

# **UNIVERSITY COMMONS RESIDENT GUIDE**

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Everything you need to know  
about your new home.

**GOLDEN STATE PROPERTY MANAGEMENT  
CONTACT | (408)477-2635**

# Move In Check List

## Login to your Tenant Portal

- Head to **goldenstatepropertymanagement.com** to login to your tenant portal. Here you will be able to pay rent and file maintenance requests.
- Ensure you have up-to-date contact and vehicle information logged.

## Connet to the WIFI

Use the following to access our complimentary WiFi

### Wifi Access Points:

- UCWEB460-1
- UCWEB460-2
- UCWEB460-3

## Regsiter with PG&E

- Visit **PG&E.com** to create an account and manage your electric bills.
- You will be responsible for setting up payment for your electric bill.

## Review Building Guidance

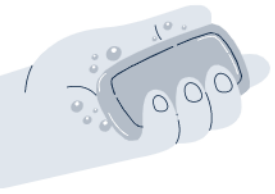
- Please text the onsite manager at (510)403-1475 with your first and last name as well as your unit number.
- Read Best Practice List & Maintenance Guidance
- Purchase shower curtain & rod of your choice

# Best Practices

## Please Do:



**Increase ventilation** by opening windows once per day.



**Keep Bathroom fan on and door open** for 20 minutes after showering to reduce humidity and to avoid build up.



**Disinfect surfaces** regularly to avoid the build up of soap scum and bacteria. Please do not use carpet cleaners that contain bleach or harsh dyes.



**Keep the garbage disposal and shower drain filter** on to avoid clogging and water backup.



**Do not flush tissues**, disposable wipes, feminine products, paper towels etc. down the toilet.

## Hallways & Balconies :

Do not overcrowd balconies with furniture, storage, or trash. Trash must be sealed and placed in the proper receptacle. Please do ensure trash is double bagged if necessary to avoid spills around the property

**Under no circumstances should trash be left on the stairs, hallways, or common areas. Tenants are subject to fine for littering.**

## Electrical Outlets:

For safety reasons do use a surge protector when plugging in multiple devices at once and for long periods of time.



## Mail:

### To avoid theft

- Check your mail box regularly
- Provide delivery instructions to ensure packages are not left outside
- Hold your mail for pickup if you will be out of town
- Do not leave packages in the hallway for long periods of time

## Parking:

**Please note** all parking spaces have been assigned. The parking spot labeled "Reserved" is held for apartment management use only. **Unauthorized cars will be towed at the vehicle owners expense.** If you have been assigned a spot behind the gate, ensure you enter and exit within 20 seconds of opening the gate to avoid collision.

# Maintenance Guidance

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## Common Maintenance Issues & Tips:



**Smoke Alarm** - If a smoke alarm “tweets,” replace the battery. If the battery replacement does not work, file a maintenance request for a replacement. Remember, **do not disconnect or remove a smoke alarm.**



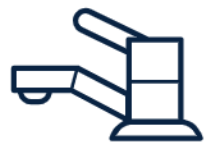
**Toilets** - No paper products other than toilet paper should be flushed down the toilet. **Before you submit a maintenance request, be sure to plunge your toilet and attempt to un-plug the clog.** If your toilet is overflowing with water, or if you notice water around the base of the toilet, turn off the water valve at the bottom rear of the toilet and wipe up excess water.



**Sinks and Tubs** – Please keep a shower drain cover on to avoid clogging and water backup. If your drain becomes clogged, **DO NOT use Draino or other harsh cleaners to unclog the drains.** These products are very harmful to the pipes. First try to clean out the drain; if the clog does not lessen, file a maintenance request.



**Refrigerator** – If your refrigerator goes out, check that the fans are not being blocked, the power cord did not become dislodged, and that the temperature gage is not too low (this can actually stop cooling). If none of these tips work, be sure to keep the door tightly closed to prevent spoilage and file a maintenance request to have repairs done.



**Garbage Disposal** - If your garbage disposal is not working **unplug the disposal or cut the power before attempting a repair.** First try to click the red reset button on the bottom of your disposal. If this does not work, you can unclog a garbage disposal by inserting an Allen wrench into the keyhole in the bottom of the disposal and turning it. This manually spins the blades and dislodges whatever was causing the blockage. If that does not work, please file a maintenance request.

*Kindly Note that replacing batteries and light bulbs is the responsibility of the tenant.*

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## How to File a Maintenance Request:

1. Navigate to [goldenstatepropertymanagement.com](http://goldenstatepropertymanagement.com) click on "tenants" and select "tenant portal."
2. Once you have logged in, select "Maintenance" from the left-hand navigation and click on the "Request Maintenance" button.
3. When filling out the request, **please provide as much detail as possible** to avoid delays in repair. Include photos and videos of the issue, information regarding attempts made to resolve the issue, as well as the best way to contact you.

## Emergency Requests:

In the event of a maintenance emergency immediately contact the Onsite Manager or the main office.

### Contact Details:

Onsite Manger: (510)403-1475

Office:

Monday-Friday: (408)477-2635

Weekend: (408)489-9228

**For serious or life threatening matters please call 911.**

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