We are delighted you have selected the San Francisco State University residential community as your new home for the 2018-2019 academic year.

We are committed to providing quality service in our living communities and bringing the highest level of satisfaction.

We welcome you to the community and hope you will embrace the new experiences, people, ideas, and challenges, as you begin to make friends and feel at home.

This move-in guide is designed to assist in making your check-in process as smooth and efficient as possible.

More information and updates are available on our website at housing.sfsu.edu.
IMPORTANT numbers

COMMUNITY DESKS & RESIDENTIAL COORDINATORS

MARY WARD HALL & MARY PARK HALL
Residential Education (Resident Relations)
MALIBU COX  |  malibucox@sfsu.edu
Residential Services (Community Desk)
ZACHARY RAMOS  |  zramos@sfsu.edu
MWH  |  (415) 406-5703  MPH  |  (415) 406-5702

TOWERS APARTMENTS & JR. SUITES
Residential Education (Resident Relations)
RONEISHA FRAZIER  |  rfrrazier18@sfsu.edu
PHOENIX LAWSON  |  phoenixlaw@sfsu.edu
Residential Services (Community Desk)
VALERIE ST. JUSTE  |  vjuste@sfsu.edu
TCS  |  (415) 405-9360  TJS  |  (415) 405-9350

MISCELLANEOUS NUMBERS
Resident Services  |  (415) 405-9360
Housing Office  |  (415) 338-1067
Housing Cashier  |  (415) 338-6121
Information Technology Services  |  (415) 338-1420
Apogee  |  (888) 478-8864

VILLAGE @ CENTENNIAL SQUARE  |  (415) 405-8000
Residential Education (Resident Relations)
DAVID HENDRICKS  |  dhendricks@sfsu.edu
BOBBI BARCLAY  |  babarc@sfsu.edu
Residential Services (Community Desk)
ALEX ASARE  |  aasare@sfsu.edu

UNIVERSITY PARK
North (Garden Units)  |  21 Buckingham Way
North (High Rises) & South  |  1703 Holloway
Residential Education (Resident Relations)
UPN Garden Units
VIRGINIA MCBRIDE  |  mcbride@sfsu.edu
Residential Services (Community Desk)
LOLA SHOROYE  |  lolade@sfsu.edu
UPN  |  (415) 664-1922  UPS  |  (415) 859-5726

MAINTENANCE & HOUSEKEEPING SERVICES
Facilities Service Center
(415) 405-0579  |  rpm@sfsu.edu
Online service request form:
housing.sfsu.edu/forms/service-request-form

Hours of Operation

MOVE-IN:
Thursday, August 23
9am to 5pm
Friday, August 24
9am to 6pm

REGULAR HOURS:
Monday through Friday
9am to 5pm
ARRIVE AT YOUR ASSIGNED TIME

♦ Check-in starts at 9:00 am.

KNOW THE PROCESS

♦ Review the ‘Check-in’ and ‘Express Unloading’ information on pages 6-8.

KNOW WHERE YOU’RE GOING

♦ Review the move-in map (page 5) for parking information and where to check-in and pick up your keys.

PRINT YOUR EXPRESS BOARDING PASS
FROM THE NORTH: Take highway 101 south, cross the Golden Gate Bridge (toll $8). Take 19th Ave/Hwy 1 exit. Follow this (several miles) to a right turn onto Holloway Avenue. Merge onto Junipero Serra Blvd. Take the Brotherhood Way West exit and keep left to continue towards Brotherhood Way. Turn right onto Brotherhood Way until it ends and then take a right to merge onto Lake Merced Blvd. Turn right on North State Drive (8/24 check-in only).

FROM THE EAST: I-80 across the Bay Bridge to Hwy 101 South. Take 101 South (stay on the right) to I-280 and take the second Daly City/Mission Blvd. Exit, bearing right onto Sagamore St. and then to Brotherhood Way. Follow Brotherhood until it ends and then take a right to merge onto Lake Merced Blvd. Turn right on North State Drive (8/24 check-in only).

