

RESIDENT INFORMATION

# MOVE-IN GUIDE

2023 – 2024



# WELCOME TO USC HOUSING

We want to help make this academic year a success for you, so we are doing everything we can to help with your transition to living in university housing.

This brochure includes useful information about USC Housing services, facilities and procedures that will make your residence more enjoyable. Please take the time to become familiar with this information, as it will answer many of your questions and help you settle in with us.

For details, important dates and specific USC Housing provisions, please refer to the Housing Living Agreement available online at [housing.usc.edu](http://housing.usc.edu) in the Forms section.

If you have questions that aren't answered in this brochure, please contact the central Housing Office or the Customer Service Center for your building. Our professional and experienced staff will happily provide you with answers.

USC Housing wishes you a successful and rewarding 2023-2024!



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# GENERAL HOUSING INFORMATION

Addresses and Phone Numbers of the CSC assigned to you are found on pages 10-12

## ***Custodial Services***

Custodial Services is responsible for the overall cleanliness of the common areas of more than 50 buildings in the USC Housing system. The professional, well-trained custodial staff is devoted to providing a pleasant environment that is conducive to the educational goals and general living conditions of our student residents. Please contact your Customer Service Center during its business hours or the Housing Maintenance hotline (after hours) at (213) 740-4646 should any situation arise that requires our attention. If you have any concerns regarding the level of service, please contact your Customer Service Center.

## ***Customer Service Centers***

Your Customer Service Center is your connection to many services provided by USC Housing. Please consult the Housing Customer Service Centers Directory, located on pages 10-12, to find the Customer Service Center (CSC) responsible for your building. Each CSC is staffed by a full-time professional Housing team including a Customer Service Supervisor and a Building Services Manager. Student support staff provide additional assistance at each center. CSCs are responsible for check-in and check-out procedures, coordinating housekeeping and response to maintenance issues, and building and resident services. Most of these services and responsibilities of the CSC are described in this brochure. Please feel free to contact your CSC during business hours if you have any questions or concerns. Business hours for CSCs vary.

## ***Laundry Facilities***

Each building has at least one laundry room with both washers and dryers, owned and operated by WASH Laundry Systems, a private company. Washing costs \$1.50 a load and drying \$1.25. All laundry machines are configured to accept the “WASH-Connect” app. Residents must provide their own laundry detergents. USC Housing recommends that students not leave their laundry unattended. Please report all repair needs (include location and machine number) immediately to your CSC or the USC Housing Maintenance hotline at (213) 740-4646. More information on laundry machines and their operation can be found at [www.washlaundry.com/residents](http://www.washlaundry.com/residents). WASH Laundry also offers on-line monitoring and an app for mobile users through their WaveVision service, [www.mywavevision.com/](http://www.mywavevision.com/). This information is posted in all our laundry facilities.

## **Mail Delivery**

The U.S. Post Office is responsible for mail delivery to off-campus University Housing facilities. Most University Park Campus and USC Village buildings have their mail distributed at either their Customer Service Centers or the FedEx Office for USC Village residents. To ensure proper and timely mail delivery, please refer to the address directory on pages 10-12. Packages that do not fit into mailboxes are accepted at CSCs and held for the resident to pick up. You will receive an Email notifying you that your package has arrived or you can request notification by text for faster service. To claim your package, you will need to present a valid picture ID to your CSC or, in the case of the USC Village, FedEx. CSCs will hold packages for no more than a month and are not responsible for perishable items. It is not recommended for cash to be sent via mail.

Please note: the U.S. Postal Service will not forward mail from or to USC housing addresses in the 90089 zip code (University Park Campus and the USC Village). To avoid lost mail, it is not recommended to have important mail, such as bills or DMV registrations as examples, sent to a student's school year 90089 address.

## **Maintenance**

The Housing Maintenance hotline at (213) 740-4646 operates 24 hours a day, seven days a week. Requests for service may be placed by phone or in person with your Customer Service Center, or online at the Maintenance website ([hsmtma.usc.edu](https://hsmtma.usc.edu)) or by clicking on the "Submit Work Order" box on the main Housing homepage. It's a good idea to keep the work order number assigned to your report (or a copy of the actual work order) to reference repairs not completed within five working days. During the first several weeks of each semester there is usually a high volume of work orders placed by residents and there may be a slight delay in completing requested repairs; however, we will do everything we can to address issues as soon as possible.

Maintenance issues affecting the health and safety of students or problems that might cause personal injury are considered emergency situations and should be called in immediately to (213) 740-4646. These issues include, but are not limited to: exposed live electrical wires, a broken gas line or gas leak, people stuck in an elevator, power outages, backed-up drains/toilets, inoperative fire alarm systems, inability to lock/unlock a unit door, broken windows jeopardizing security, and major water leaks.

## **Parking Permits**

USC Transportation provides parking close to all University Park Campus housing facilities. A permit is required to park in any USC structure or lot. Spaces are limited. Visit the Transportation website at [www.usc.edu/parking](http://www.usc.edu/parking) to check on availability or to apply for a permit.

