



**RESIDENTIAL, RETAIL AND
SUPPLY CHAIN SERVICES**

Important Move-In Information

Greetings,

We are so excited that you are moving into Graduate and Family Housing! This email contains a lot of information, so please read through all of it. We know you might have questions so please feel free to reach out to us. In this email you will find helpful tips for your move in preparations.

Check-In and Obtaining Keys to your Apartment

All residents must check in with the Residential Services Office to receive the keys to their apartment and bedroom.

Key Pickup will be offered Wednesday, September 16th through Sunday, September 20th, between the hours of 9AM - 4PM at your designated office location below. Signups should be completed through the Move-In Time Slots process in your housing portal.

Community	Office Location	Contact Information
Mesa Nueva Nuevo West	Cala Building, 1st Floor 3869 Miramar Street	mesanueva@ucsd.edu, nuevo-westHDH@ucsd.edu
Mesa One Miramar Street (OMS)	Building 5, 2nd Floor 1 Miramar Street	mesahdh@ucsd.edu, omshdh@ucsd.edu
Nuevo East	Exchange Building, 1st Floor 4067 Miramar Street	nuevo-eastHDH@ucsd.edu

Late arrivals after 4pm will need to be pre-approved. Upon approval, your move-in packet will be placed in your assigned mailbox. Mesa residents will have move-in packets placed in an OMS lockbox.



Before you Move-In

Please complete the following steps **before** your arrival:

1. Complete the Orientation and Fitness Waiver by logging into the [Undergraduate Housing Portal](#). **Please note that you are not required to set up an SDG&E account for electricity service as noted in the orientation.**
2. Pay your monthly rent via [TritonPay](#). Rent must be paid before your move-in date. Rent is due on the first of each month, and considered late after the 15th.

Parking Information

Parking is enforced Monday to Friday 9:00AM to 4:00PM except as posted. To be issued a permit, complete the online [Parking Request Form](#).

Please review Parking Guidelines in [The Handbook](#).

Temporary Parking Options

Short term or temporary parking permits are available upon request. Please contact your office or submit a request via the online [Parking Request Form](#). Please refer to the [map](#) for parking locations.



Move-In Inspection

Once you move in, you should complete the Move-In inspection document in your [Undergraduate Housing Portal](#).

Please check all rooms and each item on the list to indicate if all are in working condition and cleaned. Please complete this within 14 days of move-in. If you have any maintenance concerns, please submit a [FixIt Request](#).



Mail and Packages

[Student Mail Services](#) collaborates with Grad and Family Housing to ensure fast, reliable, and convenient access to your mail and packages with minimal hassle.

Click on your housing community on the [Student Mail Services](#) webpage to learn more about receiving letter mail and packages while living on campus.

Your mailbox assignment information will be shared with you in a separate email. A mailbox key will be issued at move-in, and there may be a fee for replacing a lost key.

NOTE: Student Mail does not provide service to Mesa Apartments. All letter mail and package deliveries to these communities are made directly by the carriers.

Spectrum Internet & Cable



Basic internet/cable TV package from Spectrum is included in your rent. [Click here](#) for instructions on how to connect.

Should you have difficulties, contact Spectrum at **1.866.204.8493**.

The Handbook & Resident Resources



In [The Handbook](#), you can find everything you need to know about living in our GFH Communities.

The [GFH Community Standards and the Student Conduct Code](#) provide details on the specific policies our communities follow.

Check out our [Resident Resources webpage](#), where you can find useful info about GFH policies.



Maintenance

You may request a repair in your apartment online at [HDH Fix-It](#). Putting in a request gives our maintenance team permission to enter your apartment for repairs.

If it is an emergency, please call Customer Service immediately at **858.534.2600** anytime, 24/7.

Roommate Agreement

We have a [Roommate Agreement](#) that you can use to help facilitate a conversation with your new roommates once you've moved in. We think that in order to be successful roommates, it is important for you to have a discussion about day to day "roommate situations." Your agreement will help maintain a positive living environment!

Office Hours*

Monday-Friday: 8:00AM-4:30PM

Mailroom Hours*

Monday – Friday: 8:00AM – 8:00PM

Saturday and Sunday: 9:00AM – 1:00PM

**Subject to change due to campus closures and holidays.*

Please note that move-in hours are 9AM - 4PM.

Questions and Support

If you have any questions, please contact your Residential Services Office at **858.534.GRAD (4723)**.

For assistance outside of business hours, please call the Fix-it Hotline at 858-534-2600.