



## Student Housing Assignment Packet

**Greetings from the Regent Commons Student Housing Office! We are excited to welcome you to our residential community at Regent University.**

The information contained in this packet is provided to assist you in preparing for your upcoming move in date here in the **Regent Commons**.

### **Your Housing Assignment Packet**

Your housing assignment packet contains the following:

- Student Information Card
- What Should I Bring to Campus List
- Information about Cox Communications
- Access Card, Intercom System, & Mail Service Information
- Maintenance Service Information

At this point, you are probably wondering what to do next. You will need to review and understand this information before moving in. A general idea of how to proceed is listed below:

- ✓ Complete the Student Information Card (***print and bring with you to the office at move-in***)
- ✓ Review the "What Should I Bring to Campus?" List (***acceptable/prohibited items***)
- ✓ Review Cox Communications Information (***for questions during set-up of services, call Cox at 1.877.627.5656***)
- ✓ Review and become familiar with Access Card, Intercom System & Mail Service Information (***commit your soon-to-be new address to memory***)
- ✓ Review and become familiar with Maintenance policies and procedures (***especially how to submit a work order online***)

### **\*Renters Insurance**

It is strongly recommended that all residents have insurance coverage for their possessions. Whether or not you're covered under your parent's homeowner's policy, it is wise to keep an individual policy to cover things like: computers, stereos, televisions, clothing, books, cameras or any other valuables that are kept in your apartment. Regent Student Housing does not carry individual insurance coverage for each residents possession and in the unlikely event of theft, fire or any other accident, it is necessary that residents are covered.

## Regent University – Student Information Card

\_\_\_\_\_  
Last Name, First Name, M.I.

\_\_\_\_\_  
Banner/University ID# (if known)

\_\_\_\_\_  
Birth date

\_\_\_\_\_  
Building Assignment and Apt. /Room #

\_\_\_\_\_  
Room Phone #

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Home Phone #

\_\_\_\_\_  
Cell Phone #

\_\_\_\_\_  
Home Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

Allergies: \_\_\_\_\_

Medical Conditions (if applicable): \_\_\_\_\_

Medications / Special Needs: \_\_\_\_\_

Emergency Contact Names(s): \_\_\_\_\_

( ) \_\_\_\_\_ ( ) \_\_\_\_\_ ( ) \_\_\_\_\_  
Home Phone # Work Phone # Cell Phone #

In the event of a medical emergency, I hereby authorize Regent University staff or qualified medical personnel to call my Emergency Contacts listed above.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

### Please Read Before Signing:

I understand that Student Housing Policy on after hours lockouts requires that a charge be added to my student account to cover the costs of lock changes and new keys being made. I further understand that during normal business hours each lockout after the THIRD ONE will automatically result in an administrative charge being placed on my student account. Administrative charges will occur as follows: \$25.00 for the 4th lockout, \$50.00 for the 5th lockout and \$75.00 for the 6th and all subsequent lockouts.

#	Signature	Key Code	Date Out	Time Due	Staff Initial	Date In	Staff Initial

**Attention Student Housing Staff Members:** Please remember to also fill out the Lockout Key Log. Complete a Lockout/Key Billing Form (if applicable). Flip this card to vertical position while the temporary key is out. If all the above spaces are filled, staple an additional Student Information card to this one.



*Office of Student Housing*

### **What Should I Bring to Campus?**

All apartments in the Regent Commons are furnished with the following: extra long twin bed (in studio and four bedroom apartments), queen bed (in single occupancy one bedroom apartments), desk, desk chair, dresser drawers, TV stand, drop leaf table and chairs, sofa, blinds, closet, refrigerator/freezer, microwave, stove/oven, dishwasher, and garbage disposal. All provided furniture and appliances cannot be removed from your apartment. Please be advised that storage is not provided in the residence halls.

