

FAQs

SUMMER HOUSING

Contents

Page 2	Payments & Fees
Page 3	Cancellation Policy
Page 4	Roommate Requests & Matching
Page 5	Moving Process
Page 5	Parking, Directions, & Transportation
Page 6	Key Information
Page 7	Mail & Packages
Page 7	Alcohol, Drug & Smoking Policies
Page 9	Guest Policy
Page 11	UC Dining & Meal Plans
Page 12	Packing & Extra Amenities
Page 12	Contact Info

1. How much do I pay when I complete my application?

- All bookings require the following when completing your application:
 - \$200 Prepayment (*This is NOT a security deposit; it will be applied toward the total charges*)
 - \$15 Background Screening Fee (*Non-Refundable*)
- Any remaining balances can be paid with one of two payment plan options (Question 2).

2. How do I pay for my stay at University Center?

University Center offers flexible payment plans for your summer stay, with options for full payment upfront or structured installments. Select the plan that aligns with your budget and schedule for a hassle-free summer experience.

PAYMENT PLAN 1

Full balance is due at least 14 days prior to the contract start date.

PAYMENT PLAN 2

Balance is paid in monthly installments based on arrival date. There is an Alternative Payment Plan Fee of \$50 for selecting this option, which is applied to your account and charged with the first installment payment. These charges will be posted two weeks before they are due, but payments can be made at any time (Even if your account shows a zero balance).

Arrival between May 16 - May 31

- **1st Installment:** Prorated May and full June rent is due at least 14 days prior to contract start date.
- **Remaining Installments:** Monthly installment (*as outlined in the Residence Agreement*) is due on the first day of each month.

Arrival between June 1 - June 15

- **1st Installment:** Prorated June rent is due at least 14 days prior to contract start date.
- **Remaining Installments:** Monthly installment (*as outlined in the Residence Agreement*) is due on the first day of each month.

Arrival between June 16 - June 30

- **1st Installment:** Prorated June rent and full July rent is due at least 14 days prior to contract start date.
- **Remaining Installments:** Monthly installment (*as outlined in the Residence Agreement*) is due on the first day of each month.

Arrival on or after July 1

- Monthly installments are no longer offered and all contracts will be adjusted to Payment Plan 1.
- **Pay In-Full:** Full balance due at least 14 days prior to contract start date.

3. What payment methods are accepted for living at University Center?

All payments can be made by credit card online. However, check payments are acceptable but must be received within the timelines of your arrival (Question 2).

University Center no longer accepts checks mailed directly to the property address. Instead, please send check payments to the following address:

University Center Property LLC
PO Box 850653
Minneapolis, MN 55485-0653

**Check payments received to the property address may delay receipt of your payment.*

4. What is UC's Cancellation Policy?

- University Center summer housing cancellation and refund policy is dependent on the date and type of cancellation, and if your lease has been signed.
- All refunds are returned to your original payment method.
- All cancellations initiated by the applicant must be made *in writing by sending an email to summeruc@peakmade.com*.
- \$200 Prepayment may be eligible for refund as defined below.
- \$15 Background Screening Fee is non-refundable.

CANCELLATION BEFORE APRIL 1

Before Signing Your Lease

- **Applicant Initiated:** Cancellations initiated by the applicant, in writing, will receive a 100% refund of the \$200 prepayment.
- **Lease Expiration:** If your lease is not signed within five (5) days of receiving access on your housing portal, your lease and application will be cancelled. You will receive a 100% refund of the \$200 prepayment. If your lease expires, you may reapply based on current availability and rates, additional application fee required.
- **Unsuccessful Background Check:** If your background check is not successful, you will receive a 100% refund of the \$200 prepayment.

CANCELLATION AFTER APRIL 1

Before Signing Your Lease

- **Applicant Initiated:** Cancellations initiated by the applicant, in writing will **NOT** receive a refund of the \$200 prepayment.
- **Lease Expiration:** If your lease is not signed within five (5) days of receiving access on your housing portal, your lease and application will be cancelled. You will not receive a refund of the \$200 prepayment. If your lease expires, you may reapply based on current availability and rates, additional application fee required.
- **Unsuccessful Background Check:** If your background check is not successful, you will receive a 100% refund of the \$200 prepayment.