## **Recycling**

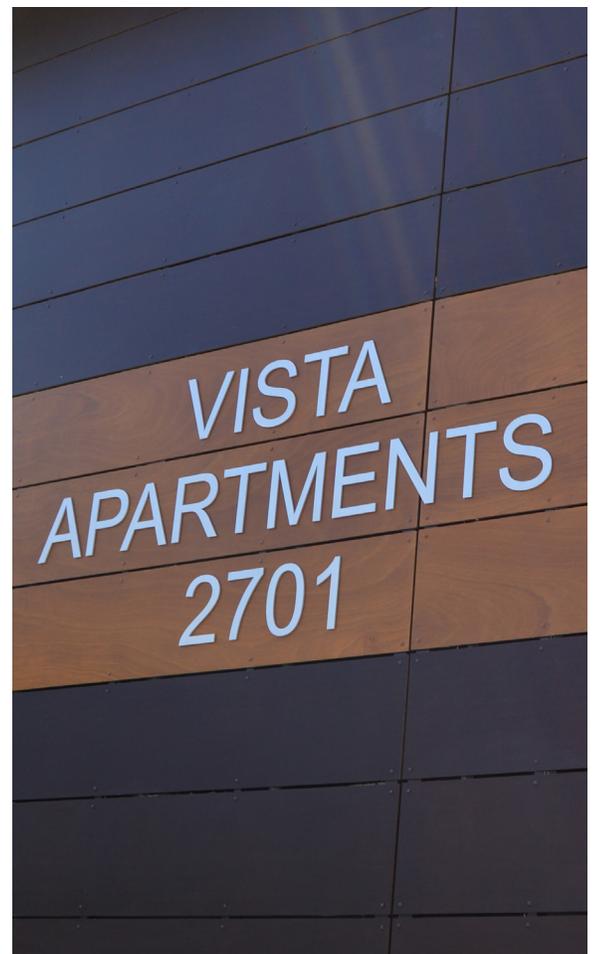
Items such as aluminum cans, glass bottles, cardboard and newspapers should be recycled. Compost pails and collection bins are also available. Consult your CSC for the locations of the various recycling and composting bins in university housing buildings.

## **Room Inventory**

After you check in, you will be required to complete a room inventory checklist to record the condition of your room/apartment and its furnishings. This checklist will serve as a reference when cleaning, damage, and loss charges are determined at checkout. (A list of estimated charges for damages will be available to you.) Each resident in a room/apartment is required to complete the checklist within 48 hours of checking-in. It will be reviewed by the CSC to address maintenance, housekeeping and furnishing issues as soon as possible.

## **Vacuum Cleaners**

Each CSC offers vacuum cleaners that may be checked out for the residents' use. The limit for the use of this equipment is usually one hour, unless otherwise stated.





# HEALTH & SAFETY MATTERS

**Call the Maintenance Hotline at (213) 740-4646 to report broken pipes, gas leaks or other safety concerns!**

## ***Department of Public Safety***

The University's Department of Public Safety (DPS) operates 24 hours, seven days a week and is located on the ground floor of the Downey Way Parking structure. A DPS substation is located in University Village.

All emergencies should be reported immediately to DPS at (213) 740-4321 or by using the blue-light DPS emergency phones located both on and off campus. DPS officers can be reached at (213) 740-6000 for non-emergency issues. DPS also provides Community Services Officers who patrol and monitor all USC Housing facilities from 8:00pm until dawn and 24 hours a day during semester and spring breaks.

## ***Emergency Equipment***

Tampering with emergency equipment (fire alarms, smoke detectors, hoses, extinguishers, sprinkler heads, etc.) is a misdemeanor and violators will be brought before the student conduct system and may be subject to fines and criminal prosecution. To help us ensure your safety, please report any damaged or missing emergency equipment immediately to the Maintenance hotline at (213) 740-4646.

## ***Emergency Equipment Checks***

All emergency alarm systems are tested on a regular basis. The exact date of the tests will be posted and evacuation will not be necessary.

## ***Fire / Emergency Drills***

Unannounced fire/emergency drills are held two times a year, once each semester. The drills assist residents in following correct procedures and directions in case of an actual emergency. Evacuations during the drills are mandatory and violators will be brought before the Office of Student Judicial Affairs and Community Standards.

## ***Bike Parking***

All students who ride or park a bike on campus need to register it with the Department of Public Safety (DPS). By registering your bicycle, you provide DPS with a means of identifying your bike if it is lost, stolen, recovered or impounded.

Be careful when parking your bike. Lock it securely to a rack. Make sure you do not block building entrances or access ramps. If your bike is improperly parked it will be impounded by the Department of Public Safety.

## Health and Safety Inspections

USC Housing Staff will perform room inspections each semester to ensure health and safety standards are being met and to identify potential hazards. Residents will receive advance notification of room inspections.

