



**Townhouse Apartments for Students**  
555 Ramona Drive, San Luis Obispo CA 93405 805-543-1450

## New Tenant Information

Welcome New Tenants,

The Valencia Staff would like to welcome you to Valencia Apartments. Below is some important information you will need to know about living at Valencia:

**Setting Up Phone Service:** To order phone service from At&t please call 1(800) 310-2355. Each bedroom is pre-wired for its own individual phone line. Therefore, you will not have to share your phone with your roommates. The phone company sees each bedroom as an individual service address. So, you must specify your bedroom letter as well as your apartment number when giving your address to the phone company. eg. 555 Ramona Drive Apartment #166B. Also, you must specifically ask AT&T for “**THE BINDING POST NUMBER**”. This is the only way our phone service person can complete your activation. Please write down both your phone number and the “Binding Post Number” and bring it with you to check-in. If your phone jack does not work once you have service established with SBC, put in a maintenance request with Valencia. **DO NOT CALL SBC.** Valencia is responsible for inside telephone wiring. If you call Pacific Bell they will charge you a minimum of \$90 just to come out and tell you it’s not their problem!

**Cable Service:** Cable television and high-speed Internet service is provided by Charter Communications. The contact number for Charter is 544-2688. Each apartment has one cable outlet located in the living room area, and one in each bedroom. Bedroom cable outlets can also be used to order the Charter Pipeline Cable Modem Access. There will be a cable company representative on site during the Cuesta and Poly move-in weeks in August and September.

**Maintenance Requests:** When a problem arises in your apartment, call or visit the Front Office during business hours. After hours, requests can be made at the Rec. Center desk until 11PM. If you cannot make it to the Front Office or Rec. Center during posted hours, Maintenance Requests can be submitted online through Valencia’s web site, [www.ValenciaApartments.com](http://www.ValenciaApartments.com), anytime day or night. Click on *Tenant Info*, and then click on *Current Tenant*, and then *Maintenance Request*. Complete the form in detail and hit *submit*. Please note that our maintenance department is open from 8:30am to 4:30pm Monday through Friday. Therefore, if a non-emergency request is made at night it will not be taken care of until the next day. **DO NOT SUBMIT AN EMERGENCY REQUEST ONLINE.** Emergency requests should be phoned in 24 hours a day to 543-1450, and we will attempt to fix your emergency problem as soon as possible.

**Low-Flow Toilets:** The City of SLO requires low-flow toilets to be used in our buildings. These clog more easily than standard toilets and work best when you hold the handle down for a moment when flushing. **DO NOT FLUSH A SECOND TIME UNLESS THE BOWL IS EMPTY.** If a clog occurs borrow a plunger from the Rec. Desk or put in a maintenance request if necessary. **Don’t flush anything but toilet paper.** You, not Valencia, are responsible for any damage and clean up caused by flushing items other than regular toilet paper down the toilet.

**Recreation Center Use and Policies:** The Rec. Center is for the use and enjoyment of residents and their guests only. The Rec. Center is open 7 days a week. The Rec. Center offers a Fitness Center, Computer Lab, TV Lounge, Pool Table, and Ping Pong Table. There is an ironing board and iron available. You can put in a maintenance request, or borrow vacuum cleaners, mops, buckets, brooms, and plungers. These items can be checked out from the Rec. Center by leaving an ID and signing the item out. There is a one-hour time limit on all items.

### **Rec. Center Hours**

Daily.....7am to 11pm

**Noise Complaints:** Valencia Staff will respond to all noise complaints. We can enforce the provisions of the lease, but not the law. If we cannot resolve the problem at the time of the complaint, we will ask that you call the Police. Tenants have the right to the peaceful enjoyment of the premises at all times. Noise complaints can be avoided by being aware and respectful of ones neighbors’ wishes. Your neighbor may not be bothered by noise at all, or s/he may have to study or sleep virtually all the time. **ANY FORM OF RETALIATION OR HARASSMENT OF ANY TENANT EXERCISING THEIR RIGHTS UNDER THE LEASE OR THE LAW WILL RESULT IN LEGAL ACTION TO ENFORCE THE LEASE.** To make a complaint, call our 24-hour telephone number and a Valencia staff person will respond: 543-1450

**Guests:** Tenants are responsible for the actions of their guests or invitees, even if you don't know them or didn't invite them in! Don't hold open parties. Don't allow people you don't know into your apartment. Visitors often come to a student apartment complex looking to party and do not care if you get evicted as a result of their actions. Valencia is private property and our staff require visitors to know the name and apartment number of the individual(s) they are here to visit. Overnight guests must be registered at the Rec. Desk and overnight visits are subject to the limitations contained in your lease.