After Signing Your Lease

- **Applicant Initiated:** Cancellations, including changes to arrival or departure date, after April 1, 2024, are not permitted. Cancellations initiated after April 1, 2024, in writing are still responsible for 100% of the Base Rent for Term as shown on the Residence Agreement. All Rent Installments and other charges which are payable during the Term of the Residence Agreement shall be accelerated automatically without notice and shall be immediately due at the time of cancellation.

5. How does Roommate Matching work at University Center?

University Center makes every attempt to pair you with people who we believe you will have a great summer with. To assist with roommate pairing, please fill out your application completely.

When possible, roommate pairings are made with consideration of the following factors:

- Length of Stay & Arrival/Departure Dates
- University & Academic Status
- Gender
- Intern Company & Industry

If you have roommate requests when completing your application, please ensure that:

- Applications are submitted at the same time (matching term and room style)
- Everyone's housing dates are no more than one week apart from one another
- All roommates' first and last names are included in the "booking notes" section

*Leases are reserved individually and **will not** include roommate names. Room details and roommate information will be viewable in your Resident Portal at least two weeks prior to arrival*

6. What is UC's Move-In process?

- You will need to schedule a Move-In Appointment time **before** your arrival date.
 - You can reserve a time slot on your [UC Resident Portal](#).
- When you arrive at University Center (525 S State St, Chicago, IL 60605), you will start the Move-In process at the Guest Service Desk located in the lobby.
 - Our Guest Service Desk is available to assist you daily from 7:00am – 11:30pm.
 - **A government-issued ID is required to begin the move-in process.**
 - We do not guarantee that the room will be available until 3pm. If you arrive and your room is not ready, we will happily store your luggage until your room is fully prepared.
- What you'll get at Move-In:
 - **UC Key Card:** Opens the front door of your unit; Gives you access to enter the building
 - You will take a photo and be printed a key card for your stay.
 - This card should be kept on you at all times and serves as your proof of residency.
- If you have a private closet or bedroom that requires a “hard” key, feel free to stop by the Guest Service Desk to request one.

For more details, please visit our [More Info & Moving](#) page.

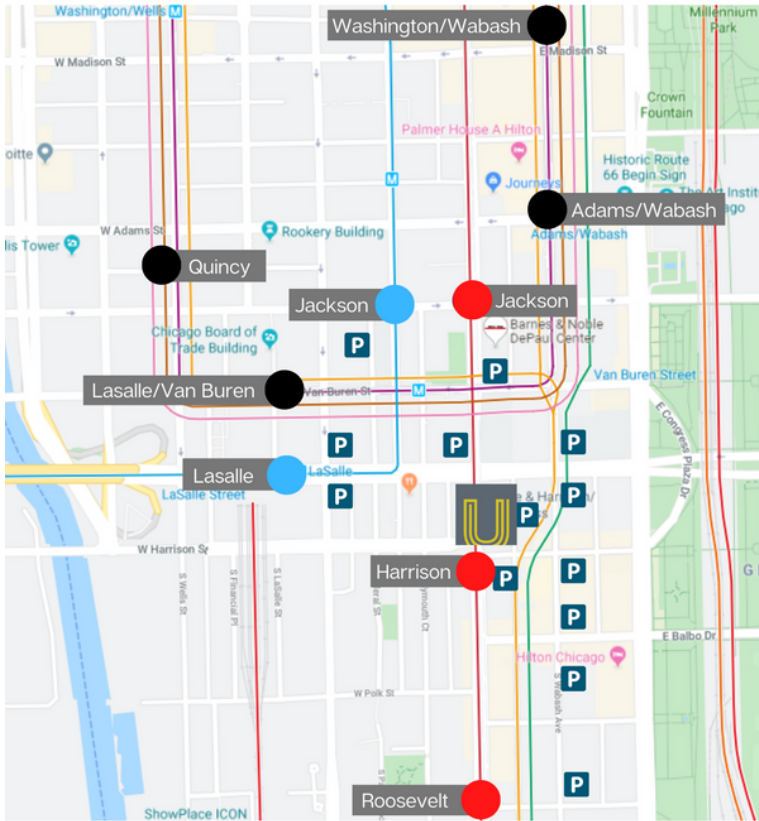
7. I'm driving to UC, where do I unload my belongings?

