

EMPLOYEE & FAMILY HOUSING

WELCOME GUIDE



WELCOME TO THE COMMUNITY!

Dear Resident,

Employee & Family Housing would like to welcome you to your new home. We hope that your living experience will be pleasant and comfortable.

We encourage you to review this booklet as it contains useful information to assist you. Should you have any questions or concerns, please feel free to contact us.

We look forward to being of great service to you during your tenancy.

Sincerely,

Employee & Family Housing

IMPORTANT NUMBERS

EMERGENCIES

911 or (415) 338-2222

NON-EMERGENCIES

University Police (UPD)
(415) 338-7200

EMPLOYEE & FAMILY HOUSING

(415) 405-4000
employee_housing@sfsu.edu

RESIDENTIAL LIFE 24-HOUR DESK

UPN | (415) 566-1556
UPS | (415) 338-0510

FACILITIES CUSTOMER SERVICE CENTER
(415) 405-0579

WHAT TO DO IF YOU...

HAVE A MAINTENANCE ISSUE

Submit a service request at sfsu.metabim.com or call the Facilities Customer Service Desk at (415) 405-0579.

HAVE A NOISE COMPLAINT

Quiet hours within the residential community are in effect from 10:00 p.m. to 8:00 a.m. daily and disruptive noise levels are prohibited at all times. Ongoing noise disputes between neighbors may be referred to a third party for mediation.

For noise complaints needing immediate attention, contact:

EMPLOYEE & FAMILY HOUSING

(415) 405-4000 (M-F 9:00 a.m. - 4:30 p.m.)

RESIDENTIAL LIFE

(415) 652-8946 (M-F 5:00 p.m. - 9:00 a.m.)

For noise complaints that do not need immediate attention or that are no longer in progress, submit feedback to the Employee & Family Housing Office via email at employee_housing@sfsu.edu.

LOST YOUR KEYS OR YOUR LOCKED OUT

Upon request for assistance with a lock out or lost key, a staff member will verify your identity (SF State ID number or the last four digits of SSN) and meet you at your apartment to unlock your door.

To request assistance during business hours (M-F 9:00 a.m. - 4:30 p.m), call or visit:

EMPLOYEE & FAMILY HOUSING

796 State Drive | (415) 405-4000

To request assistance after Hours (M-F 4:30 p.m. - 9:00 a.m. or on weekends), visit the*:

RESIDENTIAL LIFE DESK AT MANZANITA SQUARE

2 Varela Avenue | (415) 338-0510

*Please call the front desk prior to your visit.

HOW TO MAKE A PAYMENT

Fees are due on or before the 1st of every month. Please be sure to write your address and apartment number on your check. Mail your check to:

HDCS FINANCIAL SERVICES

750 Font Blvd. Suite 5000 | San Francisco, CA 94132

Want to pay online? Visit efh.sfsu.edu/payments for online payment information.

For questions about your account, contact Financial Services at (415) 405-4000 or upaccounts@sfsu.edu.

THINGS TO KNOW



STAY INFORMED

Announcements and up-to-date information is available on the Employee & Family Housing website (efh.sfsu.edu) and in our newsletter sent via email.

PARKING

RESIDENTS OF UPS

Residents of UPS are eligible to obtain an annual residential parking permit from the City of San Francisco. The city permit will allow you to park in any "E" parking zone (street parking around SF State). Refer to the Parking Permit flyer at efh.sfsu.edu/parking for instructions on how to apply for a parking pass. UPS residents may also obtain a parking permit for a covered parking space for an additional fee.

RESIDENTS OF UPN

Residents of UPN are issued one street parking permit per unit. UPN residents may also obtain a parking permit for a covered parking space for an additional fee.



ZERO WASTE COMMUNITY

SF State is working towards becoming a zero waste campus, meaning sending nothing to the landfill. Almost everything you dispose of can be reused, composted, or recycled in San Francisco!

