Tenants should always choose “Facilities Services.” 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.

Step 4: Once you have completed filling out all the information for the facilities service request, click the “Submit” button on bottom middle part of the page; no need to enter funding information.

Questions and Emergency Assistance: Call (415) 476-2021

Examples of “emergency” requests include:
--Power outages  --Threat of structural collapse
--No heat  --Threat of fire
--No lights  --Gas odors/leaks
--No hot or cold water  --Broken windows/doors
--Floods  --Broken refrigerator/Stove
Examples of non-emergency requests include
--Light bulb out  -Inability to connect to the internet
General Information

Fire Safety and Alerts: Fire Marshall regulations require that all exterior walkways and stairs be kept clear. Tenants should not place any plants, bicycles or decorative items outside of their apartments in these areas. Compliance with this regulation will be monitored routinely by Campus Housing Services staff.

Below is a list of code violations to which we are required by law to adhere. Your cooperation is greatly appreciated. From the 2001 Uniform Fire Code:

- Tenants store rubbish outside of apartment entry way. Section 1103.2.11. Combustible rubbish kept or accumulated within or adjacent to buildings or structures shall be in approved rubbish containers or rooms or vaults constructed of noncombustible materials. Section 1103.3.2.3. Exits. Combustible material shall not be stored in exits or exit enclosures.

- Tenants store items too high, obstructing sprinkler system. Section 1103.3.2.2. Ceiling clearance. Storage shall be maintained 2 feet or more below the ceiling in non-sprinkler areas of buildings. Storage shall be maintained 18 inches or more below sprinkler head deflectors in those areas of buildings.

- Tenants storing grills and fueled equipment. Section 1103.3.2.6. Fueled equipment. Fueled equipment, including but not limited to motorcycles, mopeds, lawn-care equipment and portable cooking equipment, shall not be stored, operated or repaired within a building.

Pets:
Housing Services is aware of the importance that animals play in the day to day lives of many people. We regret, however, that pets other than fish in a tank (5 gallon maximum) are not permitted in our housing facilities. The rationale for this policy is based on the high turnover volume of these units and the large number of people who are allergic to animals. Failure to comply with the no pet policy is a breach of your contract with the University and will result in the termination of your housing agreement. Additionally, Housing Services discourages feeding of the wildlife around the complex. Please report problems with raccoons, skunks, pests and feral cats by submitting a repair request online. Thank you for your assistance with this matter.

The information provided below is unique to the Aldea properties

Keys:
Tenants of the 1BD and 2BD apartments will receive two sets of keys for their apartment and mail box. Tenants of the Jr. 1BD apartments will receive one set of keys and one mail box key. When vacating, residents must return all keys. Residents who fail to return keys will be charged for the costs of replacing the lock(s) and the keys(s). This charge can be very expensive. Locks are required to be changed when a tenant loses a key(s) and the tenant is billed for the costs.

Tenants must notify Housing Services when any person moves into, or out of, your property. This is so that Housing Services knows who is living on the property, and who has the right to check out your keys. This also helps the Fire Department or Police locate people in the event of an emergency or disaster.

PLEASE NOTE: For standard 1-2 bedrooms, the laundry and storage room key is the same key as your front door key. If you lose this key you will need to have the lock for your apartment changed, and possibly the laundry and storage room as well. Charges billed for lost keys and lock replacement are a minimum of $300.
Building security and safety:
Outside lighting is on photocell and responds to dusk and dawn lighting needs. Please report any exterior lighting problems online at: [http://clsfacilities.ucsf.edu:8080/home.html](http://clsfacilities.ucsf.edu:8080/home.html) or call 476-7121 for immediate attention.

All tenants need to be aware of security at all times. The UC Police Department provides regular car and foot patrol, however, the best crime deterrent is a collective sensitivity to its potential. Taking obvious security precautions such as always securing the apartment and bicycles. If tenants do encounter any problems, or if they observe any suspicious activity, they should call the UC Police immediately at 476-1414. Please lock doors to the building laundry room and to your storage area -- problems have occurred in the past that are avoidable.

Utilities:
Each tenant must contact PG&E to begin service to their new apartment. Call PG&E at 1-800-743-5000 to establish your new service immediately, or cancel your old service (if you are a new or transferring tenant). If you fail to change PG&E into your name you will be charged a fee of $40 for every month that it remains in the University’s name. Trash removal and water fees are covered by UCSF Housing Services.

