

YOUR GUIDE TO MOVING IN

2014-2015

# WEST VILLAGE MOVE-IN DAY

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THE RAMBLE.SOLSTICE.VIRIDIAN  
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@WESTVILLAGEUCD

+**QUICK INFO**

LEASINGINFO@UCDAVIS WESTVILLAGE.COM

(530) 759-0661

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# WEST VILLAGE

UC DAVIS

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## Welcome home!

On behalf of the entire West Village staff, we happily welcome you as a new member of this diverse and exciting community! We would like to thank you for choosing to live with us and we look forward to making this year a memorable one. With so many fun and engaging resident events planned for the year ahead, we hope to provide all the resources that will contribute to your happy stay here at one of the most unique properties in Davis.

For all things West Village, please refer to this guide for a seamless transition into the community. This packet includes pertinent information about the property, protocols, and tips for maximum living. We hope this information will help make your experience here at West Village a success!

Have a wonderful year!

*-West Village Team*

# Moving In- What to Expect

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## How to Prepare

- Make sure your entire lease packet is signed online prior to move in day! This will make the process much faster for you.

## What You Must Bring on Move In Day

- **Photo ID**
- **Certified funds** (i.e. cashier's check or money order) per your Assignment Letter. (No checks or cash)
- **Vehicle Registration (must be in your name)**, license plate number, make, model, year, color

## What to Expect

- Move in procedures will be facilitated in our Clubhouse at 1580 Jade Street, Davis, CA 95616.
- Move in appointments are assigned.
  - We cannot accommodate move ins BEFORE or AFTER office hours on move in day.
  - Late move in's can be done by appointment, see below.
- There will be several stations guiding you through move in; the process will take about an hour.
  - Paperwork, payments, portal, Energy Efficiency, Korcett, parking, keys, etc.
- To facilitate the process as quickly as possible, we ask that **ONLY** the resident move through the stations. We would appreciate if parents, guarantors, friends and family members could wait for the resident in the lobby area to enjoy the snacks and vendors we will have on site!
- There will be hundreds of people moving in on the same day as you, be prepared to wait in lines & please be patient!
- U-Hauls or moving vans are not allowed to park under the solar panels. These types of vehicles are too tall and will cause damage to the structure and overhead solar panels.
- PODS and portable storage bins are not allowed and no overnight parking of moving vehicles is allowed.

## Moving In at a Time Other Than Your Scheduled Day

- You are welcome to move in any day after your scheduled move in day as long as any payments due are received by our office prior to your lease start date.
- We can only accommodate move ins during business hours. If you are coming on a day other than your scheduled move in day, we are able to facilitate your move in during these times:
  - Monday- Saturday 11:00 am – 2:00 pm
  - Sunday **No Move In's**

## Preparing for Your New Apartment

- Your apartment will come furnished with the following (if you have a furnished unit):
  - Bedroom: Full size extra-long bed and mattress, desk and chair, nightstand, dresser with drawers
    - Full XL Bed Dimensions: 54" W x 80" L. We recommend purchasing Queen Size sheets because they give you a little extra room when making your bed, but some stores do provide Full XL bedding.
  - Living Room: Sectional sofa OR sofa with chair, coffee table, end table, entertainment stand, TV
  - Dining Room/Kitchen: Dining room table with chairs, four barstools for the island counter top

