



# Santa Clara University



## *Graduate Guidebook*

## *Residential Graduate Community*

Welcome to Santa Clara University's Graduate Housing. We are pleased that you have decided to live in campus housing. The graduate community offers a variety of advantages for law and graduate students: a convenient location, furnished or unfurnished living space, some with no utility bills, cable T.V., data networking hook-ups, SCU's own telephone system, a lease based on your academic year, a community of colleagues, and most importantly, a living environment that is conducive to your academic success.

The information listed in this guide is designed to answer some of your initial questions as you get settled in your dwellings as well as provide information which you may find useful throughout the year.

## MOVING IN

**Apartment Condition Report** – You will receive an Apartment Condition Report (ACR) when you check-in. The ACR records the conditions of the apartment upon your arrival. It is important that you take the time to complete the ACR. During check-in you should have received instructions on how to complete the ACR. If you have additional questions after reviewing the instructions, feel free to contact your Building Resident Manager (BRM). The ACR will be used for check-out in May/June. Damages not listed on the initial ACR will be billed to you and/or your roommate, if applicable.

**Keys** – You will receive all necessary keys at check-in. This will include an apartment key, a laundry room key, and a mailbox key, if applicable. If you misplace your key and need access to your apartment, you may check out a temporary key from the Housing and Residence Life Office in Benson Memorial Center, office 212, Monday – Friday, between 8:00 am – 5:00 pm. If you are locked out after 5:00 pm, or on the weekends, you'll need to contact Campus Safety at 554-4441. Campus Safety will provide you with access to your apartment. Please be prepared to present identification.

If your key has been lost permanently, a lock change will be ordered at the cost of \$50.00. This charge will be assessed to your Bursar account. Villa residents, if you lose your laundry room/gate key, stop by the Housing Office and you may request a replacement. There is a \$15.00 charge for the laundry room/gate key. If you lose your mailbox key, there is \$60 fee to replace it.

**Parking Permits** – If you bring a car to campus and you would like to park it in the designated lot, you will be given a parking permit approximately a week after your check in. You will be asked to fill out a registration form. This permit is free and is only for use in your complex lot. If you drive your car and park it on campus, you will need to purchase another parking permit at the Campus Safety office. Parking is first-come, first-served. If you park on the street, make sure to park around the building.

**Housing Contract and Billing** – Your contract is based on your academic year beginning in August/ September through May/June depending on whether you are on semesters or quarters. The University reserves the right to cancel a contract for violations including, but not limited to: violations of University Housing policies, illegal sub-letting or misuse of University Property, etc. Your rent will be assessed to your Bursar account on a semester/quarter basis. If you have a specific billing questions related to housing, please contact Marc A. Alejandro in the Housing Office at 554-4900.

**Please be advised that we will not have summer housing, rental, or storage options available for the summer.**

## MAINTENANCE ISSUES

**Routine Maintenance Problems** – Routine problems will be fixed within one to two weeks. Please submit your maintenance requests online via Ecampus. Please be very specific with the information.

Because the University Facilities Department handles all maintenance requests campus-wide, they respond on a priority basis. In most cases, routine requests are handled within a two week period. A Facilities worker will be assigned to the repair and should leave a door tag indicating that the work has been completed. All routine repairs are addressed Monday through Friday, from 8 a.m. to 4 p.m. Unfortunately we are unable to notify you of an exact day or time that the repair will be addressed. If your concern has not been addressed within the two week time period, please email the BRM so a follow-up work order may be submitted.

**Emergency Maintenance/Custodial** – If you experience an emergency problem (i.e., overflowing toilet) please contact the Housing Office at 554-4900, Monday - Friday, 8 a.m. – 5 p.m. If an emergency occurs after 5 p.m. on a weekday or on weekends, contact your BRM. In the Event that the BRM is not available, contact the Housing Staff member on duty at 554-4901 or Campus Safety at 554-4441.

**Trash** – Be sure to empty trash daily so that ants and bugs are not attracted to your apartment. A dumpster is located in the parking lot, for your convenience.