Every member of the SF State community plays a part in helping the University reach its sustainability goals. Make a difference by recycling or composting your waste items according to the Zero Waste signage throughout your community.

Visit recology.com/recology-san-francisco for waste disposal information.

GETTING SETTLED

Although moving into a new home is exciting, there is a lot to think about and take care of. Getting settled, however, doesn't need to be a time consuming or overwhelming process. Follow our helpful tips below and you'll be feeling at home in no time!

INCLUDED SERVICES

The following services are included in your fees:

- ▶ Garbage & Water
- ▶ Electricity (UPN only)

LOCAL SERVICE PROVIDERS

AT&T (Phone only)
(855) 293-7676

COMCAST (Internet & phone)
(800) 266- 2278

PG&E
(877) 660-6789

LOCAL MAIL & PACKAGE DELIVERY

US POST OFFICE
1543 Sloat Blvd. | (415) 564-0258

UPS
1559 Sloat Blvd. Ste. B | (415) 681-4877

FED EX
1597 Sloat Blvd. | (415) 566-0572

HOME

1 TAKE CARE OF DETAILS
Before connecting your electronics, make sure that your services are up and running. See the local service providers list above.
Don't forget fill out a Change of Address form at the local Post Office or online at usps.com/manage/forward.htm.

2 MAKE IT FAMILIAR
Try to unpack your photos, memorabilia, and artwork as soon as possible. Adding your personal touch around your home will create a sense of familiarity that will help you quickly become more comfortable in your new home.

3 EXPLORE THE AREA
Explore your new neighborhood and locate your points of interest such as the grocery store, pharmacy, dry cleaners, and local restaurants, etc. The Everyday Living and Around Town pages help you find local businesses and provide you with some ideas on things you can see & do.

Notify the Facilities Customer Service Desk at (415) 405-0579 immediately of any:

- ▶ Evidence of a water leaks or excessive moisture in your apartment, storage room, garage or any other common area.
- ▶ Evidence of mildew growth that cannot be removed by simply applying a common household cleaner or any area of mildew that reappears despite regular cleaning.
- ▶ Any failure or malfunction with your heating or ventilation systems.
- ▶ Any inoperable windows or doors.
- ▶ Any musty odors that you notice in your apartment.

CLEAN KEEP DRY REMOVE MOISTURE VENTILATE USE DO NOT OVER DO NOT FILL NOTIFY CARE

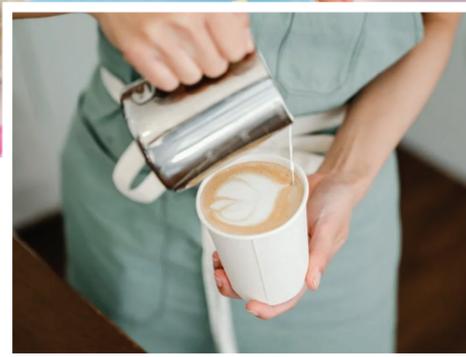
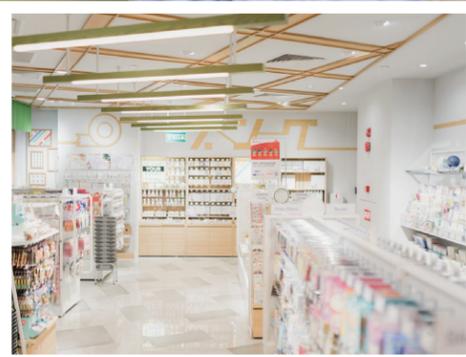
It is our goal to maintain the highest quality living environment for our residents. Therefore, it is important for you to know that you will be living in a high-humidity coastal environment and need to take proper ventilation and moisture control precautions to ensure your comfort. Below are some tips that will help you avoid conditions that could lead to the growth of naturally occurring mildew and moisture:

