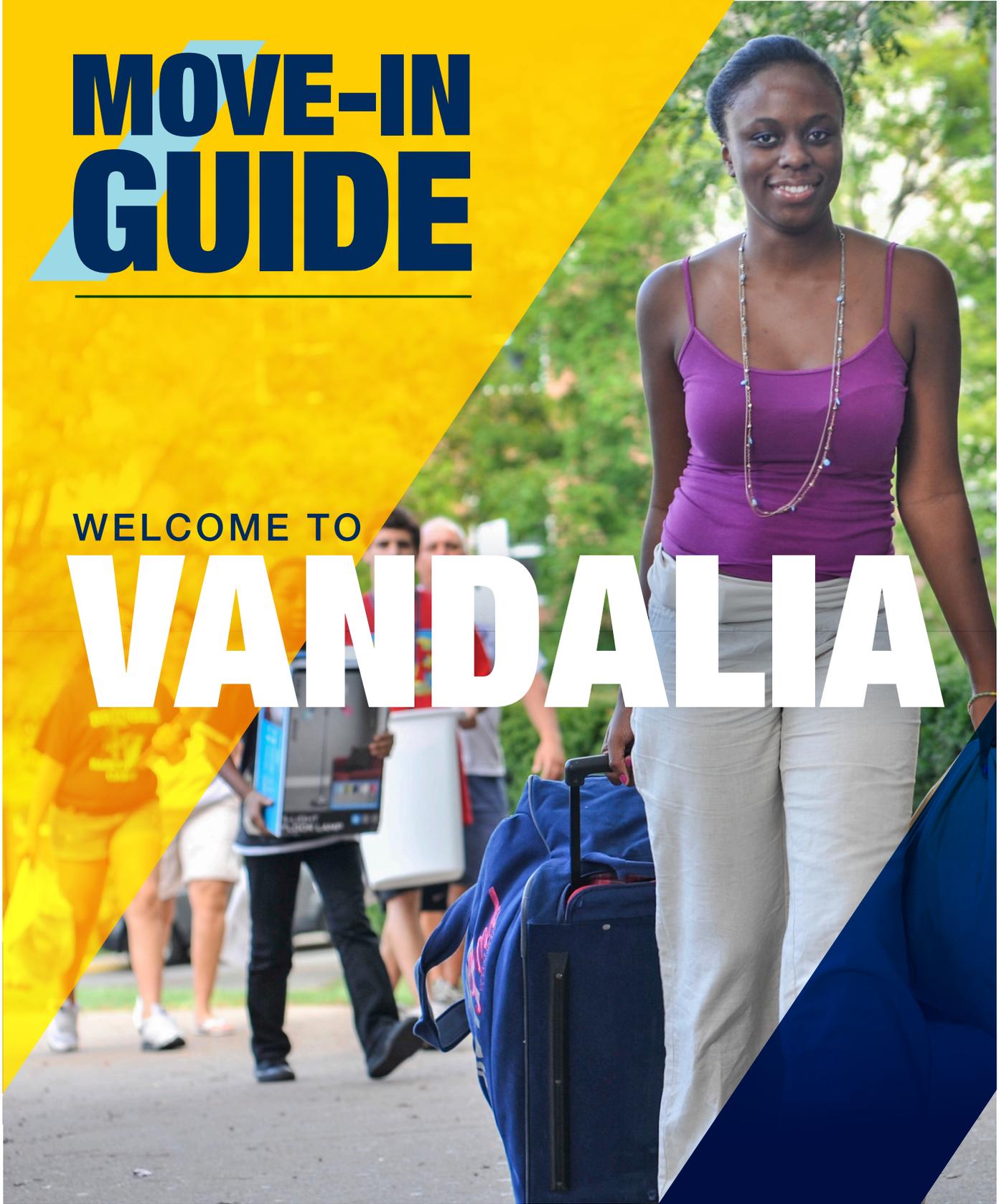


# MOVE-IN GUIDE

WELCOME TO

# VANDALIA



**Welcome to Vandalia Apartments!**  
**Thanks for choosing our**  
**apartment community as your**  
**Mountaineer home for this year.**

**We want you to feel at home, so**  
**here is some information that**  
**may help you as you settle in.**  
**The information included here is**  
**also in the Vandalia Apartments**  
**handbook.**

#### **HOW TO PAY RENT**

Rental payments are due and payable on or before the first day of each month. Rent is posted to your student account 20 days prior to the due date.