University Center has a loading dock behind the building located on Holden Court. You will be allowed 20 minutes to unload your vehicle. UC provides “speed packs” which are extra large boxes on wheels to help you with your move.

For more details and driving directions, please visit our [More Info & Moving](#) page.

8. Where can I park my while during my stay?

University Center does not have a parking garage or designated parking facility. However, parking is very plentiful in the area. There are a number of paid parking lots and garages within a block or two of University Center. If you are a long-term guest, staying for the summer, we recommend that you do not bring a vehicle with you as parking can be expensive. Chicago has an excellent transit system and University Center is located near all major “L” lines and many major bus routes. Using Chicago's transit system will help you save lots of money and will give you the true Chicago experience.



- More info on the CTA can be found at www.transitchicago.com.
- If your job requires you to work in the suburbs, you may be able to use the Metra regional train lines and more info can be found at metra.com.
- If you must have a vehicle here, we recommend visiting the following to search for available parking:
 - www.spotheo.com
 - www.parkwhiz.com

9. Can I get an additional key for my closet or bedroom door?

- “Hard” keys for your private closet or apartment bedroom door are available for long-stay attendees. These keys are free of charge but are subject to a \$50 Replacement Fee if lost, damaged, or not returned when you move-out.
- Keys are available to request when completing move-in forms in the Resident Portal prior to your arrival. If applicable, you will be provided a key during your Move-In Appointment.

10. What if I get locked out of my room or lose my UC Key Card?

- If you lose, misplace, or damage a hard key or key card, you are responsible to pay the full replacement cost (i.e. replacing locks, reprogramming cards, cutting new keys, etc.).
- Should this happen, you can request a “Lockout” at the 24-hour Security Desk located in the lobby. A UC staff member will assist you with either getting a new card / key or giving you access to your unit / bedroom.
- You are provided with three complimentary Lockouts. Every occurrence thereafter, will result in a \$50 Lockout Fee.
 - All lockout fees are to be paid immediately in order to perform the service.
 - Failure to pay promptly may result in additional fees and/or service restrictions.

11. How do I pick up packages & mail during my stay?

Packages will be delivered to our 24-hour Package Lockers located on the 2nd floor. To ensure your packages and mail get delivered properly, use the address format below:

First & Last Name

525 S. State Street Unit #

Chicago, IL 60605

Additional Details

- Due to space constraints, we are not able to accept packages prior to your arrival.
- University Center is not responsible for any lost or damaged packages and mail.
- Packages and mail with errors in their shipping address may not be delivered and will be returned to the sender.

12. Do you have Wi-Fi?

Yes! UC provides complimentary building-wide Wi-Fi during your stay.

13. What are UC's policies for Alcohol, Drugs, and Smoking?

During the summer, University Center is home to a wide range of people of all ages—students, interns, group or camp participants—with short and long term stays. We are dedicated to fostering a comfortable and healthy living environment for all residents. Adhering to our alcohol, drug, and smoking policies is crucial in maintaining the community's wellbeing and ensuring a positive stay for everyone. You can review these policies in the [Resident Handbook](#).

Alcohol Policy

Members of the University Center community owe it to themselves and others to make educated decisions regarding the use of alcohol. All local, state, and federal laws concerning both drugs and alcohol are in effect at University Center. Additional policies along with commentary are listed below:

- Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of alcohol.
- If you choose to consume alcohol, you are expected to do so in a respectful manner without disrupting other residents.