Each apartment is pre-wired with two (2) phone lines contact AT&T at 800.288.2020. Residents contract the telephone company directly for service. Cable connection is pre-wired in each apartment; residents contract directly with Comcast for service.

**PLEASE NOTE:** Utility room keys are available for check out with valid photo I.D. from the Housing Services office. Tenants are responsible for checking out a utility key set prior to cable installation. The utility room is located on the ground floor of each building. Jr. 1bd utility access is in the laundry room.

Mail:
UCSF and Housing Services have no control over the mail that is delivered to your apartment mailbox. Mail comes directly from the U.S. Postal Service. If you experience problems, please contact the USPS postmaster at 5262 Diamond Heights Blvd. (415) 550-7059. Your zip code is 94131. UCSF provides you with a key to your mailbox that corresponds with your space assignment.

Upon move-in, you should put your name on a label and place it on the floor of your mailbox. This will help the postal carrier in sorting mail properly. Upon move-out, you are required to submit a change of address notification with BOTH the US Post Office AND Housing Services.

Bicycle and Storage Room:
The storage room is located on the ground level just off the courtyard next to the laundry room. Each apartment is provided with its own caged area (identified by apartment number) which is approximately 10 square feet of storage. Residents are responsible for supplying their own locks. Please do not store items in contact with the sprinkler heads in this area. Allow a minimum of 18” clearance from sprinkler head.

**Please note:**
Tenants should use the bike racks in the courtyard to store their bicycles (not under stairways), no mopeds or motorcycles are allowed to be parked in the courtyards. Jr. 1bd have a separate key for the laundry and storage rooms. 1bd and 2bd front door key have access to the laundry and storage rooms.

Bikes must be registered with UCSF Parking and Transportation Services, and must have a valid permit displayed on each bike. Register your bike with the UCSF Parking and Transportation office before obtaining a bicycle space. UCSF Parking and Transportation office, 415-476-1513 or fax the application from their website to fax 476-0499, [http://campuslifeservices.ucsf.edu](http://campuslifeservices.ucsf.edu).
Laundry Facilities:

Washers and dryers are located in each building. The cost per wash is $1.50 and the cost for the dryer is $1.25. The machines are operated by a laundry card that must be purchased from machines located in 90 Behr and 20 Adolph Sutro Court buildings. Your key will open these doors to allow access to the machines. Washing machines work best with high efficiency “h.e.” concentrated detergent and prevent machine breakdown.

If there are service problems with the washers and dryers, call WEB laundry service at 1-800-824-7780 for repair service or assistance.

Tenants may not bring any type of laundry machine (washer or dryer) into the Rental Property. Tenant may operate only those laundry machines provided by the University

Trash Recycling and Composting:

Tenants are responsible for removal of their own refuse to the designated trash pick up areas.

Five Trash Pick Up Locations:

In parking area of Adolph Sutro Court
West corner of Johnstone Drive and Behr Avenue
Near 50 Johnstone Drive.
South side of Behr Ave, between 85 and 95 Behr.
Johnstone Drive and Medical Center Way.

All tenants are required to participate in the recycling program. Recycling bins are located in the trash pick up locations and are labeled. The blue bin is for all recycling and the green bin is for compost. Collection occurs weekly.

Additionally, free compost containers for use indoors can be obtained from the UCSF Recycling Office or you can submit a maintenance request and we will provide you with one. These containers are 12” high, 12” deep and 9” across. For more information please call the UCSF Recycling program at (415)502-6808.

Elevators:

Elevator service and repair is provided by Otis Elevator and UCSF Facilities Management provides 24 hour response to elevator problems and emergencies. Each elevator is supplied with a telephone with direct calling for emergency service. Call 476-2231 for repairs during normal business hours (Mon-Fri, 8:00am-5:00pm). For after hours, holidays and weekend service, call Facilities Management at 415-476-2021.

Elevators:

Playground:

A playground is located on Behr Drive near 75 Behr Drive. Please supervise your child(ren) in this area.

If there is a problem with the play structure, please submit a repair request online at: http://clsfacilities.ucsf.edu:8080/home.html.

