

IT Frontdesk Training 2015

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"Ten Customer Service Secrets to Win Back Customers" by Ed Sykes

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General Code of Behavior



- Attitude

It is all about your perception and your attitude. All I ask is that you try things. Know where and when it is appropriate to challenge policies and questions decisions.

- Behavior

Familiarize yourself with the Residence Hall Handbook (policies and procedures) and the Code of Student Conduct. Every resident and student, including night clerks, will be held to these policies and all state and federal laws.

- Cell Phones

All cell phones will be turned off (vibrate does not mean it is off) during staff meetings, one on ones, front desk shifts, etc.

- Common Area Damage

This building is our home and theirs. If you see something that is broken, it needs a maintenance request submitted. Please do so. Keep an eye on any damages that are not being fixed. Bring these to the attention of the head night clerk (or RD or AGM).

- Communication

Reports come in a variety of formats. Reports supply any information that needs to be communicated to the RD or AGM. Incidents that must be communicated to the RD or AGM include: death in the family, home troubles, rushing issues, smoking issues, roommate issues, etc. You never want to be in a situation where you are the only one that knows what is going on. Needed reports are to be submitted no later than 24 hours after the incident or resident interaction.

- Confidentiality

It is important that we develop and maintain a high level of trust and sensitivity for the needs and affairs of our residents. Sharing private information is inappropriate and unacceptable. Rumor control is also an important job of all staff members. Sharing the wrong information can be a great danger. If you need to discuss a confidential matter: talk with the head night clerk, RD, or AGM. Guaranteeing confidentiality with a student is limited by the need to share information with the RD or higher to protect the needs and safety of our residents/students.

- Consistency

As a staff, we need to be fair, consistent, and supportive of one another. We need to realize that our actions of not responding to a situation or doing our own thing impacts other people and may make the jobs of the rest of the staff harder. Work together as a team and follow the same procedures. Be consistent with how you handle situations with the residents and in the residence hall.

- Diversity

Be an advocate for diversity and combat the "isms" of society. Challenge yourself to attain a deeper understanding of different cultures.

- Education

We can all learn something from each other. This means that we all have something to teach. Make sure that you are sharing your knowledge and experiences with the rest of the staff. Also ask questions to learn from others. Provide constructive criticism. (There is a time and a place. Publicly is not acceptable.) Learn from your mistakes.

- Front Desk

Staff mailboxes and other resources are located behind the front desk. It is your responsibility to keep the area clear of any clutter and items not related to work.

- Flexibility

Be willing to help out another staff member in need: on call switching, duty switching, paperwork, program planning, etc. Do not take advantage of another staff member who is overly generous.

- Have Fun

Bring a good attitude to your work and it will pay off. You get back what you put in.

- Keys

Facility keys are for your use and the use of our residents only. Do not give out keys without having proof of identity and checking the correct room assignment.

- No Travel Dates/Weekends

All staff will be required to remain on campus throughout these time periods. These weekends have been deemed no travel dates in order to ensure adequate residence hall coverage.

- Office Supplies

Office supplies are to be used for work-related activities only. Taking things that are not used for the job is theft. After using any office supplies, put them back where they belong. If any supplies are running low, inform the head night clerk, RD, or AGM.

Please be respectful of peoples' needs with respect to use of the computers and the printer.

Please be aware that some files contain private information. Under no circumstances should you remove any student's files from the office.

- On the Job Behavior

Working in the office is not the appropriate time to socialize with friends. Only employees should be inside the office.

Do not interrupt a meeting between the RD or AGM and any student or staff member, unless it is an emergency.

- Role Modeling

As a staff member or RA you are a role model at all times on and off campus. Your actions should always be considered to be a good example and not a bad influence. If you participate in social media, You should refrain from any postings that would lead anyone to believe that you might be in violation of any Code of Student Conduct policy, Residence Hall Handbook policy, or any other Illini Tower—Campus Living Villages policies or values. You should encourage residents to hold each other accountable for their actions as well.

- Scheduling

The head night clerk will complete the schedule each week. The schedule will be emailed out and posted at the front desk for easy reference. You must submit your requests for time off in writing by email to the supervisor.