The inspections will concentrate on the following:

### Safety Equipment

- Smoke detectors
- Sprinkler heads
- Security or fire escape grillwork

### Fire Hazards

- Frayed and/or overloaded electrical wiring
- Stacks of newspapers or other paper
- Rags in corners, closets or near heaters
- Covered heaters
- Build-up of grease in ovens, broilers, or on stovetops
- Storage of gasoline or other flammable materials, or gas powered vehicle in unit
- Christmas lights on walls or curtain rods

### Safety Hazards

- Door closers not working properly
- Hanging objects on curtain rods
- Objects stacked on AC and/or heating units
- AC units not provided by USC Housing
- Windows without screens

### Health Hazards

- Missing or broken sliding window stops
- Garbage or food improperly disposed of
- Grimy bathtub or shower surfaces
- Brown paper grocery bags improperly disposed of
- Aluminum cans or glass bottles improperly disposed of

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## Keys and Lockouts

Your keys and USCard are your responsibility and should be carried at all times to avoid being locked out of your room or building. Do not leave them unattended. Do not loan them to anyone. Do not duplicate your key. It is a violation of your housing contract to rekey your door or any door to your building. If your keys are lost or stolen due to negligence, you will be charged for a lock change and replacement of your keys, your roommates' keys, as well as spare keys for the CSC. There is a minimum charge of \$75.00 for each lock change. You will also be charged for a lock change if the original keys are not returned to the CSC at check out.

If you lose your USCard, report it immediately to the USCard office, located in the McCarthy Way Parking Structure, phone number: (213) 740-8709.

- If you are locked out during business hours, go to your CSC for assistance.
- If you are locked out after your CSC has closed, call the on-call Resident Assistant (R.A.) for your area at the number posted at your building's main entrance.
- If you cannot reach the on-call Resident Assistant, contact the Department of Public Safety (DPS) at (213) 740-6000.

Assistance for your first two lock-outs is free. Assistance for the third will incur a charge of \$25.00 with the charge for assistance with subsequent lock-outs increasing by \$25.00 for each instance. The sixth lock-out may also result in a judicial review. Terms and conditions governing keys for university housing can be found in the "Keys" section on page 15 of the Living Agreement that you agreed to upon accepting your assignment which is available in the forms section of our website at [housing.usc.edu](https://housing.usc.edu).

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## Personal Safety

In all on-campus and USC Village housing buildings, a secondary security system is used to limit access to the living areas to residents. Additionally, the Department of Public Safety operates 24 hours.

To look out for their own well-being, all residents should assist with the following safety guidelines:

- Close exterior doors and gates, including any which have been left propped open.
- Keep all interior doors closed and locked; use your dead bolt.
- Be aware of strangers who get on the elevators, walk down the halls, or whom other residents have allowed into a locked building.
- Do not allow strangers to "tailgate" into buildings or parking garages. "Tailgaters" follow closely behind you after you've accessed the parking gate or entrance in order to enter on your swipe.
- Report any suspicious activities or people immediately to the Department of Public Safety.

# INTEGRATED PEST MANAGEMENT PROGRAM

## How to Prevent and Alleviate Pest Problems

USC Housing doesn't have a pest problem and we would like to keep it that way. Our integrated pest management program is designed to keep our facilities pest-free and includes:

- 1** Education of residents on how they can prevent, identify, report, and alleviate pest problems in their rooms or apartments.
- 2** Staff training and operational procedures to identify and eliminate sources of pests.
- 3** Response protocols to address specific problems brought to our attention.
- 4** Pest control services provided by a professional, experienced pest control management company.
- 5** Extermination / clean-out services for all USC Housing facilities twice yearly, at no cost to residents.

## How to Report Pest Problems

To report pest problems, contact the Housing Maintenance office at (213) 740-4646 with a detailed description of the problem. The Housing Maintenance Office is available 24/7. Ecolab handles pest control needs for USC Housing. If you call the Housing Maintenance Office number after hours or on weekends, your call will be handled by a representative who will determine if an Ecolab technician should be notified and will usually be handled the next regular business day.

## Pest Control Problems

Whenever a resident requests pest control action to occur inside the residence, information on what agent was used and any pertinent instructions that Ecolab recommends can be provided.

## Further Questions

If you have further questions, contact your Customer Service Center (CSC), the Housing Services Office at (213) 740-2546 or the Housing Maintenance Office at (213) 740-4646.

## Ants

Ants prefer different foods according to species and environmental conditions. Some ants will appear to favor sweets, others to favor meat, and still others to zero in on seeds/plants. Ants venture indoors looking for food, especially during the winter rains and summer heat. Good housekeeping is very important because ants will go elsewhere if there is no food or water to attract them. If you have ant problems, contact your Customer Service Center to arrange for a pest control representative to follow up.

## Bedbugs

Since bedbugs are nocturnal feeding insects they normally bite people while they sleep. Evidence of bedbug bites comes from blood spots on bed clothing and irritation from salivary secretions. Read What You Should Know About Bedbugs on our website for important information on prevention of bedbugs and report the problem to your CSC right away.

## Cockroaches

Discourage roaches by keeping your residence neat and clean. They can go for weeks without food or water, and they breed and hide in trash. Store food in containers that roaches can't get into. If you have a roach problem, arrange for a pest control visit.