Aldea Mold Information:

Aldea San Miguel is located in a coastal forest, a humid and we environment. This may cause moisture and condensation to accumulate in the apartments. As a result, mold and mildew may form in the bathrooms, inside kitchen cabinets, around laundry rooms, and near window frames.

Certain strains of mold in the San Francisco area are known to be toxic to human beings. It is very important to prevent mold and to eradicate it. To learn more about mold prevention in your home, please go to http://epa.gov/mold/

Improved air circulation may prevent mold in your apartment:

- make sure that the bathroom fan is on when showering or bathing
- open the kitchen window and turn on the hood fan when cooking
- when possible, keep windows open a minimum of 1/8 of an inch
- report all leaks and floods to Housing Services for repair

If your apartment is very humid, you may want to purchase a dehumidifier to help control moisture in your apartment.

To prevent mold and mildew you should clean the windowsills on a regular basis, and wipe up condensation that forms in the windowsills. By doing some mild cleaning and prevention, you can avoid the problem of having mold and mildew in your apartment.

Should mildew or mold begin to form in your windowsills or bathroom, remove it with a bleach based cleaner, or water/bleach solution. For more environmentally-friendly and less toxic alternatives to bleach, use “oxy” oxygen-based products available from local grocers and hardware stores. You may also try a combination of Borax, baking soda and lemon juice to form an excellent cleaner and disinfectant.
Parking:

Tenants are limited to one (1) assigned parking space within the complex. A residential parking permit must be displayed on the rear view mirror of your vehicle at all times.

A limited number of second vehicle parking spaces are available, and these may be rented for a fee of $78 per month. Please contact Housing Services at 476-2231 for availability and information on obtaining a second permit. Street parking on Clarendon Drive is also available. Lost parking permits will be replaced for $40.00 for each occurrence.

Guest Parking Policy:

Guest parking is limited to 4 hours at a time. Please respect this policy as cars parked over 4 hours will be cited. The guest-parking permit provided by Housing Services, must be visibly displayed in vehicle. Guest parking is limited and all visitors must use spaces designated as “guest” parking. Extended parking permits (limited to 14 days in every three-month period) can be obtained from the Housing Services Office and must be displayed with a guest-parking permit. Tenants are not permitted to park in designated guest parking spaces. Due to a limited supply of guest parking spots at Aldea, tenant’s guest can park on nearby Clarendon Avenue for longer periods of time.

Aldea Center Rental:

Tenants of Aldea San Miguel housing may reserve the Aldea Center for personal use at no charge, 7 days a week, 8am – 10pm up to 30 days in advance of their event. It is ok to submit your request earlier than 30 days out but please note that we will not confirm your date earlier than 30 days. The Aldea Center is an excellent place to lounge, to study or to gather for small, personal events. “Tenants” are defined as Aldea San Miguel Housing Agreement holders or other adults (spouses, partners, roommates) who live at Aldea San Miguel and are listed on the Housing Agreement. Please check our website for use policies and how to request use.

http://campuslifeservices.ucsf.edu/housing/services/community_room_rentals/aldea_center_on_mount_sutro_community_room

Shuttle Service:

The Aldea shuttle is available M-F from 6:40 a.m. to 6:40 p.m. to transport Aldea residents to and from the Parnassus campus. After 6:30 p.m. students must call dispatch to catch the West bound Van in front of the hospital for transport to Aldea.

Please Note: Shuttle Services do not operate on the weekends during the day. Evening Service begins at 5:05 p.m. until 12:00 a.m for the west bound van.

For more information, shuttle schedules or questions please contact the office of Parking and Transportation at 476-4646 or visit their web site at www.campuslifeservices.ucsf.edu/transportation/suttles/timetables.

You will be given a shuttle pass from the housing office for the Aldea shuttle. If lost or stolen there will be a $30 fee to replace the pass.

Heat and Thermostat:

Heat is supplied by an electric baseboard unit in each room. Heat is turned on at the baseboard unit.

20 and 30 Adolph Sutro Court have thermostat control of their heating system, as required by American Disability Act (ADA) regulations.

If you have any problems with these units, please submit a repair request at: http://clsfacilities.ucsf.edu:8080/home.html

Please Note: Do not allow your child(ren) to stick anything (fingers, crayons, etc.) into these units -- they are HOT!