- Significant Concerns

You must document significant concerns to professional staff immediately. This includes any of the following: suicide threats or attempts, health problems, threats to the safety of self or others, parental issues, harassment, staff liability, temporarily disabled students, racial incidents, potential media involvement, incidents involving the police or any other emergency personnel. Call the prostaff on duty if appropriate. Fill out an incident report and follow up with the head night clerk, RD, or AGM.

- Staff Relationships

You should build strong working relationships with fellow staff and RAs. You are not expected to all be best friends. However, you should exercise professional courtesy and show respect at all times. You should also challenge yourself to work with different staff and RAs on programming and other work-related activities.

- Supervisors and Reporting

Your immediate supervisor is the head night clerk. He answers to the RD and AGM. The RD is your next resource after the head night clerk to hear, answer, and address any concerns or questions you may have. The AGM would be your next point of contact above the head night clerk and the RD. In extreme cases or those that involve your immediate supervisors, the GM will be

involved. However, you should never go directly to the GM with residence life concerns. The RD and AGM will bring any questions or decisions directly back to the staff or RAs in concerns of feedback, discipline, or job performance.

- Time Sheets and Pay Periods

Timesheets are due on the 15th and the last day of each working month. Timesheets are to be handed over to the head night clerk, who will check and sign them before handing them into the AGM on the due date. Late time sheets cannot be honored. So, be sure yours are on time. Pay out dates are the 7th and 22nd for the respective pay periods. If those days fall on a weekend or holiday, in most case the pay will be issued the last banking day beforehand.

- Timeliness

Early is on time, on time is late, and late is unacceptable. This applies to on call, on duty, staff meetings, training, and all other work-related commitments. Paperwork must be turned in by the given deadline. Missing deadlines is not acceptable. You must contact your supervisor 48 hours in advance if you wish to discuss the possibility of an extension. Your supervisors reports cannot be answered in a timely fashion if yours are not on time.

- Time and Place

There is a time and place for everything. This includes venting and complaining. Please keep in mind that you are in a leadership role at all times. Residents will constantly be observing you. If you feel the need to complain or vent, it is better to arrange a meeting with your supervisor than to rant in front of any residents or coworkers. If your are frustrated with any work-related issues, please bring your concerns to your supervisor as promptly as possible. We will do everything we can to answer your concerns or to take them up the chain of command rather than to let your frustrations build up over time. If it's just a minor short term annoyance, consider finding someone you trust from outside the workplace who will respect your confidences.

- Uniform

Night clerk staff are required to wear nametag and lanyard, black polo shirt or shirt with CLV logo or school colors, and khaki pants or skirt. Closed-toe shoes must be worn at all times.

Customer Relations



Handling Crisis—remember these are your customers

"Ten Customer Service Secrets to Win Back Customers"

by Ed Sykes

The Story

Recently, I was facilitating an Outstanding Customer Service program and broke for lunch. Knowing that the restaurants in the area left much to desire as far as service, I gave the students an extra fifteen minutes for lunch.

Sure enough, a group of four students came rushing into the classroom with their lunches in hand. They apologized and quickly explained that they received poor service at a restaurant. (This restaurant is part of a national chain. Hint: The restaurant's name references a day in the week.) They explained that after the waiter took their order, they waited 45 minutes before the food finally arrived. During the wait, no one came to check on them.

Finally, when the food arrived, it was time for the group to return to class. They were not happy, so they asked to speak with the restaurant manager. The manager approached and asked, "What was the problem?" One of my students explained the situation to which the restaurant manager replied, "The food ticket only shows you were waiting for eleven minutes." My students were still not satisfied and said as much. She asked them, "Would you like desert?" My students re-emphasized their dissatisfaction.

(sic: Do you hear the manager's defensiveness?
Is she challenging her customers?)

Each time my students expressed their unhappiness, the manager

would say she was sorry. But my students weren't buying it. The manager then left without explaining where and what she was doing. The manager returned and told my students their meals were free. Even though the manager gave them free meals, my students said they will never go back to that restaurant or any other restaurant in that chain.

(sic: Instead of showing that she understood her customer's problem —empathy, the manager made a gesture—self-importance.)

So, why weren't these customers happy?