FROM THE NORTHEAST: I-5 to 505 freeway to I-80. I-80 across the Bay Bridge to Hwy 101 South. Take 101 South (stay on the right) and take the second Daly City/Mission St. Exit, bearing right onto Sagamore St. and then to Brotherhood Way. Follow Brotherhood until it ends and then take a right to merge onto Lake Merced Blvd. Turn right on North State Drive (8/24 check-in only).

FROM THE SOUTH: On I-280 North stay towards the left lane to exit at 19th Avenue/Hwy 1 and then bear to the right onto the ramp to Brotherhood Way. Follow Brotherhood until it ends and then take a right onto Lake Merced Blvd. Turn right on North State Drive (8/24 check-in only).

FROM SFO AIRPORT: Highway 101 to 380 junction to I-280 North (follow signs to San Francisco). On I-280 North stay in the left lane to exit at 19th Ave./ Hwy 1 and then bear to the right onto the ramp to Brotherhood Way. Follow Brotherhood until it ends and then take a right onto Lake Merced Blvd. Turn right on North State Drive (8/24 check-in only).
check-in
INFORMATION

Returning Residents
DATE: 8/23/2018 | TIME: 9am—5pm
LOCATION:
UPS—1703 Holloway
UPN (Garden Units)—21 Buckingham Way
UPN (High Rises)—295 Buckingham Way
AFTER HOURS:
TCS front desk

Students must show State I.D. or SFSU ID Card and their “Boarding Pass” to process their check-in.

First-Time Residents
DATE: 8/24/2018 | TIME: 9am—6pm
LOCATION: ANNEX I
AFTER HOURS:
TCS/TJS/UPN/UPS: TCS front desk
VCS: VCS front desk
MWH: MPH front desk
MPH: MPH front desk
CHECK-IN

AUGUST 23rd

Returning Residents

STEP 1 Resident checks in at their assigned location at UPN or UPS (see map on page 5).

UPN (Garden Units): 21 Buckingham Way
UPN (High Rises): 295 Buckingham Way
UPS: 1703 Holloway Avenue

STEP 2 Resident shows printed or mobile boarding pass to get checked in and obtain keys.

STEP 3 Resident/Family/Friends drive to assigned address.

PLEASE NOTE: Parking for UPN/UPS may be available on public streets. All posted signs are enforced by SFMTA (San Francisco Municipal Transportation Authority). San Francisco State is not responsible for vehicles parked in violation of SFMTA street parking signage.

Moving Bins for First-Time Residents

San Francisco State is partnering with the nation’s largest professional student move-in company, University & Student Services (USS), to assist First-Time Residents with move-in on August 24th. USS will provide moving bins (available at the Lot 20 rooftop) and will be available to help First-Time Residents with moving their belongings. Returning Residents will need to bring their own moving equipment.

Please Note: Residents must provide their Student ID to check out a moving bin. IDs will be returned to residents when bins are returned to the Lot 20 rooftop (must be within 2 hours).
**UNLOADING**

**AUGUST 24th**

First-Time Residents

**STEP 1** Start on North State Drive.

**STEP 2** Vehicle drops resident off in front of the Annex 1 (see map on page 5).

**STEP 3** Resident brings printed or mobile Boarding Pass inside Annex 1 to get checked in and to obtain keys.

**STEP 4** Family/friends move vehicle into Lot 20 parking garage (see map on page 5) and waits for resident.

**STEP 5** Resident meets family/friends at Lot 20 parking garage to unload belongings.

**STEP 6** Resident finds a San Francisco State volunteer and University & Student Services (USS) staff member for move-in assistance and to obtain a moving bin (See additional information on page 7).

**STEP 7** Resident/family/friends, San Francisco State volunteer and USS staff proceed to assigned building.

**STEP 8** Vehicle is moved to lot 25 for long term parking.

**PLEASE NOTE:**

- Your provided parking pass must be placed on the dashboard with the student’s cell phone number visible.
- Cars must be moved from the Lot 20 parking garage to Lot 25 for long term parking within 2 hours of your assigned move-in time.
FALL MOVE-IN
All meals are offered at City Eats except where noted.