Parking Security:

Housing Services does not patrol parking areas, and does not provide insurance for automobile damage, burglary or theft. Please do not leave personal belongings in plain view in your car, since break-ins occur frequently in San Francisco. Report any suspicious characters or activity to UC Police, 476-1414. Tenants are advised to purchase automobile insurance and renters insurance to cover losses.
The information below is unique to the Irving Street Apartments

Keys:

Each tenant will be issued an apartment entrance key, a bedroom key, and a mail box key. A key fob will be issued to the tenant for the building front door entrance. When vacating, residents must return all keys. Residents who fail to return keys will be charged for the costs of replacing the lock(s) and the keys(s). This charge can be very expensive. Locks are required to be changed when a tenant loses a key(s) and the tenant is billed for the costs.

Mail and Packages:

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. If you experience problems, please contact the USPS postmaster at 821 Irving Street, (415) 759-6652. Your zip code is 94122.

UCSF provides you with a key to your mailbox. This mailbox corresponds with your space assignment. Upon move-in, you should put your name on a label and place it on the front of your mailbox. This will help the postal carrier in sorting mail properly. Upon move-out, you are required to submit a change of address notification with BOTH the US Post Office AND Housing Services.

Larger packages should be delivered when you are home or when you can set up a service to take packages for you. www.doorman.it is one recommendation.

Laundry Facilities:

Laundry facilities are located on the ground floor. Tenants can purchase and add value to a card by using the designated Add Value Station. To add value to your card, simply insert your laundry chip card into the Add Value Station and follow the instructions on the screen. Each Add Value Station accepts credit cards. If there are problems with the washers and dryers, call WASH Laundry Service at 1-800-824-7780. Please be considerate of your neighbors and clean up after yourself. Washing machines work best with high efficiency “h.e.” concentrated detergent and prevent machine breakdown.

Cleaning Responsibilities:

Tenants are responsible for the day-to-day cleaning of their house. Students are required to straighten their own bedroom and to clean up after themselves in the kitchen, bathroom, laundry, dining, and living areas after each use. Please do not leave dirty dishes or cooking items on the counter tops or in the sink. Bathroom surfaces should be wiped clean and bathtubs and sinks scrubbed as needed. Common living areas should be kept neat at all times.

Housing Services recommends that all of the house mates meet on a monthly basis and develop a cleaning schedule with the chores/responsibilities of each tenant clearly defined. If a cleaning schedule can not be maintained, then the house mates should all contribute to the hiring of a cleaning service. We encourage you to research any cleaning company and get recommendations. Here’s a non-profit organization of active senior citizens who do custodial work in San Francisco. Self-Help for the Elderly Cleaning Service: (415) 677-7618 http://www.selfhelpelderly.org/clean. You may also consult the Yellow Pages for other resources.

Routine House Inspections will be conducted three times a year by the Housing Services Staff. Tenants will be notified prior to the inspections and if the facilities are not clean or damage is found to have occurred, the residents responsible will be charged for cleaning and repair fees.
Trash and Recycling:

Trash removal is the responsibility of the residents. Each student must do his or her part in removing waste from the kitchen, bathroom and their bedroom to the trash room on the ground floor. Trash cans in the house should be lined with plastic bags. When the garbage bag is two-thirds full, tie it closed and place it in the trash room on the ground floor. Do not overfill trash bags or let waste accumulate anywhere in the apartment. The trash room is located on the ground floor, please place garbage in the appropriate trash bins (the black bin is for trash). Garbage collection occurs weekly on Mondays.

The city of S.F. requires that all city residents will participate in the recycling and composting program. Recycling and composting bins are provided in or near residential buildings. The blue container is for bottles, aluminum cans, paper and approved plastic. The green container is for compostables. Proper sorting of recyclables, compostables, and trash is required. Tenant may be charged a fee for cleaning, removal, disposal, recycling or composting separation, or processing for any work the University provides as a result of Tenant’s failure to sort and dispose of recyclables and compostables.

Parking:

Due to an agreement between UCSF and the City of San Francisco, tenants at 145 Irving Street may not obtain a university permit or a city permit (SFMTA) for street parking. Tenants at 145 Irving Street are discouraged from bringing a car to campus.

