

WELCOME TO **University Gateway Apartments** Through USC Housing!



Move In

Move in for University Gateway through USC is on August 15th, 16th, and 17th. Appointments are from 8:00am-4:00pm in the University Gateway Parking Structure. Our check in and unloading zone will be located in the alley between the University Gateway building and the USC Shrine Parking Structure (686 W 32nd St, Los Angeles, CA 90007), entering on the 34th Street side. Please see our map for more move-in information.

If you are moving in before August 15th or after August 17th you must come to the New North Customer Service Center, located at 635 McCarthy Way, Los Angeles CA, 90089 to check-in and receive your keys.

Residential Education

USC's Office for Residential Education will have a full complement of staff living in the building. USC Housing residents in Gateway will be a part of the "Figueroa Residential Community", which will assist residents in fully integrating into campus life.

Gateway Resident Portal

All residents will receive an email directly from Gateway management (PeakMade) regarding access to the Gateway Resident Portal. The Resident Portal will be used to complete an apartment inventory form that must be completed within 72 hours of receiving your Resident Portal credentials. If there are any issues/damages in the unit upon moving in, please note them on the apartment inventory form, or email mailevk@usc.edu. It is the resident's responsibility let us know about the issue during move in so that you are not held responsible for damage already present upon move out.

Work Orders and Repairs

Please enter any work orders that may need to be addressed through your Resident Portal and be as specific as possible when entering requests. If you are unable to enter work orders through the Resident Portal, please email gateway@peakmade.com with your full name, apartment number, a detailed description of the issue/ location within the unit, as well as if the work can be



completed during business hours. If you would like to schedule a specific time for the work to be completed in your unit, please include a contact number for Gateway management to get in touch for scheduling.

Parking

If you are interested in purchasing a parking permit through Gateway, you will also make payments for the pass through the portal. The Gateway parking permit costs \$110 per month. Prior to move in day, as early as today, if residents want to add parking, they can fill out the form in the this link: [2023-2024 Resident Parking Enrollment](#) and Gateway staff will have their permit and transponders ready on Move In day. If residents want to add parking Move-In day and after they can do so at the Gateway office.

Laundry

Laundry machine operate using credit / debit cards. When the card is initially swiped, there will be an \$8 hold on the card. When the charge hits the statement, it will reflect the actual amount spent. Gateway does not issue refunds or fix the machines; you will need to contact WASH. Any laundry machine issues can be directed to the third-party company WASH at <https://www.wash.com/contact-your-local-representative>. You will need to know the machine #. Your service request can be tracked through WASH's system.

Internet Connections

After move-in you will receive an email from SingleDigits, the Internet provider for the University Gateway apartment complex. The email will contain information assisting residents with registering and accessing their internet services. The SingleDigits support line can be reached at 1-844-450-2521 if you experience connectivity issues.



USC Housing Customer Service Center for Gateway Residents Through USC Housing

New North Customer Service Center

635 McCarthy Way

Los Angeles, CA 90089

Phone: 213-740-1492

Email: mailevk@usc.edu