Payment for rent may be made online using the same process by which you pay tuition and fees.

There are multiple ways to pay — credit card, check, money order, certified bank check, wire transfer, 529 College Savings plans and third-party payments. The Hub can answer all your questions about these options. Paying online is the fastest and easiest method. For security reasons, we cannot accept credit card payments via phone for the Morgantown campus.

From STAR, find your rent, and click on the “pay” link at the top of the page.

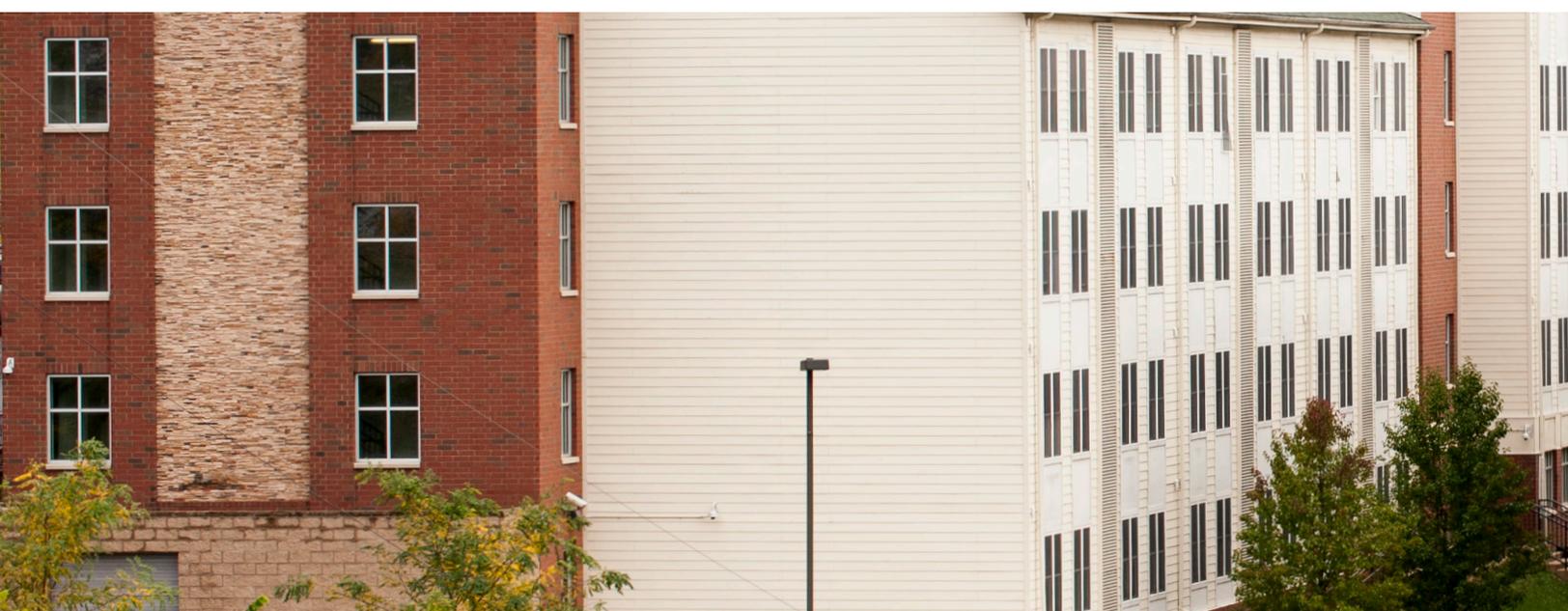
- ✓ You also can pay by eCheck or credit card. Paying with an eCheck saves the 2.25% convenience fee assessed for credit card/debit card payments.
- ✓ Payments can be made in person at Mountaineer Hub in Evansdale Crossing (sorry, we do not accept cash).