## Fleas

Fleas live primarily on warm-blooded animals, especially feral cats. They pierce their hosts' skin for blood meals and lay their eggs on or nearby their host animals. Call your CSC if you think fleas are making a home in your residence.

## Rats and Mice

Rats and mice look for food and shelter indoors during the rainy season. To prevent rodent infestations, clean up food sources and close off pest entry points. Outdoors, make sure to keep your residence and surrounding property clear of trash and debris. Use of patio areas as storage will provide a place for rodents to live. Indoors, keep doors closed, remove trash, and vacuum all cracks and crevices from floor to ceiling. Arrange for a visit from pest control if you suspect you have a rodent problem.

## Spiders

Spiders look for warmth and move indoors during the winter. Be careful to shake out anything that has been stored outside, especially items that have been placed against walls. To make your residence less suitable for spiders, eliminate the insects they eat and vacuum their webs. Contact your CSC if the spider problem persists.



# IMPORTANT POLICIES

## **Alterations**

Alterations are not permitted in the individual units and/or the buildings. Residents may not remove any fixtures, appliances, equipment or furniture from units or public areas. Residents may not bunk or loft beds themselves and should check with their CSC to see if this can be done in their room once they have moved in.

Painting of rooms and/or public areas is not permitted, except by authorized University personnel. While residents may use 3M Command Strips when decorating their space, their improper removal will result in damage charges.

## **Non-University Service Providers**

Residents who are expecting service from a non-University provider, and will not be home to meet the service person, must make the following arrangements with their CSC:

1. Written authorization for entry from the resident must be given to the CSC and include the following:
  - Resident's name
  - Resident's room/apartment number
  - The type of service person to expect (such as "TV repair person") and the name of the company providing the service
  - The date and time that service is expected.
  - The resident's signature
2. The service company must be instructed to come to the Customer Service Center. Service personnel will be turned away if the above arrangements have not been made prior to their arrival.

## **Pets**

Pets are not allowed in USC Housing facilities for legal, health and safety reasons. The only exception is tropical fish in a 10-gallon or smaller tank. Violating this policy will result in student conduct action as well as charges for fumigation, cleaning and damages. Pets are not permitted to "visit" at any time.

## **Smoke-Free Environment Policy**

All University housing facilities are smoke-free environments. This extends to all common areas, including balconies, and the interiors of housing units, even if the resident is the sole occupant.

## **Solicitations/Posting Policy**

To protect resident's privacy, solicitation is not permitted in University Housing facilities. If you notice solicitors in your building, please notify your Resident Assistant, your CSC or DPS. In accordance with Los Angeles Fire codes, residents are not permitted to post or display on walls or doors, in corridors and in most public areas and bathrooms within USC Housing facilities.

## **Communications from the University**

All official Email communication to students in University Housing will be sent to their USC Email address. Residents will need to check their USC Email address for Housing information. Please review the "Email as Primary Communications Mechanism" on page 130 of *Living our Unifying Values The USC Student Handbook* which can be found online at <https://policy.usc.edu/studenthandbook/>.



# GETTING CONNECTED

## Once you've moved in, it's time to get your gear hooked up!

### **Cable TV Service**

Cable service is provided in each apartment and residence hall room at no charge. Our service also includes a wide variety of channels, many in HD. This service is already active and ready for you to connect to. Residents may also take advantage of the Stream2 app that allows streaming of the university cable system on personal devices.

#### **To set up your cable connection, you will need the following:**

- Cable-ready TV with a “QAM” tuner
- Coaxial cable to connect your TV to the wall jack
- Programming instructions for TV

Once your TV is connected to the wall jack, be sure to access your set's Menu function and run a “channel scan” to make sure you will be able to view all the stations. You may need to re-scan periodically to catch updated programming.

For any questions or additional help in setting up your cable connection contact the maintenance hot line at (213) 740-4646 or visit the Housing maintenance website at <http://hsmtma.usc.edu/>.

### **Telephone Service**

Due to the increasing cost for telephone service and the preference of college students for cell phones, USC no longer provides land line telephone service in rooms and apartments. As lines were de-activated in rooms and apartments, a number of phones were installed in public areas for use in emergencies.

# Here's how to get ResNet connected:

## **RESNET (Residential Internet)**

All USC Housing facilities are equipped with high-speed wireless service. Individual Ethernet connections are available; you will need both an Ethernet card and an Ethernet cable. If you do not have an Ethernet card or cable, you can purchase them at the USC Bookstore. *Residents in University Gateway Apartments will receive information on creating their resident portal profile with University Gateway that includes wifi network access instructions.*

### **STEP 1: Make sure your USC email is activated:**

You probably activated your email account during orientation at the first login website. If you have not already done so, then please visit [www.usc.edu/firstlogin](http://www.usc.edu/firstlogin). Activation of your account may take from 1 to 2 hours. You will use the username and password that was created with your first login to connect to ResNet. (Note: your username is usually your email address without the "@usc.edu" at the end).