Bicycle Storage:

145 Irving Street Apartments are equipped with indoor bicycle storage on the ground floor of the building. Bicycle storage is for building tenants only who must register their bike with the UCSF Parking and Transportation office before obtaining a bicycle space. You may contact UCSF Parking and Transportation office, 415-476-1513 or fax the application from their website to fax 476-0499, http://campuslifeservices.ucsf.edu/transportation/parking/bicycle/. Spaces for bicycle storage are issued on a first come first serve. Please be sure to secure your bike at all times. Once a tenant is cleared to store his or her bike in the Housing bicycle storage, the tenant must bring the permit to the Housing Services office. The tenant’s fob will be programmed to allow access to the storage room. The storage of bicycles in or under stairwells is prohibited.

The information below is unique to the Avenue Housing

Keys:

Each tenant checks out keys for the front entrance and for their room door. When vacating Avenue Housing, tenants must return all keys. Tenants who fail to return keys will be charged for the cost of replacing the lock(s) and the keys(s). This charge can be very expensive. Please note: some houses have additional doors (i.e. basement) that are also opened by the front door key and will need lock replacement if the key is lost. Locks are required to be changed when a tenant loses a key(s) and the tenant is billed for the costs.

General Information:

Each house contains fully furnished common areas consisting of a living room, kitchen, dining room and bathrooms. In addition, each bedroom is furnished with an extra long twin captain bed, bookshelf, chest, desk, and desk chair. Furniture styles and sizes vary from one house to another. All rooms are rented “as is” and no additional furniture is allowed in the living room or dining room. If you chose to bring your own bed, you will need to find off-campus public storage for the bed we provided. Storage of personal items, with exception of laundry products or bicycles, are not allowed in basements or garages.

Mail:

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. If you experience problems, please contact the USPS postmaster at 821 Irving Street, (415) 759-6652. Your zip code is 94122.

UCSF may provide you with a key to your mailbox. This mailbox corresponds with your space assignment.

Upon move-in, you should put your name on a label and place it on the floor of your mailbox. This will help the postal carrier in sorting mail properly.

Upon move-out, you are required to submit a change of address notification with BOTH the US Post Office AND Housing Services.
Avenue Housing

Parking Policies and Restrictions:

Avenue tenants are not provided parking within Housing Services. Tenants are discouraged from bringing a car to campus. Tenants who live on 3rd Avenue, 5th Avenue, or Kirkham Street may obtain a street parking permit at the San Francisco Municipal Transportation Authority, http://www.sfmta.com/services/permits-citations/parking-permits

There is no guest parking at the Avenue Houses. Please observe city street parking restrictions that are posted on street signs. Some Avenue Houses driveways are reserved for Housing/Facilities staff vehicles. These driveways are designated with a sign on the garage door. Parking in these spaces is not available for tenants or neighbors at any time. For garages with no sign on the door, the space in front of those garages belongs to the tenant who has been assigned the garage space – not to the tenants who live in the residence.

Parking Ticket Processing & Appeals
For tickets issued by the City of San Francisco, go to http://www.sfmta.com/services/permits-citations

Security:

Housing Services does not patrol parking areas, and does not provide insurance for automobile damage, burglary or theft. Please do not leave personal belongings in plain view in your car, since break-ins occur frequently in San Francisco. Report any suspicious characters or activity to UC Police, 476-1414. Tenants are advised to purchase automobile insurance and renters insurance to cover losses.

Bicycle and Storage:

Tenants agree that hallways, stairways, and other common passageways are for entry and exit only and cannot be obstructed by placing or storing property, including plants, in them. Storage of personal items, with exception of laundry products or bicycles, are not allowed in basements or garages. The University is not responsible for theft and encourages you to purchase Renter’s Insurance.

Cleaning Responsibilities:

Tenants are responsible for the day-to-day cleaning of their house. Students are required to straighten their own bedroom and to clean up after themselves in the kitchen, bathroom, laundry, dining, and living areas after each use. Please do not leave dirty dishes or cooking items on the counter tops or in the sink. The range and kitchen counters should be thoroughly cleaned after each use. Bathroom surfaces should be wiped clean and bathtubs and sinks scrubbed as needed. Common living areas should be kept neat at all times.