#### **MAINTENANCE**

On-site maintenance is available. Residents should report and submit a request for needed repairs through our Facilities Service Desk at [go.wvu.edu/maintenance-requests](http://go.wvu.edu/maintenance-requests) as soon as you notice the issue. Our goal is to make repairs promptly; you can help us by submitting a work order as soon as you can. If you need help in submitting the work order, the property manager is available to help when the leasing office is open.

#### **EMERGENCY MAINTENANCE**

If emergency maintenance is needed after regular office hours, please call the service help desk at **304-293-3136**. This number connects you to the University Police Department call center. You will be asked for your name, apartment community and apartment number and to describe the maintenance problem. Please use this number for emergency maintenance problems only; routine and non-emergency maintenance requests should be made through the Facilities Service Desk and/or the leasing office. For a list of which maintenance issues are considered emergencies, please refer to your resident handbook.



## **LOCK-OUTS**

### ***When the leasing office is open***

If you are locked out of your bedroom and/or apartment during regular office hours, the leasing office staff will unlock your door(s). The leasing office staff will unlock your door(s) two times over the course of your lease at no charge during regular office hours. Any request for a door(s) to be unlocked after the first two will result in a \$25 charge to your student account. You must make the request in person at the Leasing Office and for your safety will be required to prove your identity by showing your Mountaineer ID or other photo ID.

### ***After-hours and weekend lock-outs***

If you are locked out of your bedroom and/or apartment when the leasing office is closed or on the weekend, please call the service help desk at **304-293-3136**. This number connects you to the University Police Department call center. Each time a door(s) is unlocked during weekends and after-hours will result in a \$25 charge to your student account. For your safety, you will be required to prove your identity upon entry by showing your Mountaineer ID or other photo ID.

## **TRASH REMOVAL**

You are responsible for taking out your trash. All trash should be bagged and taken to the garbage chute located in your building. Please do not put furniture or large items down the chute as these items will clog the chute. You can take large items outside and place them by the dumpsters, which are

locked; they are located inside the Vandalia parking garage and beside Building 51 along Yoke Street.

Please do not leave garbage bags, boxes and other trash in hallways, common areas or outside your apartment door for any reason. You will be charged \$25 for each bag removed if you are found leaving trash in any of these locations.

## **RECYCLING**

West Virginia University is committed to sustainability, which includes single-stream recycling on WVU and WVU-affiliated properties. You will find a recycling bin in the courtyard between the two buildings.