### **STEP 2: Register your Ethernet card:**

If your computer has not connected to the network before, it will need to be registered. To do so, simply plug it into the Ethernet jack provided for you in your room and open your Internet browser. You should be automatically taken to the Network Registration Page. You will enter your USC username and password to register your computer. After registration, your connection should immediately become available.

### **If you cannot connect:**

- Make sure you have an Ethernet port. If it is not built in, make sure that your card is properly installed.
- Check your cord for any damage and make sure that it is plugged into the correct port on your computer. Also, check to see that it is plugged correctly into the wall. Verify that you did not accidentally plug it into the phone jack. The Ethernet jack will be colored, the phone jack will be white. Try disabling any wireless connections. These may interfere with you connecting to ResNet.

**If you still cannot connect, contact Housing Maintenance for ResNet support at (213) 740-4646.**





# SUSTAINABLE LIVING

**77%** of USC Housing Students think it's important to address their personal impact on the environment. You can do your part by following the top ten tips below:

## TOP TEN TIPS FOR SUSTAINABLE LIVING

### 1. Use CFL and LED light bulbs

They are more efficient and last up to 25 times longer than incandescent bulbs

### 2. Take shorter showers

Shorten your shower by 2 minutes to save 28 gallons per month

### 3. Become familiar with campus recycling practices

Guidelines can be found in the Housing website

### 4. Think “produce first” and eat lower on the food chain

A plant-based diet saves energy, water and natural resources

### 5. Use public transit

USC buses, LA DOT and the Metro can take you where you need to go

### 6. Know the game day zero waste procedures

The Coliseum has been a zero waste venue since 2015

### 7. Think before you print

Choose double sided printing when possible

### 8. Share, donate, or sell unwanted items

Consider buying recycled items when you need to purchase new stuff

### 9. Adjust temperature seasonally

68 in the winter and 78 in the summer

### 10. Use cold water when doing laundry

Extra points for using a drying rack instead of a dryer

## USC Housing: by the numbers

### *Annually, USC Residents use:*

- 16.2 million kWh of electricity, **the energy equivalent to 148 tankers of gasoline.**
- 68.3 million gallons of water, **enough water to fill 2,300 backyard pools**
- 6.3 million pounds of trash, **which weighs as much as 700 elephants**

Help reduce these impacts by doing your part and following the steps outlined above.

For even more tips, check out our Sustainable Living Guide which can be found on the USC Housing website.

Questions? [Email \*uscust@usc.edu\*](mailto:uscust@usc.edu)



# HOUSING CUSTOMER SERVICE CENTERS

**Your Customer Service Center is your connection for many services provided by USC Housing.**

**Please check this list for the Customer Service Center that is responsible for your building.**

## ***Central Customer Service Center***

620 McCarthy Way  
McCarthy Way Parking Structure

**Phone:** (213) 740-2546 | (800) 872-4632

**Fax:** (213) 740-8488

**Hours:** 8:30 a.m. to 5 p.m. (Monday through Friday)

**Email:** [housing@usc.edu](mailto:housing@usc.edu)

**Website:** [housing.usc.edu](http://housing.usc.edu)

## ***USC Housing Services***

(McCarthy Way Parking Structure between  
New Residential College and Pardee Tower)

## University Park Campus Centers (90089 ZIP CODE)

### Arts & Humanities Residential College Customer Service Center

Address: 920 W. 37th Pl.  
Phone: (213) 740-8860  
Fax: (213) 740-4196  
Email: [mailPRB@usc.edu](mailto:mailPRB@usc.edu)

#### **Buildings Served:**

- Arts & Humanities Residential College, 920 W. 37th Pl.
- 

### International Residential College at Parkside Customer Service Center

Address: 3771 McClintock Avenue  
Phone: (213) 740-1941  
Fax: (213) 740-3454  
Email: [mailPKS@usc.edu](mailto:mailPKS@usc.edu)

#### **Buildings Served:**

- International Residential College, 3771 McClintock Ave
  - Parkside Apartments, 3730 McClintock Ave
- 

### New Residential College Customer Service Center

Address: 635 McCarthy Way  
Phone: (213) 740-1492  
Fax: (213) 740-3381  
Email: [mailEVK@usc.edu](mailto:mailEVK@usc.edu)

#### **Buildings Served:**

- Birnkrant Residential College, 642 W. 34th St.
  - New North Residential College, 635 McCarthy Way
  - University Gateway, 3335 S. Figueroa St.
- 

### Pardee Customer Service Center

Address: 614 Hellman Way  
Phone: (213) 740-3626  
Fax: (213) 740-3343  
Email: [mailPTD@usc.edu](mailto:mailPTD@usc.edu)

#### **Buildings Served:**

- Pardee Tower, 614 Hellman Way
- Marks Tower, 612 Hellman Way

## USC Village Centers (90089 ZIP CODE)

### Cale and Irani Residential College Customer Service Center

Address: 929 W. Jefferson Boulevard  
Phone: (213) 764-7906  
Email: [mailUVS@usc.edu](mailto:mailUVS@usc.edu)

