

# *Resident Copy*

## *Welcome to the MountainView Student Residence Center*

### *General Guidelines that you should know!*

#### Noise

- Quiet hours are 10pm to 10am Sunday through Thursday and 11am to 11 pm Friday and Saturday. At this time no one should be out in the court yard, gathered in your apartment or gathered outside your apartment. Those disturbing others or violating this rule will be removed from the property, if they repeatedly violate this rule they will be banned from the property!

#### Visitors

- All visitors **MUST** sign in at the front desk before going into the residential area.
- No one under the age of 18 years of age is permitted on this property unless it is with a parent or legal guardian.
- No under the age of 18 is permitted in or to use the exercise equipment or pool areas of this property without parent or legal guardian.
- All residents are directly responsible for their guests and their actions.
- Laundry facilities are for residents **ONLY**.

#### Open Containers

- **Alcoholic beverages are not allowed outside your apartment!** Repeat offenders will be cited!
- You **MUST be 21** years of age to consume any alcoholic beverages in the state of West Virginia. Our staff will ID anyone who they think may be under 21.
- If you are caught consuming alcoholic beverages under the age of 21 you could be cited by the Bluefield Police Department.
- Residents providing alcoholic beverages to those underage can be cited for contributing to a minor. Repeat offenders will be cited for contributing to a minor and legal actions pursued. If you are cited, you will be evicted.

#### Maintenance Issues

- Any maintenance issues with your apartment must be submitted. To do so, please visit our website and click on the Submit Maintenance link. If you are not able to log in, please report problem to front desk and inquire on how to log into the system. Please use this system to report **ALL** maintenance issues so we may effectively track and insure your issues are addressed in a timely manner. In case of an emergency maintenance issue, please contact the front desk.
- We will enter the room to investigate any water leaks, phone issues, non-compliant network devices, trash/smells, etc.. necessary to ensure the safe operation of the facility. Planned inspection dates will be posted on the bulletin board in the mail room.

#### Telephone Usage

- To place a telephone call simply, dial the number.
- To call another apartment from your apartment dial apartment number.
- You may hear music or ringing while your call is connected. This is normal.
- In order for someone to reach your apartment they must dial 304-324-3800, when the auto attendant answers it will instruct them to dial your 4 digit apartment number. They must wait until the system instructs them to dial apartment number or the call will not be connected.
- Individuals calling your apartment may hear music or ringing while the call is connected. This is normal.
- We can **NOT** provide your apartment number to callers.
- We do not transfer calls to your room, if you are not in the system states your room number and we cannot change this.

#### Voicemail

- By default voicemail is not active on your apartment phone.
- To have voicemail activated, visit our website and click on the "Report a Problem" or see the front desk and submit a maintenance ticket.
- If voicemail has been turned on in your room, the default password is your room number. To change the password, dial \*97 and follow the prompts.

#### Long Distance

- You must use a calling card for all long distance calls.

#### Telephone System Codes

- \*69 – Last call/return call
- \*97- To check your voicemail from your phone
- \*98- To check your voicemail from another phone

#### Telephone Numbers

- 304-327-4000 – Bluefield State College
- 326-4200 – Bluefield College (Virginia)
- 304-384-3115 – Concord University
- 322-5646 – Papa John's, Bluefield, Delivery
- 304-325-2169 – Mercer Mall Theaters
- 304-431-TAXI – Taxi One Taxi Service
- 304-327-8418 Bluefield Transit (Bus service)

#### Rental Insurance

- We highly recommend resident's purchase rental insurance. There are a number of companies on-line that specialize in student insurance with competitive rates.

### Internet Access

- High speed wired internet is provided in every apartment.
- You must purchase an Ethernet cord if you don't already have one.
- DO NOT unplug your phone from the wall to use the internet.
- If you unplug your phone we will enter your apartment and disconnect anything you have connected using our Ethernet cord and reconnect the phone. They are there for a reason.
- If you continue to unplug your phone your internet access will be shut off to your apartment. Unplugging the phone could make your phone malfunction. You will be responsible for damages to your phone if caused by continually disconnecting it.
- To connect to the internet, plug one end of your cable into the jack on the phone marked "PC" and other into the Ethernet port on your computer. Next, reboot your computer and the system should automatically configure your computer to operate on our system.
- If you experience problems or have questions about our file sharing policies visit the front desk.
- **NO ROUTERS OF ANY KIND ARE ALLOWED. SEE JERRY FOR QUESTIONS ABOUT HOOKING UP ANY EQUIPMENT. IF A ROUTER IS FOUND IT WILL BE DISCONNECTED. PERSONAL ROUTERS DISRUPT OUR ENTIRE SYSTEM!**

### Rental Payments

- You may make rental payments to the facility manager at the front desk during normal business hours.
- You may mail your payment to:  
MountainView Student Residence Center  
2000 Upperclassman Drive  
Bluefield, WV 24701
- Please make sure your name and apartment number are clearly indicated on your check/money order to ensure proper posting.
- All rent is due on the 1<sup>st</sup> of each month and considered late after the 5<sup>th</sup>. Any account not paid in full by 5<sup>th</sup> of each month will have \$25.00 late fee added to their account.
- If you have not paid when due, we will place a notice in your lock. If that does not work we will deactivate your key and you must come to the front desk to get a new key.

### Your Mailing Address

Your name  
Your Apt # Upperclassman Drive  
Bluefield, WV 24701

- Please see the front desk for a key to your mailbox if you were not issued one at move in.
- If you lose the key to your mailbox there will be a \$10 replacement fee.

### Transportation

- We do not provide transportation.
- Bluefield Area Transit comes on the property, if you have a BSC student ID, BSC pays a fee to the transit to allow students to ride at no charge to the student.
- You may contact the Bluefield Area Transit for a discounted monthly student pass during the summer months. They may be contacted by dialing 304-327-8418.
- Taxi service may be contacted by dialing 304-431-TAXI.

### Key Cards

- Do not store your key card on or near your television, microwave or cell phones.
- Key cards will work for 60 days, after which they must be recoded.
- We only make key cards for individuals listed on the lease. We will not accept phone call authorizations or any other requests to provide a key to your room to anyone other than you.
- If you constantly lose your key card, you may be charged a replacement cost before another key card is issued.
- When a new key card is issued any previous key cards are deactivated. Please return old cards to the front desk.

### Miscellaneous Information

- If you need to talk to the manager, business hours are 9am to 5 pm, Monday through Friday. The manager's extension is 2500.
- Other numbers:
  - 2501 – Front Desk
  - 2505 – Food Service
  - 2506 – Maintenance
  - 304-324-3800 – Main Number
  - 304-324-3801 – Fax (incoming faxes are free, outgoing faxes are \$1 for first page and \$.50 for each additional page).
- Website – <http://www.mountainviewsrc.org>
- Pets, except for those kept in an aquarium, are not permitted in resident rooms at any time.
- **NO FIREARMS OR OTHER WEAPONS ARE PERMITTED ON THIS PROPERTY AT ANY TIME!!!!**

### Room Cleanliness

It is the resident's responsibility to maintain the cleanliness of their room. This includes removing trash, cleaning the refrigerator and microwave, toilet, shower, sink, floors, window sills, etc... You must maintain at least 18 inches of free space around the Heater/AC unit in your room. Failure to maintain adequate air flow, room cleanliness, reporting water drips/leaks can contribute to mildew, mold, and pests.