- ▶ Close windows and doors in damp or rainy weather conditions and keep windows open at all other times whenever possible.
- ▶ If possible, maintain a room temperature between 50 to 80 degrees Fahrenheit.
- ▶ Clean your apartment on a regular basis.
- ▶ Wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- ▶ Cross-ventilate your bathroom when bathing; or use a fan for rapid dispersal of moisture.
- ▶ Ventilate your kitchen when cooking or while the dishwasher is running. Continue the ventilation until all excess moisture has vented from the kitchen.
- ▶ Do not air-dry clothes inside or allow damp or moist stacks of clothes or other cloth materials to lie in piles for extended periods of time.
- ▶ Thoroughly dry any spills on carpeting or flooring.
- ▶ Do not overfill closets or storage areas to ensure proper ventilation.
- ▶ Cross-ventilate your entire apartment for at least 60 minutes a day, twice a day.
- ▶ Use bags of calcium chloride to absorb moisture in confined areas such as closets, kitchens and bathrooms.
- ▶ Any large furniture should be kept at least 6 inches from the wall to allow air to flow behind furniture.

EVERYDAY LIVING

After you're settled, take the time to explore your new neighborhood. Finding places nearby such as the local market or the nearest coffee shop will acclimate you to the neighborhood and help you get back into your regular routine.

LOCAL



MARKETS

- LUCKY'S**
1515 Sloat Blvd | (415) 681-4300
- TRADER JOE'S**
265 Winston Dr | (415) 665-1835
- WHOLE FOODS**
Stonestown Galleria Mall

PHARMACIES

- CVS PHARMACY** (Inside Target)
233 Winston Dr. | (415) 664-1426
- WALGREENS** (Open 24 hours)
216 Westlake Ctr. | (650) 756-4535
- WALGREENS**
2550 Ocean Ave. | (415) 587-9000

COFFEE/TEA

- PEET'S COFFEE**
3251 20th Ave. | (415) 213-8380
- STARBUCKS** (Inside Target)
233 Winston Dr. | (415) 680-2914
- 85 °C BAKERY CAFÉ**
3251 20th Ave. | (415) 683-4938

SCHOOLS & CHILDCARE

EARLY EDUCATION & CHILDCARE

- SF STATE'S CHILDREN'S CAMPUS**
North State Dr. | (415) 405-4011
- ELEMENTARY SCHOOLS**
- LAKESHORE ELEMENTARY**
220 Middlefield Dr. | (415) 759-2825
- ULLOA ELEMENTARY**
2650 42nd Ave. | (415) 759-2841

MIDDLE SCHOOLS

- APTOS MIDDLE SCHOOL**
105 Aptos Ave. | (415) 469-4520
- Hoover Middle School**
2290 14th Ave. | (415) 759-2783

HIGH SCHOOLS

- LOWELL HIGH SCHOOL**
1101 Eucalyptus Dr. | (415) 695-5700
- LINCOLN HIGH SCHOOL**
2162 24th Ave. | (415) 759-2700
- MISSION HIGH SCHOOL**
3750 18th Street | (415) 241-6240

GETTING AROUND

PUBLIC TRANSIT

MUNI

MUNI is San Francisco's typical form of transportation used to get around the city. It consists of buses, light rail metro trains, historic streetcars, and iconic cable cars. Residents living in UPN and UPS can take the 57 bus to West Portal Station or to Daly City BART/Lakeshore Plaza.

Bus 18, 28, 29, 57 | Tram M line

BART

Daly City BART is only a few miles away and provides regional transit service in to Bay Area locations, including direct service to San Francisco International Airport.

CALTRAIN

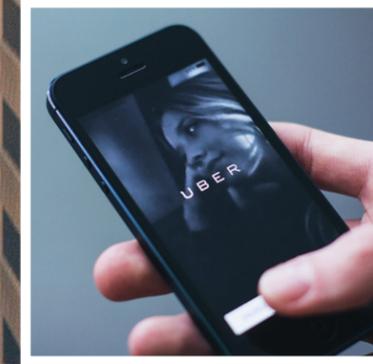
Caltrain provides local, limited and Baby Bullet train service between San Francisco and San Jose.