#### **Buildings Served:**

- Cale and Irani Residential College
- 

### Cowlings and Ilium Residential College Customer Service Center

Address: 3131 S. Hoover Street  
Phone: (213) 764-7909  
Email: [mailUVN@usc.edu](mailto:mailUVN@usc.edu)

#### **Buildings Served:**

- Cowlings and Ilium Residential College
- 

### McCarthy Honors College Customer Service Center

Address: 3096 McClintock Avenue  
Phone: (213) 764-7904  
Email: [mailUVF@usc.edu](mailto:mailUVF@usc.edu)

#### **Buildings Served:**

- McCarthy Honors College
- 

### McMorrow Residential College Customer Service Center

Address: 835 W. Jefferson Boulevard  
Phone: (213) 764-7907  
Email: [mailUVV@usc.edu](mailto:mailUVV@usc.edu)

#### **Buildings Served:**

- McMorrow Residential College
- 

### Nemirovsky and Bohnett Residential College Customer Service Center

Address: 3201 S. Hoover Street  
Phone: (213) 764-7908  
Email: [mailUVE@usc.edu](mailto:mailUVE@usc.edu)

#### **Buildings Served:**

- Nemirovsky and Bohnett Residential College

# North University Park Campus Centers (90007 ZIP CODE)

## Cardinal Gardens Customer Service Center

Address: 3131 McClintock Avenue  
Phone: (213) 743-3500  
Fax: (213) 743-1880  
Email: [mailCAR@usc.edu](mailto:mailCAR@usc.edu)

### Building Served:

- Cardinal Gardens, 3131 McClintock Ave.
- McClintock Apartments, 1076 and 1082 W. 30th St.
- Webb Tower, 1015 W. 34th St.

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## Century Customer Service Center

Address: 3115 Orchard St.  
Phone: (213) 821-8400  
Fax: (213) 821-8422  
Email: [mailCAP@usc.edu](mailto:mailCAP@usc.edu)

### Buildings Served:

- Century, 3115 Orchard St.
- Helena, 1220 W. 28th St.
- La Sorbonne, 1170 W. 31st St.
- Terrace, 1275 W. 29th St.
- University Regent, 1219 W. 27th St.

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## Sierra Customer Service Center

Address: 2638 Portland Street  
Phone: (213) 740-7400  
Fax: (213) 743-1865  
Email: [mailFSA@usc.edu](mailto:mailFSA@usc.edu)

### Buildings Served:

- Annenberg House, 711 W. 27th St.
- Centennial, 2390 Portland St.
- Fairmont, 2629 Portland St.
- Founders, 2610 Portland St.
- Hillview, 2605 Severance St.
- Manor, 2636 Portland St.
- Max Kade, 2718 S. Hoover St.
- Pacific, 2637 Severance St.
- Regal Trojan, 870 W. Adams Blvd.
- Severance St. Apts., 2630 Severance St.
- Sierra, 2638 Portland St.
- Troyland, 955-959 W. Adams Blvd.
- Twin Palms, 2635 Portland St.
- Vista, 2701 Severance St.

## Troy Customer Service Center

Address 3025 Royal Street  
Phone: (213) 740-8585  
Fax: (213) 743-1877  
Email: [mailTRH@usc.edu](mailto:mailTRH@usc.edu)

### Buildings Served:

- Bel Air, 1124 W. 29th St.
- Cardinal 'N Gold, 737 W. 30th St.
- Regent, 1138 W. 29th St.
- Senator, 1101-1109 W. 28th St. and 2715-2733 S. Hoover St.
- Seven Gables, 620 W. 30th St.
- Stardust, 634 W. 27th St.
- Sunset, 1144 W. 29th St.
- Troy East, 3025 Royal St.
- Troy Hall, 3025 Royal St.
- Veterans' Housing, 725, 727 and 731 W. 32nd St.
- Windsor, 1149 W. 28th St.