**Recycling** – Recycling bins are located near the dumpster in the parking lot. Additional recycling bins are located in the back of Benson Center (facing Market Street). If you collect recyclables in your apartment, make sure that you rinse cans and bottles thoroughly immediately after use, as they will attract ants.

## Air conditioners are not allowed in Graduate accommodations.

Please do **NOT** modify or alter your apartment. If you have any questions regarding this policy, please contact your BRM.

## FIRE SAFETY/PERSONAL SAFETY

**Smoke detectors**- Your apartment is equipped with smoke detectors and/or a heat sensor in each bedroom. Batteries are checked each semester to ensure that each unit is operating correctly. If the battery is low, the unit will emit a high-pitched noise. Please report this to the housing office or the BRM for maintenance.

**Fire Drills/ Safe Meeting Area**- Each semester/quarter, the SCU Fire Safety Office along with the Santa Clara Fire Marshall conduct a fire drill for the complex. If you are a Villa Complex/Park Houses resident, when the alarm sounds, vacate your apartment immediately and report to the corner of Circle and Park, just outside the front entrance to the Villas. If you are a University Square resident, when the alarm sounds, vacate your apartment immediately and report in the parking area of Mayer Theater across the street from University Square. If you are a 553 Franklin resident, when the alarm sounds, vacate the house immediately and report to Benson Center. If you are a 575 Alviso resident, when the alarm sounds, vacate the house immediately and report to Benson Center. If you are a 569 Lafayette resident, when the alarm sounds, vacate your apartment and report to the Dunne parking lot. It is important to vacate your apartment whenever you hear this alarm; it may not be a drill.

## SCU HOUSING POLICIES

The concept of devoting the four community properties exclusively to graduate students is an effort between the Housing Office and the Law/Graduate School to provide a living area that is conducive to study, sleep and ultimately, your academic success. Your housing contract as well as the student Handbook lists the community living policies in great detail. Please take the time to familiarize yourself with these policies. You may also want to visit [www.scu.edu/studentlife/osl/studentlifepublications/student-handbook.cfm](http://www.scu.edu/studentlife/osl/studentlifepublications/student-handbook.cfm).

### Community Damage Billing

Community damage is damage done to public areas that would not be considered individual apartment damage. The public area losses of damages that are preventable, such as damage to the laundry or courtyard areas, and which are not assignable to individuals will be billed in equal amounts to the members of the community. It is the responsibility of all residents to be aware of their environment and to hold students who vandalize property accountable.

### Quiet Hours

The Graduate Complexes are academic communities. It is important that all residents understand and respect the need for an environment that is conducive to both study and sleep. Quiet hours are as follows:

#### QUIET HOURS

Weekdays: Sunday- Thursday, 10 pm – 10 am  
Weekends: Friday – Saturday, 12 am – 10 am

Typically, the biggest challenge for our communities has been with the issue of noise. We can appreciate that after a rigorous week of classes and assignments, it is important to blow off steam to relieve stress. However, please realize that while some people “party” to relieve stress, others need undisturbed study time and a good night’s rest.

### Please keep in mind the following with regard to community standards and noise:

- 1.** Please be aware of the volume of your outside conversations, especially late at night. What might be reasonable volume for a conversation in the afternoon can sound amplified at 2 am.
- 2.** If you are having a gathering in your apartment, please keep the door closed as a sound barrier. You may also want to close your windows to contain noise.
- 3.** The walls are not entirely sound proof. In the interest of maintaining good relations with your next-door neighbors, please be considerate of the volume of your stereo and/or when you have visitors over.
- 4.** Please exercise diplomacy in asking your neighbors to quiet down.
- 5.** Please realize that the Graduate communities are located in a residential area. Our neighbors include senior citizens and families with young children. The University has made a commitment to be a good neighbor within the overall community. Our quiet hours policy is one of the ways that we fulfill this commitment.