- The restaurant had an opportunity to turn a difficult customer service experience into a winning situation for all and squandered it.
- Not only will these patrons never go back to any restaurant in that chain, but they will tell others about their unhappy experience.
- The unhappy customer, on average, will tell 27 other people about their experience. With the internet, whether web pages or e-mail, that not can increase to thousands, if not millions, with the click of a button.
- However, according to the Department of Consumer Affairs, 82-95% of unhappy customers will come back if impressed and actually refer five new customers.

10 Customer Service Secrets

1. Smile
 - Nothing can turn a hostile situation into a positive moment faster than a sincere smile.
 - A smile says, "I want to help you."
 - It communicates that you are positive about the interaction with the customer.
 - A sincere smile enhances the communication process so that you can find the solution faster.

2. Introduce yourself as the solution creator
 - Make sure you introduce yourself, find out the customer's name, and let your customer know your position and why you are there. This lets the customer know you are taking responsibility for finding a solution.
 - You might say something like, "Hello, my name is Mike. I am the manager at this location. I am here to assist you in this situation, please tell me about it."
 - Notice that I didn't say, "What's the problem?" By using "What's the problem?" you start the customer service situation in a negative note. The customer is thinking, "You're the problem," "This establishment is the problem," etc. By starting your conversation with "I am here to assist you in this situation, please tell me about it", you are setting up a verbal agreement in the customer's mind to move to a solution.
 - Note: If possible, please use the customer's name throughout the conversation.

3. Listen
 - Customers want to tell their side of the story and feel they are not only heard but that you listened to them.
 - Mentally, take a step back and dedicate yourself to actively listening to the customer's story with an open mind so that you can find a solution.
 - In the above situation, the manager stood silently while my students were explaining their story.
 - Put yourself in the customer's shoes:
 - "I can appreciate what you're saying."
 - "I can understand how you'd feel that way."
 - "I can see how you'd be upset."
 - "It sounds as if we've caused you an inconvenience."
 - "What I understand the situation to be..."
 - Please stay away from communication that alienates the customer such as:
 - "I don't know why you are so upset."
 - "That's the first complaint we ever got on that."
 - "I know how you feel." (Because you don't.)
 - "Boy, you're sure mad."

In the above story, the students told the manager that they weren't happy with the service because they didn't have time to eat their meals. The manager, not listening, said, "Would you like desert?" The solution was not more food. Listen for the solution!

4. Be sorry for the right reasons

- Be sincere in your concern for the customer and say sorry the correct way.
- (sic: When) The first words of the interaction are with the words, "I'm sorry." First, you didn't find out any information from the customer to be sorry.
- When saying you are sorry, say exactly what you are sorry for.
- The students, even though the manager kept repeating she was sorry, didn't think the manager was sincere in her apology.

(sic: Or that her apology lacked value without meaningful content.)

The correct way to say you are sorry is

- "I'm sorry you had to wait so long for your food."
- "I'm sorry that you were treated that way."
- "I'm sorry that our employee said that to you."
- "I'm sorry this situation happened to you."

Let the customer know exactly why you are sorry. The student thought the manager's "sorrlys" were insincere because she never mentioned why she was sorry.

(sic: How could they expect any different treatment next time if she doesn't even know what the problem is now?)

5. Give your personal assurance

- Let the customer know you will personally create a solution for them.
- It could be as simple as saying, "I'm taking personal responsibility for this."

6. Ask them what they want

- One of the fears that we have when trying to satisfy the customer is that we think they want something out of our reach.
- Ask the customer, "What would you like me/us to do?" or "What would make this situation right for you?"
- You will be surprised that in most cases the customer will ask for less than you were expecting.

7. Use statements of conviction
 - Say the following to gain the confidence of the customer:
 - "We're going to do something about that!"
 - "We will make a change right now!"
8. Present a clear plan of action
 - Make sure the customer knows what you are going to do to correct the situation for them
 - 95 percent of making things right for the customer involves making them aware that you are taking action to make a difference for them.
 - Explain to them the actions and timelines you need to take to make things right for them. If you need to leave or make a telephone call to obtain additional information, say,
 - "Excuse me while I make a telephone call to obtain the best solution for you. This will take five minutes, can you please wait?."
 - Excuse me, I need to ask the person with the piece of missing information so that we can quickly resolve this for you. Do you mind waiting five minutes?"

Note: Make sure you get back to the customer before the time you specified. If you promised ten minutes, get back to the customer before ten minutes. Rule of thumb, double the time it would normally take to get the information. If you know it will take ten minutes to get the answer for the customer, then tell the customer you will get back to them within twenty minutes.