#### **Be sure to bring:**

- Linens (sheets, comforter, pillow cases, mattress cover)
- Pillows
- Towels/washcloths
- Toilet paper
- Shower curtain
- Dishes and eating utensils
- Bible

#### **You can also bring:**

- Computer
- TV
- DVD player
- Video game systems
- Toaster
- Coffee maker
- Alarm clock
- Power strips (must have reset button)
- Cleaning supplies
- Dust buster/vacuum
- Laundry basket and detergent
- Clothes hangers
- Iron and ironing board
- Bike and lock (outside racks provided)
- Trash can
- Tension rod for curtains
- Small nails, picture hangers, or putty for wall decorations
- Umbrella
- Flashlight
- Anything that will make your room feel more like home

#### **Do NOT bring:**

- Candles, candle warmers, or incense
- Extension cords, multi-plug adapters, or outlet splitters, plug-in air fresheners with additional outlets
- Pets (except fish in freshwater tanks no larger than 5 gallons)
- Firearms, ammunition, fireworks, explosives or weapons of any kind
- Steel tipped darts and dart boards
- BB/pellet guns, air soft guns, or paintball guns
- Alcoholic beverages (including empties) and paraphernalia
- Tobacco products and paraphernalia
- Space heaters
- 3M Command Strips
- Wallpaper (including borders)
- Homemade lofts, stilts, or cinderblocks
- Wireless routers
- Traffic Signs
- Pressurized containers (CO2, propane)
- Fuels (kerosene, gasoline, propane)

We look forward to having you join our residential community. Should you have any questions regarding this list please contact Student Housing at 757-352-4894 or [studenthousing@regent.edu](mailto:studenthousing@regent.edu).

## **Cox Communications**

Cox Communication provides both the expanded cable television and wired/wireless internet services in the Regent Commons. These services are included in your housing fees. Residents need to bring their own coaxial cable for cable television and ethernet cable for wired internet. For any cable TV or internet issues, please call Cox Communications at **1.877.627.5656**. The current support hours for Internet technical support are 7am to 10pm ET.

**To set up a landline phone in your room call:**

222-1111 or visit [www.cox.com/hr](http://www.cox.com/hr)