SAMTRANS

SamTrans provides bus service around Stonestown Galleria, Lake Merced and to Daly City BART.

Bus 122

NAVIGATE



ALTERNATE TRANSPORTATION

BIKE RENTALS

Bay City Bike | (415) 346-2453
SF Bike Rentals | (415) 229-2000

CAB COMPANIES

Bay Shuttle | (415) 564-3400
Green Cab | (415) 626-4743
Yellow Cab | (415) 333-3333

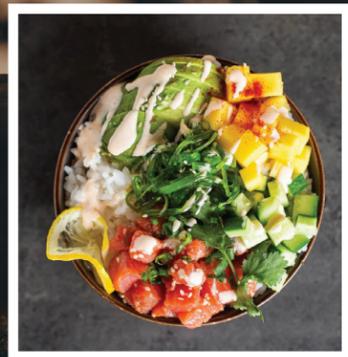
RIDESHARE

Lime | limebike.com | (888) 546-3345
Lyft | lyft.com
Uber | uber.com
Zip Car Uni | zipcar.com/universities

Navigating San Francisco can be tricky, but there are numerous transportation options to help you get around. After a little exploration, you'll quickly learn the best transportation methods and routes to take you where you need to go.

AROUND TOWN

San Francisco is one of the most exciting, culturally rich, and picturesque cities in America with plenty to see and do.



PLACES TO DINE

AMERICAN

BOULEVARD CAFE
2 Poncetta Dr | (650) 755-3400

BURGERS & SANDWICHES

HALL OF FLAME
73 Cambon Dr | (415) 584-4444

BOUDIN BAKERY CAFÉ
3521 20th Ave | (415) 564-1849

CHINESE

XIAO LOONG RESTAURANT
250 West Portal Ave | (415) 753-5678

HAWAIIAN

POKE KANA
65 Cambon Dr | (415) 825-5683

INDIAN

CLAY OVEN
385 West Portal Ave | 415-731-2400

JAPANESE

TANI'S KITCHEN
32 Park Plaza Dr | (650) 992-1701

MEXICAN

TAQUERIA DOS CHARROS
55 Cambon Ave | (415) 334-6075

MIDDLE EASTERN

BURSA
60 West Portal Dr | (415) 564-4006



PLACES TO EXPLORE

- ▶ Alcatraz Island
- ▶ Aquarium of the Bay
- ▶ Cable Cars
- ▶ California Academy of Sciences
- ▶ Chinatown
- ▶ Coit Tower
- ▶ DeYoung Art Museum
- ▶ Fisherman's Wharf
- ▶ Fort Funston
- ▶ Ghiradelli Square
- ▶ Golden Gate Bridge
- ▶ Golden Gate Park
- ▶ Japanese Tea Garden
- ▶ Lands End
- ▶ Legion of Honor
- ▶ Lombard Street
- ▶ Museum of Modern Art
- ▶ Ocean Beach
- ▶ Palace of Fine Arts
- ▶ Pier 39
- ▶ Presidio
- ▶ The Exploratorium
- ▶ Union Square

PLACES TO SHOP

SF State's residential communities are close to a variety of shops. Many are within walking distance or are easy to get to via public transportation.

STONESTOWN GALLERIA

3251 20th Ave | (415) 759-2626

Stonestown Galleria is an 862,000 square-foot shopping center with more than 100 specialty stores. Includes Target and Whole Foods.

WESTFIELD SAN FRANCISCO CENTRE

865 Market St | (415) 512-6776

Westfield San Francisco Center is a 9 story upscale mall. There you can find your favorite store and the newest shops for fashion, beauty, lifestyle and fresh food.

SEE & DO



**SAN FRANCISCO
STATE UNIVERSITY**

EMPLOYEE & FAMILY HOUSING

CONNECT WITH US



(415) 405-4000



employee_housing@sfsu.edu



efh.sfsu.edu



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