## What will you need for your new apartment? Consider the following checklist:

Bedroom	Bathroom	Kitchen/Dining	Cleaning Supplies	Laundry
<input type="checkbox"/> Sheets	<input type="checkbox"/> Towels	<input type="checkbox"/> Utensils & utensil holder	<input type="checkbox"/> Vacuum cleaner	<input type="checkbox"/> Laundry detergent (HE machine compatible)
<input type="checkbox"/> Comforter	<input type="checkbox"/> Hand Towels	<input type="checkbox"/> Silverware & silverware tray	<input type="checkbox"/> All-Purpose cleaner	<input type="checkbox"/> Stain remover
<input type="checkbox"/> Pillows	<input type="checkbox"/> Washcloths	<input type="checkbox"/> Plates & Bowls	<input type="checkbox"/> Windex	<input type="checkbox"/> Fabric softener
<input type="checkbox"/> Pillowcases	<input type="checkbox"/> Rugs	<input type="checkbox"/> Drinking glasses and mugs	<input type="checkbox"/> Floor cleaner	<input type="checkbox"/> Dryer sheets
<input type="checkbox"/> Hangers	<input type="checkbox"/> Shower curtain and rings	<input type="checkbox"/> Measuring cups/spoons	<input type="checkbox"/> Toilet bowl cleaner and brush	<input type="checkbox"/> Ironing board
<input type="checkbox"/> Curtains for windows (blinds are included)	<input type="checkbox"/> Plunger	<input type="checkbox"/> Cutting board	<input type="checkbox"/> Paper Towels	<input type="checkbox"/> Iron
<input type="checkbox"/> Curtain Rods	<input type="checkbox"/> Hand Soap	<input type="checkbox"/> Cooking utensils (tongs, spatulas, wooden spoons)	<input type="checkbox"/> Broom and Dust pan	<input type="checkbox"/> Hamper
<input type="checkbox"/> Lamp	<input type="checkbox"/> Toilet paper	<input type="checkbox"/> Skillet	<input type="checkbox"/> Mop	
<input type="checkbox"/> Alarm Clock	<input type="checkbox"/> Cotton balls and Q-Tips	<input type="checkbox"/> Pots with lids	<input type="checkbox"/> Room Freshener/ Febreze	
<input type="checkbox"/> Desk Accessories	<input type="checkbox"/> Shower Caddy	<input type="checkbox"/> Potholders	<input type="checkbox"/> Trash can	
<input type="checkbox"/> Ethernet Cable	<b>Common Area</b>	<input type="checkbox"/> Paper towel holder	<input type="checkbox"/> Trash bags	
<input type="checkbox"/> Trash Bin	<input type="checkbox"/> DVD player and movies	<input type="checkbox"/> Paper towels		
<b>Small Appliances</b>	<input type="checkbox"/> Stereo/iPod player, etc.	<input type="checkbox"/> Dish soap		
<input type="checkbox"/> Can opener	<input type="checkbox"/> Game Console, remotes & games	<input type="checkbox"/> Hand soap		
<input type="checkbox"/> Toaster/toaster oven	<input type="checkbox"/> Lamps	<input type="checkbox"/> Sponge or cleaning brush		
<input type="checkbox"/> Coffee maker	<input type="checkbox"/> Throw blanket	<input type="checkbox"/> Dish towels		
<input type="checkbox"/> Blender		<input type="checkbox"/> Dishwasher soap & Jet Dry		
<input type="checkbox"/> Bottle Opener				
<input type="checkbox"/> Kettle				

# Making Your First Payment and Subsequent Payments

## Rent Payments

- Your first installment will need to be in **certified funds** (ie. Cashier's check or money order). It is due on the first day of your lease term.
- **Subsequent installments are due on the 1st of every month.** Your installment is considered late after the 1<sup>st</sup> and will receive a late fee if paid after midnight on the 5<sup>th</sup> resulting in an automatic \$75 late fee per your lease.
- Your installment should be paid through your resident portal. Alternatively it can be paid in person by check or money order.
  - **Cash will not be accepted.**
- Checks can be dropped off in the drop box on the outside east wall of the Clubhouse, brought in person to the front desk or mailed in and are credited upon receipt. Any payments submitted by mail should be addressed to the leasing office at:
  - 1580 Jade Street, Davis, CA 95616
- All checks should be made out to The Ramble, Viridian or Solstice Apartments, and must include what the check is for, your first and last name and your full unit number (ie. John Smith, September 2014 rent, C-123A)



## How to Write a Check

YOUR first and last name  
(If someone else's name is on the check,  
make sure to write yours next to your unit  
number.)



What the check is for

Full unit number (including North, Central, or South designation and bedroom letter) so that it can be applied to the correct account

## Other Costs to Keep in Mind

- Apartment Key
  - \$20 to replace
- Fob
  - \$35 to replace. (Gives access our gym and business center 24 hours/day)
- Mail Key
  - \$5 to replace
- The total cost to replace keys is \$60, and must be paid with a check or certified funds before we release the keys and can only be released to the lease holder. Please contact the office ahead of time so we can have the keys prepared for you.