- Alcohol may only be consumed in the privacy of the Individual's unit/apartment when the door is closed and no one under 21 is present (including roommates and visitors under the age of 21). Additionally, if under the age of 21, no resident can be in the presence of any alcoholic beverages, including beverages contained in refrigerators, cabinets, etc.
- If someone in your room is under 21, alcohol is prohibited. Please be aware of this when making roommate requests. If a mutual request is received from people on different sides of 21, you will be contacted and discouraged from this rooming situation. If you decide to proceed with this rooming situation, your room will be a “dry” room.
- If an alcohol policy violation is found, Alcohol may be disposed of appropriately and immediately by the residents and/or guests per staff instruction.
- Only Individuals who are 21 or older may bring alcoholic beverages into the building. Beverage containers must be closed upon entering the building.
- If you have purchased alcohol and are bringing it back into the building, you and anyone with you will be carded by security. If you and all parties with you are 21, you will be allowed to take the beverages to your unit. If you are not 21, the alcohol will be confiscated.
- The transport of open containers of alcohol from one unit/apartment to another is prohibited. Alcohol is not allowed anywhere else in the building including lounges and the terrace. The only exception to this is for private functions.
- Empty alcohol containers are not permitted in UC as decoration or display. Once empty, cans or bottles need to be recycled or disposed of properly.
- All bulk containers of alcohol, including kegs and other similar containers are prohibited.

Illinois Social Host Law – 235 ILCS 5/6-16(c)

The Illinois Social Host Law states that individuals can be arrested and face criminal charges for allowing or permitting underage persons to drink alcohol at their residence, even if the alcohol was not directly provided to the underage person or persons by the individual in question. This means residents at University Center are expected to monitor their social gatherings and ensure that no one under the age of 21 is consuming alcohol in their room or apartment.

Drug Policy

Members of this academic community owe it to themselves and others to make educated decisions regarding recreational and prescription drug use. All local, state, and federal laws concerning drugs are in effect in UC community. Residents and their guests are prohibited from the use, possession, or distribution of any illegal or illicit substances or paraphernalia.

Additional policies include are as follows:

- Police will be contacted if any observed or discovered substance that is suspected to be an illegal substance.

- Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of drugs.
- Drugs and subsequent paraphernalia, as determined by staff, will be disposed of appropriately and immediately under the supervision of police or security personnel.
- Drug and smoking paraphernalia including, but not limited to, all hookahs, pipes, vaporizers, bongos and other smoking devices, are prohibited in University Center and will be disposed of upon confiscation.
- Use of prescription drugs for any purpose other than that for which legally issued or intended, or by anyone other than the prescribed user, is strictly prohibited and can be confiscated.
- The use of electronic cigarettes is prohibited within the UC.

Smoking Policy

To help ensure a clean and healthy environment for everyone, and in compliance with the Chicago Indoor Air Ordinance, UC is a smoke-free community. The third floor Garden Terrace is also a smoke-free area. The Chicago Ordinance also prohibits smoking within 25 feet from the entrance/exit of the building, including the neighboring retail space entryways.

14. What is the Guest Policy at University Center?

At UC, guests visits are a privilege extended to long-stay residents as long as they are compliant with our policy. Guest visits are a courtesy of UC and are not required. We are committed to providing a comfortable and positive experience for all residents during their stay at University Center. Please be respectful of your roommates when planning guest visits. For more details about our Guest Policy, please review the [Resident Handbook](#).

Guest Policy

- Summer residents are permitted to check-in **only three guests per visit**. We do not permit more than three guests per visit.
- Guests are generally allowed to be checked in at any time within the policy's guidelines.
- Prior to your guest's arrival, talk with your roommates to make them aware of your guest's future visit.
- Note that if your roommate feels uncomfortable during your guest's visit, they are able to request your guest to leave. Refusal to comply with this request may result in the *immediate* removal of your guest and may result in revoking your guest privileges.
- Guests are **NEVER** permitted to enter any other bedrooms or spaces in your unit without the consent of all roommates.
- Guests must be escorted by their assigned host at all times throughout the building and may not use another's UC ID or guest pass to access facilities.

- UC management will monitor Room Capacity for code violation and may reject a guest sign-in if too many guests have already been signed into a room. This is per city of Chicago code regulations.
- No resident may serve as host/hostess to more than three guests at any one time (three guests for day visits, three for overnight visits). Any exceptions must get the approval of UC Management.
- Overnight guests (defined as non-residents in room after midnight) may stay no longer than three nights in a fourteen-day period before another overnight visit to the same or any other resident in the building, except with the prior written approval of UC Management.

UC Management reserves the right to revoke guest privileges from any resident at any time. Guests found unescorted or suspected of manipulating the guest registration system and/or in violation of any UC policies may be removed from the facility immediately, potentially banned permanently, and may cause their host to lose their guest privileges.

