

## FREQUENTLY ASKED QUESTIONS

### 1. When are my Rent and Meal Plan payments due?

Your first month's rent and meal plan payments are due August 1st (or on your first day of move-in). After this first payment, your monthly meal plan and rent payments are due on the 1st of each month. If you wish to pay by semester, each payment is due August 1st and January 1st. If you wish to pay for the whole year up front (annually), then this payment needs to be paid on August 1st as well. If your monthly payment is received after the 5th of any month, your payment is considered late and you will be charged a \$50 late fee. Any check that is returned to us will be considered late and will be charged a total of \$100 in fees (\$50 late + \$50 NSF fee).

### 2. How do I find out how much I owe?

As you complete the application process, please take note of how much your room rent and meal plan will be each month. Once you complete your application, we recommend that you print it out so that you can use it as a reference as to how much you will owe. If you are not able to print out your application at the time of completion, you can always log back into the Prospect Portal to view how much you will owe in monthly room rent and meal plan charges. Once you move in, the Prospect Portal account now becomes your Resident Portal account and you will be able to access a variety of information including balance owed, payment history, and your lease agreement. You can log into the Resident Portal by using the same username and password that you used for the Prospect Portal. Once you log into the Resident Portal please print and review your full lease agreement so that you are aware of all amounts due.

### 3. How is my Rent and FLEX Meal Plan paid?

If you wish to pay your first month's rent and meal plan charge at the time of move-in, it must be done with a cashier's check or money order only. If you would like to pay your first month's rent and meal plan charge with a check, e-check, debit, or credit card it must be done at least one week prior to your move-in date and must be done through the Prospect Portal. If for any reason your electronic payment does not clear by your move-in date, you must pay with certified funds (cashier's check or money order). After your first month's rent and meal plan charges have been paid, you may set up automatic recurring payments through the Resident Portal. We always recommend that you check your account periodically on the Resident Portal so that you are aware of your pending due dates and to make sure everything looks good with your charges/payments.

### 4. What if I run out of FLEX dollars or Meal blocks on my FLEX card?

You may reload more FLEX dollars onto your meal plan card at any time by logging in and creating an account at <https://craig.campuscardcenter.com/ch/login.html>. This is the only way to load more flex dollars or meal blocks onto your card. Please do not pay through the Resident Portal to load more money onto your card, as we will only be able to apply these payments to rent. If you find that you are running out of meal blocks too rapidly, please speak to us regarding the ability to upgrade your meal plan.

## 5. How do I enter a maintenance service request?

You can submit a maintenance service request by logging into the Resident Portal and accessing the maintenance tab. Please be very specific and descriptive with the issue that you are having, additionally, please note the exact location of the issue when submitting the maintenance request. The more we know about the issue, the better we will be at diagnosing and fixing the problem quickly.

## 6. When can I move in?

Almondwood & Tahitian- August 1st

You may choose to move-in later than this date, however, your first month's rent payment and meal plan charge must be paid by August 1st.

Craig Hall Dorms-

If your last name begins with A-M, your move-in date will be Thursday, Aug 16th (for 2018). If your last name begins with N-Z, your move-in date will be Friday, Aug 17th (for 2018).

## 7. What if I need to move-in early?

We do not allow any move-ins prior to the August 1st date. Dorm residents may make arrangements to move in earlier in the month with prior approval from the Leasing Department. Please note that this option may not always be available and we cannot guarantee early move-in requests. Please note that moving in early may limit or restrict your access to certain amenities that may not be open yet and may result in additional rent charges. Failure to pre-arrange an early move-in date may result in the inability to move in.

## 8. Do I need a parking permit to park at Craig Student Living?

Yes. If you wish to park your car at Craig Student Living, you will need to purchase a parking permit. The cost is \$100 for the full academic year and \$50 if you purchase in the second semester.

## 9. Can I bring my bicycle? Where can I park my bicycle?

Yes, you can definitely bring your bicycle to the community. Biking is one of the best ways to get around Chico, especially since we are very close to downtown and campus. There are numerous bike racks throughout the property, they are unassigned and you can use them to park your bicycle whenever you would like. Please note that bicycles may not be stored in your room. Please remember to lock up your bike securely after parking it. Additionally, it is good to remember that bicycles are considered motor vehicles in regards to traffic laws. Please refer to campus resources for additional information regarding bike safety and regulations.

## 10. Would I be able to upgrade or downgrade my room accommodations? Would I be able to upgrade or downgrade my FLEX meal plan?

You will always be able to upgrade your room accommodations or FLEX meal plan at any time throughout the year (pending availability). If you would like to request a room upgrade, please speak with our Leasing Office to arrange this. Unfortunately, we do not allow downgrades or cancellations on any room accommodations or meal plans at any time. Please take careful consideration when you select your room style and meal plan to make sure you are at your desired price point and meal allotment.

## 11. What are my dining options? I have special dietary needs or I'm a selective eater.

Good news! Our dining services can accommodate all food allergies and special dietary needs. For these requests, please take a moment to talk to our dining management run by Sodexo and they will be happy to work something out for you. They also love feedback to best tailor the eating experience to the needs of our students. If you don't see something you like, just ask, we have tons of options!

## 12. Would I be able to change rooms once I move in? What if I don't get along with my roommate?

For all roommate, related issues or location change requests, you first must schedule an appointment with your Resident Advisor or with the Assistant Manager of Resident Services to see if you are eligible to move rooms. If you wish to upgrade your room and change locations, you may make this request through the Leasing Office. Location changes and room upgrades are based on room availability and are approved or denied at the discretion of management. We do have a Resident Service Staff on site; they are prepared to help you adjust to dorm life and mediate any roommate issues that might arise once you move-in.

## 13. How do I do my laundry here at Craig Student Living?

We have a W.A.S.H. card system that is located on the wall to the left of the Dining Hall entrance. At this card kiosk machine, you can purchase, load or reload money onto your specialized laundry charge card. You may then use this card to do laundry with the various laundry machines throughout the community. Please note that the laundry machines do not take quarters.

## 14. Would I be responsible for the actions of my invited or uninvited guests?

Yes. If they were invited or not, you will still be held responsible for their actions accordingly.

## 15. Who do I talk to when I have problems?

We have a dedicated Resident Services staff that are available for problem resolution. Whether it be roommate concerns or just school stress, our Assistant Manager of Resident Services and our Resident Advisor staff are here to help you adjust to college life and listen to you. If you have any billing questions, please speak with our Assistant Manager of Resident Services. If you have any questions regarding your lease, please speak with our Leasing Office. General questions about the community can be brought to the C-store and our Customer Service staff.

### Need more information?

Give a Leasing Consultant a call at :  
530-893-7000

Email us at:  
[info@ElevateToCSL.com](mailto:info@ElevateToCSL.com)

Visit our website at:  
[ElevatetoCSL.com](http://ElevatetoCSL.com)