***Please understand that any violation of the preceding policies can result in judicial and or administrative follow-up and sanctioning. It is in your best interest as a law/graduate student to refrain from becoming involved in any policy violation while living in Graduate Housing.***

## THE PROPERTIES

During the weekdays (8am to 5pm), please address any questions to the Housing Office in Benson Memorial Center 212. We can also be reached at 554-4900. During the evening hours or on the weekdays FOR EMERGENCIES ONLY, contact your respective Building Resident Manager. In the event the Resident Manager is not available please contact the Housing Staff person on duty at 554-4901 or Campus Safety Office at 554-4441.

**BBQ grills, charcoal and flammable materials-** According to fire safety codes, you **cannot** use a charcoal grill in your individual patio area. Lighter fluid and charcoal are also prohibited in the apartments. Please feel free to use the community BBQ grill located on the main entrance to the Villa apartments. If you do use the BBQ grill buy a small amount of light charcoal and dispose of any extra or store it in your car, not the apartment.

**Laundry Room-** You will receive a laundry room key at check in. The laundry room door must be locked at all times. In the past, we have had incidents of the door being left open and resident have had their entire load of laundry stolen. Remember to check the door before you leave to ensure that it is locked. Also, please clean the lint out of the dryer when you are finished and place your trash into the waste receptacles provided.

**Heater-** Your apartment is heated by a gas heater located in your dining/living room. Simply adjust the thermostat to a comfortable temperature. If it seems that you are not getting heat, please contact the Housing Office so that we can have Facilities check your pilot light. As a safety precaution, please **do not** attempt to light the pilot light yourself. The downstairs unit effectively heats both floors.

## The Villa Apartment Complex

There are a total of 21 two-bedroom apartments in the Villa community. All but one of the apartments is occupied by Santa Clara University graduate students (Villa residents are in various stages of their graduate program). Apartment #10 is occupied by the Building Resident Manager (BRM).

**Furniture** – The apartment is furnished to accommodate two people. Often, residents ask if the additional furniture can be removed to storage. Unfortunately, we are unable to do this because we do not have additional storage areas to store the furniture. You can move the furniture to other areas of the apartment or store it in the closet downstairs. At the end of the year when you check out, please be sure to replace all furniture in its original location.

**Bedrooms** – One of the bedrooms is larger than the other, and the decision as to who will reside in which bedroom is a decision for you and your roommate to make. In the past, some roommates have switched rooms at the semester break; others have decided on a permanent bedroom.

**Mail and Mailbox** – Mail is **not** delivered to the Villa Apartments. You have been assigned a mailbox in the Post Office located in the basement of Benson Center. You can request the mailbox combination from the postal clerk. You will find your four digit mailbox number on your housing assignment letter.

## Address your mail as indicated below:

Name \_\_\_\_\_  
SCU - \_\_\_\_\*  
500 El Camino Real  
Santa Clara CA 95053 - \_\_\_\_\*

\*Place your 4 digit box number here.

**Billing Address v. Delivery Address** – You must have **all** your mail, packages, bills, etc. sent to the address listed above as the U.S. Postal Service will not deliver to the Villa community. On occasion, you may need to provide a delivery address if you receive the local newspaper or order a bottled water service. The street address for the Villa community is 2675 Park Avenue.

At the end of your lease, please remember to cancel subscriptions to newspapers, water service, etc. You may continue to be assessed charges for these services unless you notify them otherwise. You will also need to change your mailing address via e-Campus in order for your mail to be forwarded.

## The Villa Apartment Complex (Continued)

**Fireplaces-** In the 1989 earthquake, the masonry in the fireplaces was damaged. The chimneys were removed in order to make the structure safe. Therefore, your fireplace in the living room is decorative only. The grate is permanently attached and should not be removed. **Do not attempt to burn anything in the fireplace.**

**Sink Disposal-** Each apartment has a disposal in the kitchen sink. Please be careful about what you put in it. Avoid substances which typically cause disposals to get stuck (i.e., potato and banana peels, spoons, etc.). If your disposal is clogged, stuck or just not working, there is a small red reset button on the bottom of each disposal unit. Usually, simply using this button alleviates the problem. If it is still not working after you have pressed the reset button, please email the problem to the BRM.