How to Check-In a Guest:

- Meet your Guest in the UC Lobby and visit the 24-hour Security Desk.
- Your guest is required to present a clear government-issued photo-identification. Acceptable forms of identification are:
 - Valid Driver's License or Valid State ID
 - Valid Passport
- Your guest will receive a Guest pass sticker that should be worn at all times in the building.
- As a reminder, you are must be present with your guest at all times when inside the building including entering and exiting.
- At the end of your guest's visit, please escort your guest(s) to the 24-hour Security Desk in the lobby to return their Guest Pass before they exit the building.

15. What if my guest is a minor?

Any guests under the age of 18 are allowed to be checked in with a valid government-issued ID (*see acceptable forms of identification in Question 14*). If your underage guest does not have valid photo-identification, parental or guardian verification is required by providing written permission with emergency contact information. During busy times, you may experience delays with an underaged check-in. This process is intended to help control building access to only those authorized to be in the building, so we appreciate your patience and understanding.

16. I'm part of a group staying at UC, is the Guest Policy different?

Yes, the Guest Policy may vary per group stay. Please connect with your group's main contact or ask the Guest Service Desk to verify your specific guest privileges, if any.

17. Is there anywhere to get food at University Center?

Yes! Dining at University Center is a flavorful experience, with a full-service dining center and grab-and-go market on the 2nd floor. Additionally, our building features a selection of retail spaces, offering a variety of eating options to satisfy any craving. Residents can enjoy a great dining experience without even crossing a street!

The Caf & Market

Hungry for a fresh cooked meal? The Caf is an all-you-can-eat, buffet-style cafeteria for residents and guests to enjoy. Cash and cards are accepted to purchase upon entry to The Caf. Breakfast, lunch and dinner are provided during the weekdays at The Caf. Brunch and dinner are provided during weekends and holidays. If you're looking for a quick bite, cup of coffee, or home essentials, The Market is a convenient place to purchase snacks, to-go meals, and Starbucks Coffee as well as grocery items for your stay. Cash and cards are accepted at both The Caf and Market. Visit [DineOnCampus](#) to see daily menus, dining hours, and more!

Retail Dining

- Wingstop
- Gong Cha
- Epic Burger
- Panda Express
- Blaze Pizza

18. Can I add a meal plan to my stay?

Definitely! Visit the Guest Service Desk to learn more about UC's different meal plan options. You can also purchase Flex Dollars via your [UC Resident Portal](#). Flex Dollars can be used to purchase items in UC's dining center *only*. Your Flex Dollars will be loaded on your UC Resident ID Card. University Center is all about making your stay hassle-free! Opt into one of our meal plans to use at our on-site dining center.

19. What's included and what should I pack?

- Check out the full list of included furniture, on our [Floor Plans page](#). University Center also includes all utilities and building-wide Wi-Fi during your stay.
- Since UC is fully-furnished and nearby popular shopping stores, you don't have to bring a lot! Take a look at our [Packing Info page](#) for more details and a suggested packing list.

20. Are there any extra amenities for rent at University Center?

The following items are available for rent on a limited basis from the Guest Service Desk or via the [UC Resident Portal](#).

- **Micro-Fridge (microwave / mini-fridge combo):** \$100 one-time rental fee
- **Full Size Beds:** \$250 one-time rental fee
 - Only available for 4-Bedroom Apartments with limited availability
- **Weekly Cleaning:** \$35 per person (per bed)
- **End of Summer Clean:** \$200 per unit (suite or apartment)
- **Iron/Ironing board, Hair Dryers & Vacuums:** Complimentary (with valid driver's license)

21. How can I get in contact with someone at UC?

There's several ways to connect with a UC staff member!

- **Phone:** (312) 924-8111
- **Email:** summeruc@peakmade.com
- **In-Person:** Guest Service Desk (Open Daily, 7am - 11:30pm)
- **Social:** [Instagram](#) and [Facebook](#)

22. How can I keep up-to-date with UC?

Follow us on [Instagram](#) and [Facebook](#)! We post UC updates, giveaways, and contests. Another great way to stay updated is by frequently checking your email for any new summer housing information.