AUGUST 23RD & 24TH
Continental Breakfast  8am—10am
Lunch  11am—2pm
Parent Farewell BBQ*  5pm—8pm

SATURDAY, AUGUST 25
Brunch  10am—11am
Taste of SF**  Noon—2pm
Carnival*  5:30pm—8pm

SUNDAY, AUGUST 26
Brunch  10am—2pm
Afternoon Meal  2pm—5pm
Dinner  5pm—8pm

Meal plans included in the License Agreement will be activated the morning of your assigned move-in day. Dinner is available for purchase for family and friends on move-in day.

* West Campus Green   **The Quad

REGULAR HOURS
(Starts Monday, August 27, 2018)

CITY EATS
Breakfast  | (M-F) 7am-10am
Continental Breakfast  | (M-F) 10am-11am
Brunch  | (Sat-Sun) 10am-2pm
Lunch  | (M-F) 11am-2pm
Afternoon Meal Service  | (M-Sun) 2pm-5pm
Dinner  | (M-Sun) 5pm-8pm

CAFÉ IN THE PARK
Monday-Friday 7am-2pm
Closed Weekends

BRICKS
Monday – Sunday 5pm-Midnight

Meal Plan Changes
Students can request a change of meal plan once a semester. A request to raise a meal plan can be made at any time during the semester. The last day for students to request to lower their meal plan is:
- Fall semester - August 31, 2018
- Spring semester - February 4, 2019

To Learn more go to the ‘Cancel or Change a Meal Plan’ page on our website.
**Things to KNOW**

**ONECARD**
Students will need their San Francisco State ID card to enter buildings. A Student ID can be obtained at the OneCard Office located at:

**Student Services Building | RM 103**
**Hours of Operation:** 9am and 5pm (M-F)

**INTERNET ACCESS**
Directions to connect to the internet will be emailed to residents upon check in.

Residents in unfurnished units must contact the company of their choice directly to set up service.

**CARE PACKAGES**
Students will receive an email from rhaboard@sfsu.edu with more information regarding care packages.

**NEARBY SHOPPING**
**SF State Bookstore**
Cesar Chavez Student Center | (415) 338-2665
www.sfsu.bkstr.com

**Stonestown Galleria Mall**
3251 20th Ave | (415) 759-2626

**BANKS/ATMS**
**On campus:**
**Cesar Chavez Student Center:**
Bank of America, Wells Fargo, Chase

**Village at Centennial Square Building C:**
US Bank

**Off campus:**
**Lucky @ Lakeshore:** Bank of America
**Stonestown:** Wells Fargo & Bank of America
**West Portal:** Chase & Citibank

Go to our ‘What to Bring’ page on our website for additional suggestions.

**RENTER’S/PERSIOAL LIABILITY INSURANCE**
Students are REQUIRED to obtain renter’s/personal liability insurance through the housing portal. Students who decline this insurance MUST obtain renter’s/personal liability insurance through their own family provider or seek a provider independently.

**LOST KEYS & LOCK OUTS**
If you lose your keys or lock yourself out, proceed to the 24-Hour Community Front Desk of your assigned community to request a walk-up or temporary key. Proper ID will be required to confirm identification and occupancy.

Please Note:
- Resident Services Assistants do not have access to individual room/suite/apartment keys.
- Temporary keys are loaned out for no more than 72 hours. If the temporary key is not returned within this timeframe, an automatic lock change may be initiated for security purposes and a $50 fee will be charged to the resident’s account.
- If the lock change is initiated, locks/keys to the resident’s room and mailbox will be changed and all residents (where applicable) will be notified to pick up keys at the Resident Services Community Desk.
- Residents are allowed ONE courtesy lockout per semester. Any subsequent lockouts will be deemed excessive and for safety reasons, may warrant a lock change at a cost of $50/lock change. Excessive lockouts may also require residents to verify possession of room keys and/or a meeting with the Area Coordinator for Resident Services.

**Don’t Forget to Bring**
- Sheets: Twin Extra-Long
- Mattress pad
- Pillow
- Toiletries
- Towels
- Kitchen supplies
- Cleaning products
- Desk Lamp
- First Aid Kit with re-usable thermometer