## Portal Payments

- The Resident Portal is a valuable tool for our residents. Access your portal if you want to:
  - Make a one-time rent payment or set up automatic monthly payments
  - Submit a work order online
  - View upcoming resident events on the community calendar
  - Note that your Resident Portal is not the same as the Applicant Portal that you used while applying.
  - To access the Resident Portal:
    - Go to [www.UCDavisWestVillage.com](http://www.UCDavisWestVillage.com)



# PORTAL ASSISTANCE

A staff member will be available at a station on move-in day to assist with portal access!

# Utilizing Our Resources and Amenities

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## Maintenance Requests

- Have a clogged sink? Dishwasher not working? Report these to the office.
  - How to Submit a Service Request
    - By far the easiest method to submit a service request is through your resident portal. Simply follow these steps and it will be taken care of as soon as possible.
      - Visit [www.UCDavisWestVillage.com](http://www.UCDavisWestVillage.com) and click “Residents” at the upper right hand corner of the homepage. Once you login, select the “Service Requests”, and you will be connected to a service request form where you can describe your issue.
      - Fill out all boxes on the service request form. Be sure to include contact information and remember to click “enter at any time”.
      - If you have a pet, be sure to notate that on the work order so they can take extra precautions when entering your unit.
    - Call the office at 530-759-0661 or email [leasinginfo@ucdaviswestvillage.com](mailto:leasinginfo@ucdaviswestvillage.com) so one of our staff members can enter the request for you.
    - Be DETAILED, be sure to state what the issue is clearly, the location of the problem, if maintenance has permission to enter or if you would like to schedule an appointment. For example: “the air conditioning comes on and blows air that is warmer than ideal” and not “air conditioner broken”. This will insure that our maintenance team has the most information possible so they may address your needs.
  - Permission To Enter vs. Setting appointment
    - PTE- is granting maintenance permission to enter your unit between the hours of 8am-4pm. This is the quickest way for maintenance to make the necessary repair. PTE is required if vendors, such as GE, need to make necessary repairs. However, vendors will always be escorted by one of our staff members.
    - Setting an appointment- an appointment can be scheduled 24 hours in advanced. They are schedule for a specific time window between 8am-12pm and 1-4pm. You must be home during these times or the appointment will need to be rescheduled. Please note that these are time windows and not specific appointment times. If you were to indicate a time, such as 10:00 am, this would schedule you for the 8:00 am -12:00 pm window.
    - **EMERGENCIES – do NOT email or submit a service request online. CALL THE OFFICE. If you feel that there is a life or death emergency or “fire, flood, or blood, please call 911”.**
  - Pest Control
    - Pest control only comes once a week generally on Wednesday/Thursday afternoons. PTE must be granted if you have a request to spray within the apartment or on your personal balcony. One of our staff members will escort pest control to your unit.

## Making Reservations

- To make a reservation for one of our Clubhouse amenities, simply call our office at (530) 759-0661 and one of our staff members will be able to assist.
- You can reserve the theatre, conference room, or one of the study rooms at the main Clubhouse between 10:00 am and 10:00 pm Monday – Saturday and 1:00 pm – 8:00 pm Sunday based on availability. The solstice study rooms are on a walk in basis, first come first serve.
- You cannot reserve for more than 2 hours per day and can only reserve a study room 2 times a week. Reservations can be made up to 2 weeks in advance.
- You must have 6 or more people to reserve the conference room.
- You may use any open rooms if they are unreserved.



## Clubhouse Hours, Pool, Gym and Study Rooms

- The Clubhouse is open for residents Mon-Sat 10 AM – 10 PM, and Sun 1 pm – 8 PM. We ask that residents follow these rules when taking advantage of the Clubhouse and recreation facilities:
  - Shoes and shirts must be worn in the Clubhouse at all times, even when walking through to the pool area.
  - Alcohol and glass containers are not permitted in the pool area. If a resident or guest has alcohol or a glass container, he or she will be asked to either throw it out and/or leave the pool area.
  - Guests must be accompanied by the resident at all times. There is a limit of two guests per apartment in the Clubhouse or pool areas.
  - As a courtesy to our residents, we provide printing in the business center. However, this should not be residents' main source of printing. As students, everyone should have access to their own means of printing and we ask that residents please refrain from excessive printing (e.g. textbooks, copious amounts of lecture slides).