### **Cox Expanded Cable Television Channel Lineup in the Regent Commons**

<b>2</b>	<b><i>My Network</i></b>	<b>38</b>	<b><i>Disney Channel</i></b>
<b>3</b>	<i>WTKR – CBS</i>	<b>39</b>	<i>Mid Atlantic Sports Network</i>
<b>4</b>	<i>WSKY</i>	<b>40</b>	<i>Sci-Fi Channel</i>
<b>5</b>	<i>LNC - 5</i>	<b>41</b>	<i>E! Entertainment TV</i>
<b>6</b>	<i>UNC TV</i>	<b>42</b>	<i>TBS</i>
<b>7</b>	<i>WGNT - CW</i>	<b>43</b>	<i>Animal Planet</i>
<b>8</b>	<i>CNN</i>	<b>44</b>	<i>C-SPAN</i>
<b>9</b>	<i>Lifetime</i>	<b>45</b>	<i>C-SPAN 2</i>
<b>10</b>	<i>WAVY - NBC</i>	<b>46</b>	<i>INTERCOM CHANNEL</i>
<b>11</b>	<i>COX 11</i>	<b>47</b>	<i>REGENT STUDENT HOUSING NEWS</i>
<b>12</b>	<i>ESPN</i>	<b>48</b>	<i>Virginia Beach Government Television</i>
<b>13</b>	<i>WVEC – ABC</i>	<b>49</b>	<i>ION</i>
<b>14</b>	<i>WVBT – FOX</i>	<b>50</b>	<i>QVC</i>
<b>15</b>	<i>WHRO – PBS</i>	<b>51</b>	<i>Shop</i>
<b>16</b>	<i>FX</i>	<b>53</b>	<i>HSN</i>
<b>17</b>	<i>Cartoon Network</i>	<b>55</b>	<i>American Movie Classics</i>
<b>18</b>	<i>USA Network</i>	<b>56</b>	<i>Spike TV</i>
<b>19</b>	<i>ABC Family</i>	<b>57</b>	<i>Court TV</i>
<b>20</b>	<i>WHRE – TBN</i>	<b>58</b>	<i>Discovery Health</i>
<b>22</b>	<i>MTV</i>	<b>59</b>	<i>History Channel</i>
<b>23</b>	<i>MSNBC</i>	<b>60</b>	<i>ESPN 2</i>
<b>24</b>	<i>The Weather Channel</i>	<b>61</b>	<i>Bravo</i>
<b>25</b>	<i>CNBC</i>	<b>62</b>	<i>Travel Channel</i>
<b>26</b>	<i>CNN Headline News</i>	<b>63</b>	<i>Speed Channel</i>
<b>27</b>	<i>HGTV</i>	<b>64</b>	<i>Fox News</i>
<b>28</b>	<i>A&amp;E</i>	<b>65</b>	<i>MTV 2</i>
<b>29</b>	<i>Nickelodeon</i>	<b>66</b>	<i>TNT</i>
<b>30</b>	<i>The Learning Channel</i>	<b>67</b>	<i>VH-1</i>
<b>31</b>	<i>Discovery</i>	<b>68</b>	<i>Food Network</i>
<b>32</b>	<i>Comedy Central</i>	<b>70</b>	<i>Univision</i>
<b>33</b>	<i>CMT</i>	<b>71</b>	<i>Cable Mart/Leased Access</i>
<b>34</b>	<i>VERSUS</i>	<b>95</b>	<i>Go Scout Homes</i>
<b>35</b>	<i>Comcast Sports Network</i>	<b>96</b>	<i>TV Guide</i>
<b>36</b>	<i>BET</i>	<b>97</b>	<i>WGN</i>
<b>37</b>	<i>TV Land</i>	<b>99</b>	<i>Shop NBC</i>

## **Access Card Information**

In order to gain access to your Regent Commons apartment building an Access Card is necessary (for both students and spouses of students). The following steps will explain what is necessary in order to be issued an Access Card.

1. Sign housing contract in the Regent Commons Office and immediately proceed to the Student Services Office (SC 201) located in the Student Center. *Student Services office hours are Monday-Friday 8 a.m.-5 p.m. On Tuesday's the office remains open until 6 p.m. **Residents moving in outside business hours or during a weekend will receive a temporary access card with their housing assignment key.***
2. Present to the Student Services staff your Driver's License or other picture ID so that we can verify that you are a current student/Regent Commons resident.
3. The Student Services staff will issue you an Access Card that will admit you into your assigned apartment building. This Access Card will also be your ID card for the University.
4. If this Access Card is ever lost it is imperative that you contact Student Services ([stusrv@regent.edu](mailto:stusrv@regent.edu) or 757-352-4957) and inform us that your card has been lost.
5. Should your card be lost on the weekend or after 5 p.m. during the week (when our office is closed) contact Campus Security who will contact the Regent Commons RA staff member who is on call and they will get you into the building. Regent Commons will assign you a temporary Access Card until you can visit our office to replace your Access Card.
6. Access Cards are \$15 to replace.

## **Intercom System**

Regent Commons is locked 24 hours 7 days a week for the safety of students. It will be necessary for your visitors to ring your apartment on the intercom when visiting you. Visitors will need to know your apartment number. Visitors will be able to scroll the directory by apartment to locate your intercom number. Once your apartment number is visible the "CALL" button should be pressed. The telephone in your apartment will ring letting you know that you have a visitor at the entrance door. You will not need to have a landline to use this function, you just simply need to purchase an inexpensive telephone and plug it into the telephone outlet. When the telephone rings you can turn your television to channel **46** to see who is visiting you or pick-up the handset and talk to the visitor. If you want your visitor to enter the building you must press **9** on the telephone after lifting the handset to talk with them. For the safety of all residents you should never allow anyone access to the building that you do not know.