# ADDITIONAL SERVICES

## BANKS

### Bank of America ATM

Tutor Campus Center

### CitiBank

3615 S. Vermont  
(323) 373-3364

### Wells Fargo

141 W. Adams  
(Adams and Broadway)  
(213) 745-7208

### USC Credit Union

Student Union 106  
Tutor Campus Center  
(877) 670-6860

### Chase Bank and ATM

3335 S. Figueroa Street, Suite C  
(213) 745-7928

## US POST OFFICE

### Dockweiler Station

3585 S. Vermont Ave.  
(323) 731- 9458

### The Mail Stop (on-campus)

McCarthy Way Parking Structure (PSX)  
(213) 740-2467

## GROCERY STORES

### Smart & Final

3607 Vermont  
(323) 733-5875

### Ralphs

2600 Vermont Ave  
(Vermont & Adams)  
(323) 732-3863

## PHARMACIES

### USC Pharmacy

Engemann Student Health Center  
(213) 740-2738

### CVS

3335 S. Figueroa, Unit Q  
(213) 742-6765

## AIRPORTS

### Los Angeles International Airport (LAX)

1 World Way  
Los Angeles, CA 90045  
(855) 463-5252 Information  
www.lawa.org

### Burbank Bob Hope Airport (BUR)

2627 N. Hollywood Way  
Burbank, CA 91505  
(818) 840-8840  
www.hollywoodburbankairport.com

### Long Beach Airport (LGB)

4100 E. Donald Douglas Drive  
Long Beach, CA 90808  
(562) 570-2600  
www.longbeach.gov/lgb/

## AIRPORT TRANSPORTATION

### Prime Time Shuttle

(800) 733-8267  
www.primetimeshuttle.com

### Super Shuttle

(800) 258-3826  
www.supershuttle.com

## CAR RENTAL

### Zipcar

(844) 446-2836  
transnet.usc.edu

## TRAIN/BUS

### Amtrak (Train)

Union Station  
800 N. Alameda St.  
Los Angeles, CA, 90012  
(800) 872-7245  
www.amtrak.com

### Greyhound Bus Lines

1716 East 7th Street  
Los Angeles, CA, 90021  
(213) 629-8401  
www.greyhound.com

### L.A. Department of Transportation

DASH (Downtown Area Shuttle)  
(213) 808-2273 : Information  
www.ladottransit.com

### L.A. Metro

MTA Bus lines and light rail  
(Expo Line station is located adjacent to campus on Exposition Blvd)  
(323) 466-3876  
www.metro.net

# USC Village

### Bank of America

Financial services

### Trader Joe's

Specialty groceries

### Amazon@USC Village

Amazon pick-up location

### Target Express

Household items, groceries, clothing and CVS Pharmacy

### FedEx Office

Mailing services

# USEFUL PHONE NUMBERS

**USC Transportation** (Parking and USC Buses)  
(213) 740-3575

**USC Bookstore** (Books, Clothing and Supplies)  
(213) 740-5200

**USCard** (Meal Plans and Discretionary)  
(213) 740-8709

**Residential Education** (Residential Life and Activities)  
(213) 740-2080

**Department of Public Safety**  
(213) 740-6000 (Security Matters)  
(213) 740-4321 (Emergency)

**Lost & Found** (Lost Items)  
(213) 740-5519

**Health Center** (Medical and Counseling Services)  
(213) 740-9355

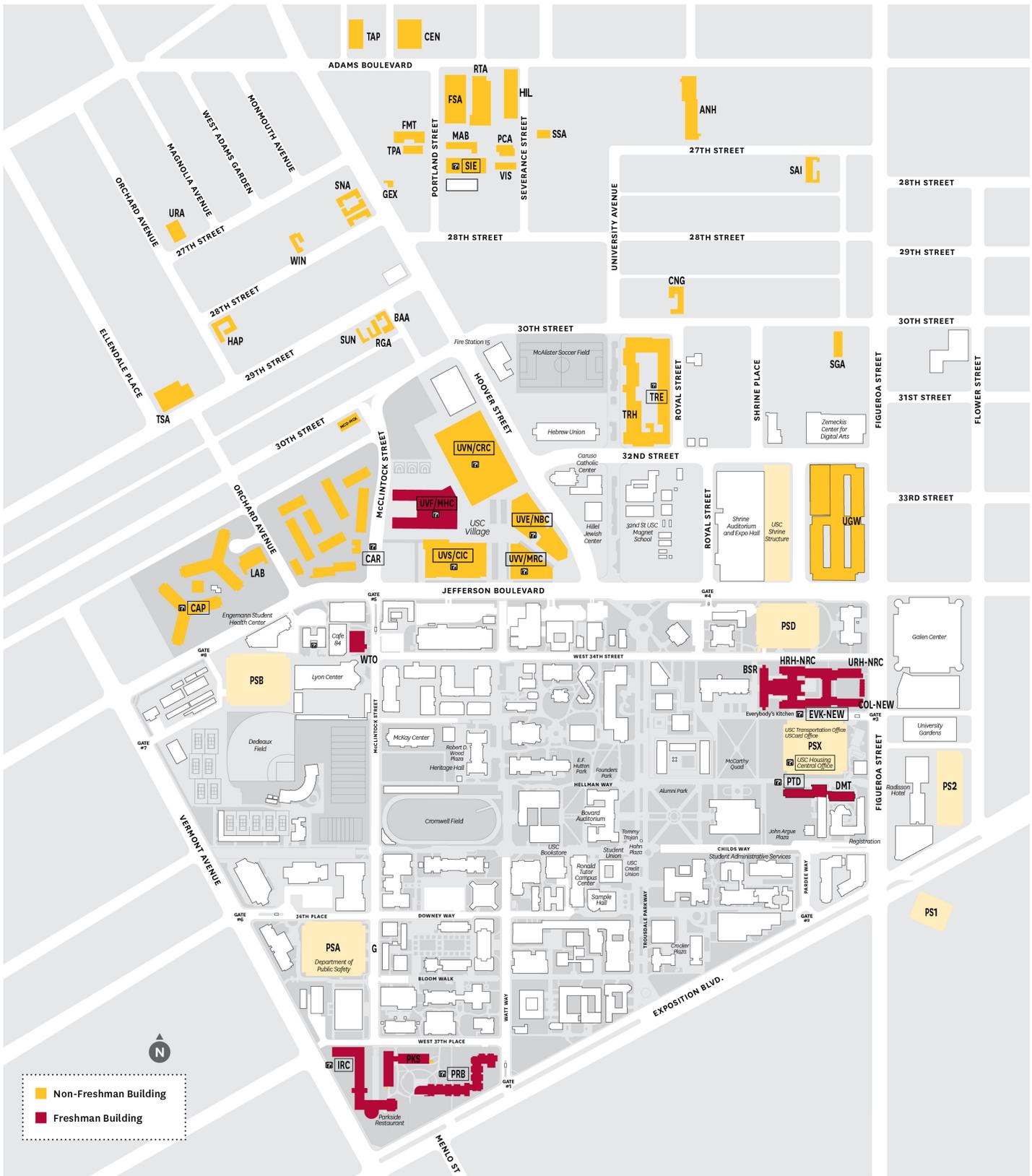
**Maintenance Hotline** (Repairs and Work Orders)  
(213) 740-4646