## General Questions

- Front desk- your best resource!
  - To pick up packages, submit a work order, check out a video game, controller or movie, reserve the movie theater or a study room, or for general questions, please go to the front desk where one of our Community Assistants would be happy to assist you. Please feel free to ask a Community Assistant first. They are very knowledgeable and can often answer your questions right then and there.
- Have a concern? Complaints that you want to get handled immediately? Email us!
  - Posting on social media will not help you get your problem resolved quickly, so help us help you by contacting us directly. If you have a specific concern, please email us at [LeasingInfo@UCDavisWestVillage.com](mailto:LeasingInfo@UCDavisWestVillage.com) and your message will be forwarded to the appropriate person so that they can either address the issue directly or make an appointment to meet with you in person.

## Office Hours

- If you have a Resident Services need please call or visit the office during the below hours
  - Monday- Friday 10 AM to 6 PM
  - Saturday 10 AM to 5 PM
  - Sunday 1 PM to 5 PM

## After Hours Assistance

- Aggie Host
  - Aggie Hosts are student patrols that offer courtesy patrol at West Village and on the UC Davis campus. They patrol the property every night from 8 PM-5 AM. If you have any issues regarding noise or other after hours concerns please contact them using the UCD non-emergency phone number provided below. If you have a life safety concern please call 911.
- UCD Non-Emergency
  - If you are on campus, have missed the last bus, or don't feel comfortable making the bike ride back to West Village by yourself please contact UC Davis Escort Services, also a service provided by Aggie Hosts.
  - Phone number: 530-754-COPS (2677)
  - Hours of Operation: 5:30 PM-3:00 AM 7 days a week, excluding major holidays and Summer Sessions I & II.

# A Quick Guide to Harmonious Living

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For some of you this is your first time having to be on your own. We hope to give you as many helpful tips to avoid roommate issues. Setting household ground rules is crucial to a harmonious living environment. Listed below are some important topics that tend to cause issues between roommates if they are not discussed in advance.

The #1 key to harmonious living is compromise. Remember that you get back what you give. Understand that something that irritates you is important to someone else and something that is important to you may irritate someone else. Talk about it and find the common ground!

## Common Sources of Tension

- Overnight guests
- Study time
- Sharing of belongings and food
- Music (volume and/or headphones)
- TV (cable, video games, hours, volume)
- Bills and rent payment plans
- Purchase of commonly used items
- Alarm settings (how many times you can hit snooze before your roommates throw something at you!)
- Drinking
- Food and pet allergies and preferences
- Locking the door
- Using the AC/heater (temperature and frequency)
- Cleanliness of the common area and chores
- Taking out the trash
- Before letting these or other issues spiral out of control at home, try the UC Davis mediation services on campus: [mediation.ucdavis.edu](http://mediation.ucdavis.edu) or by the phone at (530) 754-4480.

## Tips For Harmonious Living

- Create a chore wheel
- Establish quiet hours and become familiar with each other's schedules
- Communicate effectively your needs—do not use post-its or texts to convey your feelings!

# Parking

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Per your lease, if you do not have a parking permit at West Village, you are not allowed a car on the property. Please read this section carefully for clarification of commonly addressed issues with parking.

To receive your permit you must present your valid DMV Vehicle Registration showing that the vehicle is registered to YOU as the resident. If you are driving a vehicle registered to someone other than yourself, you will need to have your name added. We will not issue a permit to a 3<sup>rd</sup> party vehicle.

The permit types will be explained below. You may park ONLY in your permitted parking area or space. For instance, if you hold a Tandem Perming you may not park in an unassigned space.

## Different types of parking

- Tandem
  - These spots are shared with a roommate. There is an Account Holder and a Sharing Permit Holder each will have a registered permit. One car will be parked in the middle and the second car is parked in the outer space. It is recommended that you have a access to a key to the car you are sharing a spot with to avoid being “blocked in”. Communicate a schedule.
- Unassigned
  - These are the unmarked parking spots in the Ramble and Solstice lot. However, it is not guaranteed a spot will be next to your apartment, though you are guaranteed a spot to park. We will not issue more permits than we have spots on site.
- Assigned
  - Specifically number assigned space.
- Handicap Parking
  - We have handicap parking outside The Ramble, Solstice, and Viridian lots. However, if you pass The Ramble, Solstice, or Viridian lot signs, the handicap spots within those lots do require a parking permit in addition to the handicap placard and are on a first come first serve basis. There are additional handicap spaces located at The Center.