Please contact the Regent Commons Student Housing Office if you require additional instructions on operating the Intercom System.

## **Mail Service**

Each housing assignment in the Regent Commons is assigned a mailbox located in the lobby of the building. This mailbox is attended to by the United States Postal Service. Every resident is assigned a mailbox key (except with four bedroom apartments where only two mailbox keys are issued). For example, in the four bedroom apartment 101 mailbox #101 in the lobby holds all the mail for rooms A, B, C & D within that housing assignment. There is a \$25.00 charge for lost mailbox keys.

### **Your Mailing Address:**

Your mailing address will be: **Building (1117 or 1133)** Centerville Turnpike **Apartment #**, Virginia Beach, VA 23464

For example: 1117 Centerville Turnpike Apartment #125, Virginia Beach, VA 23464

## **Regent University Student Housing Maintenance Handout**

Student Housing Maintenance Staff is committed to serving you in an efficient and Christ like manner. This means that we implement biblical principles like respect, stewardship, and accountability by quick response time, good communication, and a high quality of work.

1. Maintenance Requests can be submitted online through SchoolDude. SchoolDude is available through the Student Housing website in the **'Request Forms'** section (<http://www.regent.edu/housing/forms/>). Once there, click on **'Maintenance Request.'** This system will also allow you to track your requests. Please read all instructions before submitting your request and be sure to provide your building and apartment number. Include as much information as possible when describing the problem you are having and include your telephone number should we need to call for clarification. The submittal password for SchoolDude is **'password.'**
  - Once you submit your request, Maintenance Staff will respond within 24 hours.
  - Requests submitted over the weekend will be addressed on Monday.
  - A maintenance request is your invitation for us to enter your apartment at our earliest convenience to respond to your request. Maintenance Staff will knock several times before entering your apartment and announce themselves to respect your privacy.
2. Someone is always on-call for emergencies between 5:00 p.m. and 8:00am on weekdays and all day on weekends and holidays. If you have an emergency maintenance request, contact Regent Police Department at (757)226-2075 only IN CASE OF EMERGENCY. Maintenance will not respond to routine maintenance needs after hours and they reserve the right to use their discretion. Emergencies consist of:
  - Plumbing emergencies
    - Clogged toilet (If there is only one toilet in the apartment and you were not able to clear the clog when plunging it yourself)
    - A leak that cannot be taken care of by placing a small bowl under the leak
  - Completely inoperative refrigerator or stove
  - Inoperable Air Conditioner when outside temperature is above 80°F
  - Inoperable heat when outside temperature is below 50°F
  - Inability to close and/or secure the front door to your apartment
  - Loss of electricity to your entire apartment
3. A weekly inspection of the grounds and buildings (not individual apartments) is conducted to ensure safety, convenience, and cleanliness for residents. If we need to enter your apartment when you have not placed a request we will give you 24-hours written notice. Examples would be air filter changes and inspections for damage. Emergencies are the only time we will not provide 24-hour notice.
4. Please remember God's stewardship principles. It is your home right now, but it is also student housing and will be the home of many others in the future. Please take care of your apartment with this in mind.
  - Please assist us in keeping the grounds clean by not littering
  - Please don't place furniture in or around the dumpsters (\$25 fee per item).
  - Lock bikes only to provided bike racks
  - Please report maintenance or safety issues on the grounds or common areas via SchoolDude.
5. As a resident you will be responsible for any damage in the apartment due to neglect or carelessness. You will be charged for the cost of repair parts and the time spent repairing the damage. Please conduct routine checks of your apartment to look for leaks under sinks, leaks in ceilings, etc. If you have any question about your responsibilities as a resident please feel free to call the Regent Commons Student Housing Office at 757-352-4890.

**Student Housing Maintenance Staff is looking forward to doing everything we reasonably can to make your time at Regent a pleasurable experience. We thank you for the opportunity to serve.**