**Personal Safety and Security:** Do not take personal and property safety for granted. Because of the friendly, casual atmosphere at Valencia and San Luis Obispo in general, residents can become careless about closing and locking doors, or taking other personal safety measures to reduce targets of opportunity for criminals. Keep your door locked when you are alone or nobody is home, even if you are just visiting friends in a nearby apartment. Everyone should be careful when walking alone at night. Call police, fire and emergency medical services to report dangerous situations and emergencies BEFORE calling Valencia staff. Valencia Night Staff are not 'security' personnel, but are here for your convenience. If you are locked out of your apartment or if you need an escort to/from your car or apartment late at night, call our night staff at: 543-1450

**Parking / Towing Policies & Permits:** Parking at Valencia is by permit only. Reserved and General parking permits must be displayed at all times. Cars parked in reserved spots without proper permits will be towed – no sharing of a reserved space between roommates. Your friends and visitors must park off property – no exceptions. Do not park your car in our staff or office visitor spaces during posted business hours – your vehicle will be towed. Guest parking permits are available in the office for parent visits, etc.

**Disposal of Trash and Recyclables:** Dumpsters and recycle bins are available throughout the property for tenant use. DO NOT put trash in the laundry rooms or in front of your apartment door. Fines will be assessed to apartments caught dumping trash improperly. Cigarette butts are trash - do not throw them onto the ground or flick them into the bushes. We inspect our property daily and charges will be assessed to apartments which regularly dump trash, cigarette butts etc on our grounds or in our laundry rooms.

**Apartment Cleanliness:** All apartments, including the exterior front door area, must be kept clean. Trash must be thrown out regularly into the large dumpsters provided. Empty alcohol containers or bottle caps may not be displayed in the apartment. Regular nail picture hooks, push pins and thumbtacks may be used to hang wall décor; you will not be charged for a reasonable number of these holes. Please don't use the wall as a bulletin board. Do not use any adhesive products, tape, staples or moly bolts. DO NOT STICK **ANYTHING** INTO THE CEILING, no bottle caps, fluorescent sticky stars and dots, nails, push pins, lag hooks, swag hooks or anything else. The acoustic ceilings cannot be repaired properly without scraping and re-spraying the entire room and are not meant to be painted. You will be charged much more than you expect for ceiling damage, as much as several hundred dollars. Management will inspect the apartments each quarter. Tenant will be provided with a cleaning check-list prior to each inspection. Management will inspect all units, taking furniture inventory, checking smoke detectors, checking for damage, and looking at overall cleanliness of the apartment. Tenants in violation of the cleanliness policies may be faced with cleanup charges or even possible eviction.

**Mail and Packages:** All tenants are issued a mail key. Your mailbox number is the same as your apartment number. The Front Office has already put labels on your mailboxes. All packages are delivered to the front office. The office staff will then post a package list in the front office and bulletin board near the mailboxes as to what apartments have received packages. If your apartment number appears on the list please come by the office to sign out the package. You must have an ID to pick up a package. If you receive mail in your mailbox that does not belong to you or your roommates, please drop it off at the front office.

**Move-in Tips:** All residents must complete the *Check-In Inspection Form* during move-in to document the condition of the apartment. This same form is used by Valencia's move-out inspector to check the condition of the apartment when you move out. Note everything that you do not find to be in good, clean and safe condition. Try not to confuse age, or wear, with cleanliness. You do not need to note minor scuffs, scratches and normal wear-and-tear. If there is anything broken or not in working order please notify the office or Rec. Center so a maintenance request can be filled out. The move-in inspection sheet must be turned in within three days of your check-in to be valid. Completing this inspection sheet thoroughly will maximize your security deposit refund at the end of the year.

While unpacking please flatten all boxes before placing them in dumpsters. You may want to save boxes by unfolding them and storing them under your bed. Also, do not move furniture or trade with others. You are responsible for all furnishings in your apartment and room. Please fill out a maintenance request at the Rec. Center to have items removed or brought in before or during your tenancy.

**Thank you for choosing Valencia as your home for this school year.**