## Still need parking?

- WE WILL SELL OUT! Please email us at [LeasingInfo@UCDavisWestVillage.com](mailto:LeasingInfo@UCDavisWestVillage.com) from the email address that is registered to your resident account to be placed on the waiting list for parking. You are not able to park your car on site if you do not have a parking permit. You put yourself at risk for getting tickets from TAPs and getting your car towed. However, we cannot guarantee that the waiting list will change.

## Guest parking policy

- Guests may park in 2 hours parking, STREET PARKING ONLY and not in the resident lots. There is a 2 hour limit Monday – Friday from 8:00 am – 6:00 pm and is monitored by TAPS. After 6:00 pm and on weekend there is not a 2 hour limit. To accommodate as many residents as possible we are limited on the amount of guest parking. Guest parking is outside The Ramble, Solstice, and Viridian lots, and labeled as 2 hour parking. Please be sure to have guests park in these spots, and move every 2 hours.

## Parking Enforcement

- West Village is monitored by Transportation and Parking Services (UC Davis TAPS).
- If someone is parked in your **assigned** spot, you may call All-About-Towing at (530) 297-3200. If a West Village permit is affixed to the car, please call the front office before towing, so we can give the resident a courtesy call first.

## Other Transportation Options

- Bicycling to campus is by far the most popular method of transportation to campus!
  - There are two bike paths to get directly to campus:
  - A bike path weaves throughout the property, taking riders from the furthest point north to the furthest point south.
  - Taking this path all the way north will lead to a pedestrian crosswalk over the freeway and straight to the ARC down Orchard Road.
  - Another path residents can opt to take is by riding all the way to south Ramble and taking Hutchison all the way to the Aggie football stadium and to the Silo.
- West Village is conveniently located less than 5 minutes from campus by car, 10 minutes by the V line and approximately 10 minutes to the center of campus by bike.
  - The bus arrives every 15 minutes
  - The V line services all of West Village and ends at the Silo.
  - A map and schedule for the V line is available on [Unitrans.com](http://Unitrans.com)

# Common Policies

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## Packages

- Most carriers attempt to deliver any packages to your front door. If no one is home, your package will typically be sent to the front office. Check your mailbox too, in case USPS has placed a package there!
- To retrieve a package from the front office, bring a photo ID to verify your identity.

## Guests

- Guests must be accompanied by the resident at all times. There is a limit of two guests per apartment in the Clubhouse or pool areas.

## Alcohol

- Alcohol and glass containers are not permitted in the pool area. If a resident or guest has alcohol or a glass container, he or she will be asked to either throw it out and/or leave the pool area.

## Smoking

- **West Village is located on University land and therefore smoking is prohibited from the property inside your apartment or on the grounds.**

## Pets

- DO NOT bring a pet to West Village without prior permission from management. “Visiting Pets” or “Babysitting Pets” is not allowed and is a violation of your lease. If you would like to inquire about bringing a pet, please email us at [LeasingInfo@UCDavisWestVillage.com](mailto:LeasingInfo@UCDavisWestVillage.com)

## Curb appeal

- All trash must be removed from common areas and placed in appropriate waste containers located throughout the property.

## Quiet Hours

- Quiet hours are from 10 PM – 8 AM daily
- Be respectful of your neighbors. If you are on the 2<sup>nd</sup> or 3<sup>rd</sup> floor, consider using area rugs to minimize noise transfer to downstairs apartments.
- If you have a noise complaint after hours, please contact Aggie Host.

For all general inquiries, please contact the front office for clarification during business hours or email [LeasingInfo@UCDavisWestVillage.com](mailto:LeasingInfo@UCDavisWestVillage.com).

# WEST VILLAGE UC DAVIS

## Final Lease Signed

Read through your final lease and make sure all documents are signed prior to moving in.

## Certified Funds

Separate payment in Cashier's check or money order paid to the order of your property (The Ramble, Solstice or Viridian) in the full amount for rent and/or remaining deposit. No cash or credit cards accepted.

## Photo ID

Driver's license or student ID

## Vehicle Information

For those receiving a parking permit, bring your vehicle registration, license plate number, color, make, and model.