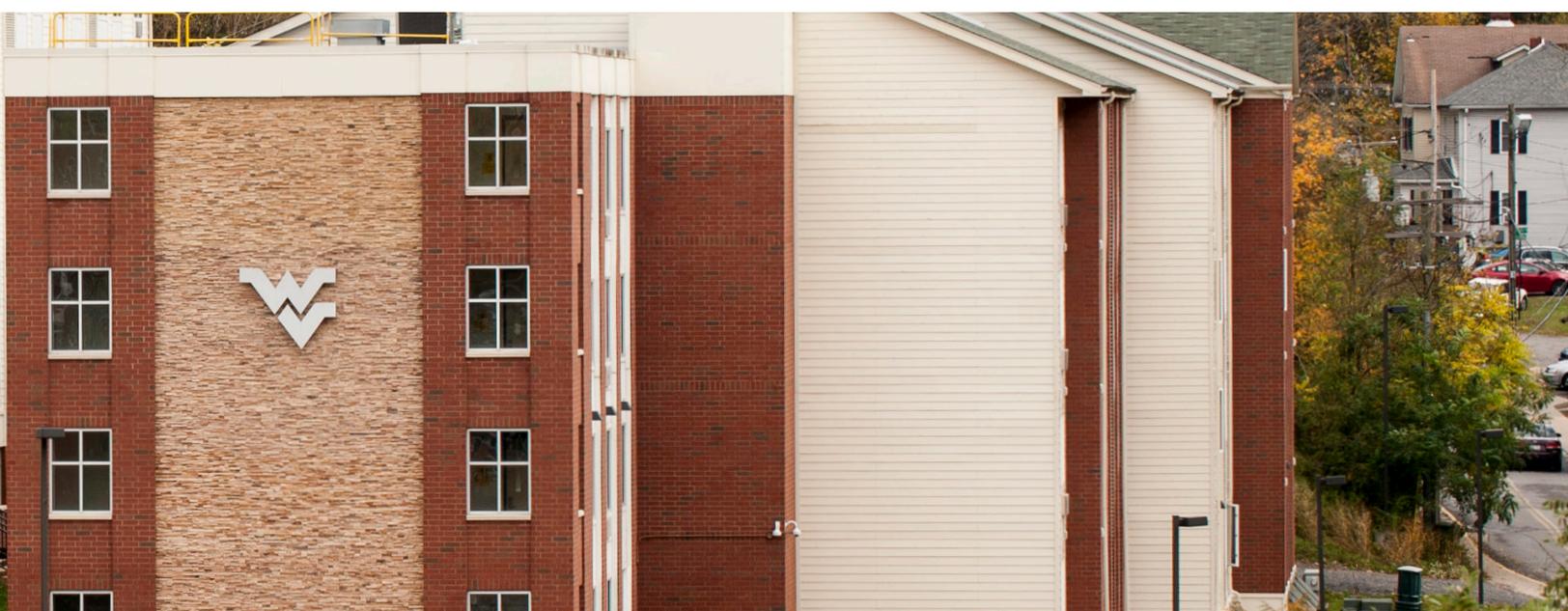
## **PARKING**

Residents who purchased a pass for the Vandalia Garage and Area 3 may park in those areas; passes for these lots are sold out for the 2019-2020 academic year. Residents and guests may park in Lot 10, which is a short-term hourly lot, located adjacent to Vandalia Apartments and across from the B&E building.

Please do not park in the blue handicapped zone in front of the building or in the red fire zones at any time. You will be fined and/or towed.

## **ELEVATORS**

If elevators are not working during regular office hours, please notify the leasing office. If the leasing office is closed, please contact University Police for emergency maintenance at **304-293-3136**.



## **MAIL DELIVERY AND PACKAGES**

Mailboxes are located beside the front desk in Building 49. Your mailing address should include your apartment number and the building address — do not include your bedroom letter in your address as there is only one mailbox for each apartment.

The leasing office will accept packages on your behalf. You will be notified with an email sent to your MIX account when you have a package(s) delivered to the leasing office. Please attempt to pick up packages within 72 hours. After two weeks, any package not picked will be returned to sender. When picking up your package, please bring your Mountaineer ID or other photo ID ready so the package can be released to you.

## **CABLE AND INTERNET**

Your cable television services are provided by College Cable Service. A coax cable is required to connect your television to the wall jack, so a cable box is not required. Most televisions manufactured after 2006 will be compatible with our cable service. A channel listing is available in your move-in packet and in the leasing office. If you require technical service assistance for your cable (connection, reception, etc.), please contact College Cable Services directly at **888-467-9004**.

Vandalia is 100% wireless. There are no designated internet jacks throughout the building. If your device is not Wi-Fi capable, you will need to purchase a Wi-Fi card or other device to securely connect. These devices are typically available from most electronic stores. If you require technical service regarding your access, please call the WVU Service Desk at **304-293-4444**.

## **PET POLICY**

All pets must be registered with the Leasing Office and documented with the properly filed Pet Addendum to live in Vandalia.

A one time \$250 pet fee is assessed to your student account.

There is a pet-designated area between Buildings 49 and 51, marked with signage.

## **POLICIES**

WVU is a tobacco-free campus, and smoking is prohibited at Vandalia Apartments. This includes hookahs and other electronic smoking devices.

Residents of Vandalia Apartments shall abide by the WVU Student Code of Conduct and all local, state and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution or provision of any illegal drugs or drug paraphernalia is strictly prohibited.