## Park Avenue House

The Park Avenue duplex is a private residence which is located in a residential neighborhood just one block from the south end of campus. The front unit is 2 bedroom, 1 bath. The back unit is 3 bedroom, 1 bath with a large patio and backyard. They each have a large kitchen that comes with a full size refrigerator. On-site laundry facility is available. Water, gas, electricity, and garbage utilities are included in the lease and are billed per academic term. This house is available to 2nd and 3rd year graduate students only. A minimum 10-month contract is required.

## Franklin House

The Franklin house is a private residence within a block of campus that can accommodate up to six students in single rooms. This house provides a community living atmosphere with fully furnished common areas and bedrooms, two bathrooms. The kitchen is large with a

refrigerator for individual storage. This house offers on-site laundry facilities. Water, gas, electricity, internet, and garbage utilities are included in the lease and are billed per academic term. This house is available to 2nd and 3rd year graduate students only. A 10-month contract is required.

## University Square Studios

There are a total of 18 studios in University Square. Most are occupied by married and single graduate students.

**Mail and mailbox-** Mail is delivered to the University Square Apartments through the U.S. Mail Service to the mailboxes by the Franklin Street stairs.

Address your mail as indicated below:

Name  
University Square  
873 Franklin St. Apt. # \_\_\_  
Santa Clara, CA 95050

At the end of your lease, please remember to cancel subscriptions to newspapers, bottled water service, etc. You will continue to be assessed charges for these services unless you notify them otherwise. You will also need to submit a change of address from the Santa Clara Post Office so that your mail will be forwarded accordingly. The post office is located on the corner of Homestead and Franklin Streets.

## Alviso House

The Alviso house is a private residence within a block of campus that can accommodate up to five students in single rooms. This house provides a community living atmosphere with fully furnished common areas and bedrooms, two bathrooms, and ample parking. The kitchen is large with two refrigerators for individual storage. This house offers on-site laundry facilities. Water, gas, electricity, and garbage utilities are included in the lease and are billed per academic term. This house is available to 2nd and 3rd year graduate students only. A 10-month contract is required.

# IMPORTANT PHONE NUMBERS AND CAMPUS RESOURCES

	On-Campus	Off-Campus
Villa Building Res. Manager Marc Alejandro	4900	(408) 250 – 7868
Park Avenue House Marc Alejandro	4900	(408) 250 – 7868
University Square Res. Manager Janelle Carter	4900	(408) 591-8884
575 Alviso/569 Lafayette/553 Franklin Janelle Carter	4900	(408) 591-8884

Please contact the following number if you have any questions:

Housing and Residence Life Office, Benson Memorial Center #212 **(408) 554-4900**

## EMERGENCIES

*(the following should be contacted for emergency situations only that occur weekdays between 5pm – 8am or on the weekends.)*

### SCU Campus Safety:

Located in Parking Structure behind Engineering Complex (408) **554-4444**  
Nonemergency campus safety (lockouts) (408) **554-4441**

## OTHER IMPORTANT PHONE NUMBERS

Santa Clara City Fire/Police/Ambulances (emergency)	911	<b>SCU Student Accounts:</b>	
Santa Clara City Police: (non-emergency)	615-5580	Walsh Administration	554-4412
Kaiser Hospital	236-4400	<b>Law School:</b>	
O'Conner Hospital	947-2666	Dean's Office	554-4361
Rape Crisis Center (off-campus)	287-3000	<b>Health Services:</b>	
San Jose Medical Center	977-4444	Cowell Center	554-4501
Santa Clara Valley Medical Center	885-6950	<b>Counseling Services:</b>	
Suicide Hotline (off-campus)	279-3312	Cowell Center	554-4172
<b>Miscellaneous Phone Numbers</b>		<b>Campus Ministry:</b>	
SCU Housing Office:		105 Benson Memorial Center	554-4372
Marc Alejandro, Benson Memorial Center #2	554-4900		



Santa Clara University

## Housing Office

500 El Camino Real  
Santa Clara, CA 95053-1012

Phone: 408-554-4900

Fax: 408-554-4704

Email: [housing@scu.edu](mailto:housing@scu.edu)

The Jesuit university in Silicon Valley



[www.scu.edu/housing](http://www.scu.edu/housing)