9. Move quickly to the solution
 - If you applied steps 1-8 you are ready to give the customer the solution they wanted for a win-win situation.
 - You can confirm this by saying the following
 - "Would this be agreeable to you?"
 - "Is this the solution you were looking for?"
 - "Will this make things right for you?"

10. Ask for the business
 - If you did everything right this is the perfect time to ask the customer to come back and do business with your organization
 - You showed that you were professional, caring, sincere, positive, and proactive.
 - Why wouldn't they do business with you again?
 - Some of the ways you can say this include the following
 - "We would appreciate the opportunity to serve you again in the future."
 - "Please come back and I will personally guarantee you receive outstanding service."
 - "Here is a free meal card. Please use it on your next visit to our establishment."
 - "Look forward to talking to you again."
 - It's important that you let the customer know that you appreciate their business and want them to come back.
 - Remember, if you did everything right, not only will they come back but they will tell other people to do business with you.
 - Use challenging customer service situations to win back your customers and build your business.

Illini Tower Standards

- Phone greeting, "Good morning! Thank you for calling Illini Tower, this is Sara. How may I help you today?"
- Greet all residents that approach the desk.
- Say hello to all residents that pass by the desk.
- Wear appropriate attire and nametag.
- Smile
- Say "Thank you" and "Have a nice day."
- Know tools and resources at the desk.
- Know your job.
- When unsure of an answer, admit it and make the commitment to follow through by asking another staff member.
- Don't be afraid to ask questions.
- Don't wait for someone else to do it.

Duty Requirements



Shifts/On Calls/Rounds

- Emergency Contacts and resources
 - Emergency 911
 - Emergency from a campus phone 9-911
 - Police non-emergency 333-1216
 - Safe Rides 265-7433
 - Student Patrol Walking Escorts 333-1216
 - Crime Prevention Programs 333-1835
 - Self-defense courses 333-1835

Office of Campus Emergency Planning website

www.ocep.uiuc.edu

- Incident Reports

All reports will be written in 3rd person. Be as thorough and complete as possible. No personal opinions should be included in the report. All reports should be submitted by 8am the next morning. Incidents reports should be submitted by email to the RD, the AGM, the GM, and the RA in charge on that floor.

- Rounds Guidelines

Inform the front desk when you are doing rounds and let them have a phone number where you can be reached.

Incident reports and rounds sheets should be submitted before 8am the next morning.

The importance of RAs conducting rounds cannot be emphasized enough. Our job is to ensure that we provide a safe living environment for our residents. RAs play a huge part in this responsibility. The purpose of rounds is not to run through the area quickly. All floors should be checked thoroughly focusing on

- facility concerns,
- safety issues, and
- resident interaction.

Each night designated staff members will complete rounds. A rounds sheet is to be filled out completely and properly for each night. Additional late night rounds are scheduled on the weekends.

During rounds

- Check to make sure that all doors are locked and not propped open.
 - Check basement areas.
 - Check for maintenance/damage concerns on the floors or lobby areas.
 - Confront all incidents and write reports or make note.
 - Be accessible by telephone at all times. There is a dedicated RA duty phone.
 - Notify front desk when confronting an issue.
 - Check for missing, damaged, or stained furniture in each floor lounge.
 - Remember, when in doubt provide documentation.
- Desk shifts

All staff, RAs and night clerks alike, are expected to be on time for your shifts. Arrive 5 minutes before the beginning of your shift so that you can be briefed on any tasks that need to be completed or messages that need to be passed on. If there is no work that needs to be done, please bring a book or homework to keep your time productive. Remember that customer service is the reason you are working at the front desk. So, pay attention to the people who walk up to the desk or who need any help.

- Daytime on calls

RAs are not required to be at the desk during these times. However, you are required to report to the desk, let them know who is on call, and assure them that you have the RA duty phone. You are required to carry the RA phone at all times when you are working or on call. Even though you are not required to be at the desk, you should be dressed in uniform and ready to report immediately when called upon. It is unacceptable to take longer than 5 minutes to report when you are on call.