Housing Services recommends that all of the house mates meet on a monthly basis and develop a cleaning schedule with the chores/responsibilities of each tenant clearly defined. If a cleaning schedule cannot be maintained, then the house mates should all contribute to the hiring of a cleaning service. We encourage you to research any cleaning company and get recommendations. Here’s a non-profit organization of active senior citizens who do custodial work in San Francisco. You may also consult the Yellow Pages for other resources. Self-Help for the Elderly Cleaning Service: (415) 677-7618 http://www.selfhelpelderly.org/clean

Routine House Inspections will be conducted three times a year by the Housing-Services Staff. Tenants will be notified prior to the inspections and if the facilities are not clean or damage is found to have occurred, the residents responsible will be charged for cleaning and repair fees.
Trash and Recycling:

Trash removal is the responsibility of the residents. Each student must do his or her part in removing waste from the kitchen, bathroom and their bedroom to the trash room on the ground floor.

Trash cans in the house should be lined with plastic bags. When the garbage bag is two-thirds full, tie it closed and place it in the trash room on the ground floor. Do not overfill trash bags or let waste accumulate anywhere in the apartment. The trash room is located on the ground floor, please place garbage in the appropriate trash bins (the black bin is for trash). Garbage collection occurs weekly on Mondays.

Tenants will participate in the recycling and composting program. Recycling and composting bins are provided in or near residential buildings. The blue container is for bottles, aluminum cans, paper and approved plastic. The green container is for compostables. Proper sorting of recyclables, compostables, and trash is required.

Tenant may be charged a fee for cleaning, removal, disposal, recycling or composting separation, or processing for any work the University provides as a result of Tenant’s failure to sort and dispose of recyclables and compostable.

Utilities:

Tenants living in our faculty homes need to transfer water and electricity utilities upon moving in and must be contracted on an individual basis with the appropriate company, see below.

PG&E (power): 1-800-743-5000.
San Francisco Water Dept.: 415-351-3399

Keys:

Tenants are supplied with (2) sets of keys to their house. If additional keys are needed, please contact Housing Services. Additional keys are available for $40 each.

When vacating Avenue Housing, tenants must return all keys. Tenants who fail to return keys will be charged for the costs of replacing the lock(s) and the keys(s). This charge can be very expensive. Locks are required to be changed when a tenant loses a key(s) and the tenant is billed for the costs.

Trash and Recycling:

Sunset Scavenger picks up trash on Fifth Avenue on Tuesday morning. Please place trash on the curb on Monday evening for the Tuesday morning pick-up. Waste management is paid for by the University and is picked up by Sunset Scavenger. If you have questions about trash services you can contact Sunset Scavenger at 415-330-1300. All tenants are encouraged to recycle. Recycling is also a service provided by Sunset Scavenger and questions or concerns can be directed to them.
Fire Alarm System:

Each house is equipped with smoke detectors and a fire alarm system. In addition, fire extinguishers are located throughout the house. In case of a fire, immediately vacate the building and call the fire department at 911. If the building’s alarm system is activated and there is not a fire, call 476-2021. Only the engineers or the Fire Department will be able to turn off the system.

Parking:

Please refer to individual agreement guidelines regarding parking.

Emergency Information:

Campus Police.................................................................................................911
Non-Emergency Campus Police
dispatch.................................................415-476-1414
Ambulance/Fire.................................................................911
Facilities Management..................................................415-476-2021
(Emergency only repairs during evening hours and weekends)
Pacific Gas & Electric.................................................................800-743-5000

Campus Housing Office Information:
Mission Bay.............................................415-514-4550
Office Hours: Monday – Friday. 8:00AM – 6:00PM
Parnassus Housing.............................................415-476-2231
Office Hours: Monday – Friday. 8:00AM – 5:00PM (closed 1pm-2pm for lunch)
Maintenance, Cleaning and Repairs:
Office Hours: Monday – Friday. 8:00 am – 5:00 pm
http://www.housing.ucsf.edu

Additional Information

General Emergency Information

Leslie Santos Housing Director
Todd McGregor Housing Assistant Director
Anthony Fuzie Assistant Director Housing Facilities
Colette Ono Ko Administrative Operations Analyst
Kelly Cole Tenant Services Manager
Emily Lefson Program and Events Coordinator
Amy McKinney Program Coordinator
Chhunleng Tov Financial Manager
Emmy Chico Financial Analyst
Oswaldo Robelo Assistant Superintendent
Laura Eisenberg Facilities Analyst
Girod St. Martin Assistant Superintendent
James Palmer Project and Facilities Analyst
Kelsey Rasmussen Housing Assistant
Mark Maggiolo Housing Assistant

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