# USC HOUSING LOCATIONS IN THE UNIVERSITY PARK AREA

USC HOUSING		USC HOUSING	
<b>ANH</b>	Annenberg House   711 West 27th Street	<b>MRC</b>	McMorrow Residential College 835 W Jefferson Boulevard
<b>BAA</b>	Bel Air Apts   1124 West 29th Street	<b>SAI</b>	Stardust Apts   634 West 27th Street
<b>BSR</b>	Birnkrant   624 West 34th Street	<b>SGA</b>	Seven Gables Apts   620 West 30th Street
<b>*CAP</b>	Century Apts   3115 Orchard Street	<b>*SIE</b>	Sierra Apts   2638 Portland Street
<b>*CAR</b>	Cardinal Gardens Apts   3131 McClintock Ave	<b>SNA</b>	Senator Apts   1101-1109 West 28th & 2715-2733 South Hoover Street
<b>CNG</b>	Cardinal N' Gold Apts   737 West 30th Street	<b>SSA</b>	Severance Street Apts   2630 Severance Street
<b>COL-NEW</b>	New Residential College   635 McCarthy Way	<b>SUN</b>	Sunset Apts   1144 West 29th Street
<b>DMT</b>	Marks Tower   612 Hellman Way	<b>TAP</b>	Troyland Apts   955-959 West Adams
<b>*EVK-NEW</b>	New Residential College   635 McCarthy Way	<b>TPA</b>	Twin Palms Apts   2635 Portland Street
<b>FMT</b>	Fairmount Apts   2629 Portland Street	<b>*TRE</b>	Troy Hall Apts   3025 Royal Street
<b>FSA</b>	Founders Apts   2610 Portland Street	<b>TSA</b>	Terrance Apts   1275 West 29th Street
<b>GEX</b>	Max Kade House   2718 South Hoover Street	<b>FSA</b>	Founders Apts   2610 Portland Street
<b>HAP</b>	Helena Apts   1220 West 28th Street	<b>UGW</b>	University Gateway   3335 S. Figueroa Street
<b>HIL</b>	Hillview   2605 Severance Street	<b>URA</b>	University Regent Apts   1219 West 27th Street
<b>HRH-NRC</b>	North Residential College   635 McCarthy Way	<b>URH-NRC</b>	North Residential College   635 McCarthy Way
<b>*IRC</b>	Parkside International Residential College 3771 McClintock Avenue	<b>VIS</b>	Vista Apts   2701 Severance Street
<b>LAB</b>	La Sorbonne   1170 West 31st Street	<b>WIN</b>	Windsor Apts   1149 West 28th Street
<b>MAB</b>	Manor Apts   2636 Portland Street	<b>WTO</b>	Webb Tower   1015 West 34th Street
<b>PCA</b>	Pacific Apts   2637 Severance Street	<b>*UVE/NBC</b>	Nemirovsky and Bohnett Residential College 3201 S Hoover Street
<b>PKS</b>	Parkside Apts   3730 McClintock Avenue	<b>*UVF/MHC</b>	McCarthy Honors College 3096 S McClintock Avenue
<b>*PRB</b>	Arts & Humanities Residential College 920 West 37th Place	<b>*UVN/CRC</b>	Cowlings and Ilium Residential College 3131 S Hoover Street
<b>*PTD</b>	Pardee Tower   614 Hellman Way	<b>*UVS/CIC</b>	Cale and Irani Residential College 929 W Jefferson Boulevard
<b>RGA</b>	Regent Apts   1138 West 29th Street	<b>*UVV/MRC</b>	McMorrow Residential College 835 W Jefferson Boulevard
<b>RTA</b>	Regal Trojan Apts   870 West Adams Boulevard		

## \*HOUSING CUSTOMER SERVICE CENTERS



# USC Housing

**620 McCarthy Way  
Los Angeles, CA 90089-1332**

Phone: (213) 740-2546

Fax: (213) 740-8488

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

[housing.usc.edu](http://housing.usc.edu)