- Confrontation

Any behavior of the residents that is causing a disturbance on any floor requires that the staff member is prepared to confront the issue. Anything more serious than a noise complaint requires that the staff member, either RA or night clerk, gets another staff member to provide back up and witness. We need to avoid the "he said, she said" situation. If there are several residents united against a lone staff member, this can be a real problem. Help should be available from the night clerks at the front desk, the RA on that floor or the adjacent floor above or below, or the pro staff on call whose name and number is posted in the RDs office.

When the confrontation involves entering the residents' suite, proper room entry procedure should be used. First knock, then state name and title, and ask to be allowed entry such as, "I have reason to believe that there is a violation of residence hall regulations. May I come in and talk about the situation?" More detailed instructions are found in the next couple of paragraphs.

- Noxious Odors or Smoking

In the residence hall, any noxious odors such as rotten food, severe body odor or dirty laundry, or smoking creates an unacceptable condition for other residents. If the staff member confronts the room and is denied access, forcible entry is not allowed unless there is a situation endangering the individual's health, life or safety or endangering the health, life, or safety of other people. The staff member should contact the pro staff on call to assist with the confrontation.

If smoking tobacco or marijuana is the suspected cause of the odor, check to be sure the windows are closed and there are no fans dissipating the smoke. Staff should ask if they have been smoking. In the case of tobacco, an incident report should be written which may lead to fines for the offenders. In the case of Marijuana, staff should ask if the residents have been smoking marijuana. If the answer is "yes", ask if there is more and request that the room should be searched. Before searching the room, be sure that the pro staff on call is present. No room should ever be searched without pro staff present.

- Room Entry Procedure

Illini Tower staff will follow the procedure listed below to enter and search student rooms.

1. Staff shall not enter a student's room without first knocking and identifying themselves. The resident must open the door for the staff member and give verbal permission for the staff member to enter the room. Staff should get the name of the individual who opened the door for them. Staff may need to physically open the door in cases where the student may be injured.
2. In the absence of occupants, any room will be entered only in an emergency or for maintenance, repair, or safety inspection as authorized by the University. Such entry cannot be used in a search for evidence which may be in violation of University regulations.
3. In situations where there is sufficient grounds to believe that a violation is occurring which tends to disrupt the peace, endangers the safety of the building or any of its occupants, or which is a violation of University or state regulations and when the student occupant is either absent or refuses permission to enter the room to a residence hall staff member, the staff member will require the assistance of a professional staff member. Only then will staff try to establish the fact of violation or restore the peace. It is recognized that these situations will be rare and such entry will be made only after normal entry procedures have been attempted.
4. Personal belongings of students may not be routinely searched. In situations where there are reasonable grounds to believe that a violation has occurred, authorized University personnel (residence hall staff members) ask any students involved to allow a search of their personal belongings. If the student chooses not to assist in this manner, U of I Police Officers may be requested to obtain a search warrant for this purpose. Personal belongings of roommates will not be searched without their consent and presence unless in an emergency as described below.
5. In an emergency, it may neither be safe nor possible to follow the procedure regarding room entry and search outlined above. These exceptions will be rare and will include only situations where, in the judgement of the professional staff an imminent danger to the safety of the building and/or its occupants exists.

6. Students will be given a receipt for all belongings removed following a search. These belongings will be returned when it is lawful to do so, after a disposition of the case has been determined by appropriate authorities.

- Compliance vs Non-Compliance

It is up to the staff member to determine if the resident is being compliant. The written incident report should state whether each resident was compliant or not and an explanation in the negative case. This is determined by the response to a reasonable request.

Example of non-compliance

- Not opening doors when requested
- Not emptying containers when requested
- Bad attitude
- Using obscene language
- Running away from a staff member
- Not showing IDs/keys when requested

Maintenance Matters



- Emergency Maintenance
 - During business hours you should immediately contact the maintenance supervisor for any maintenance emergencies
 - After hours you should first determine whether you can take care of it yourself
 - Some things you will be able to do
 1. using the water shut-off valve for the toilet or sink
 2. plunging a toilet
 3. operating the wet vac
 4. Shutting off or resetting circuit breakers
 5. Looking for and reporting unsafe conditions
 - If you can't just take care of it, you must get a pro-staff member to determine what should be done. Pro staff will tell you what to do. Problems which require such assistance include
 1. Water that cannot be turned off
 2. Broken locks on any door in any public area or residence
 3. Any exterior door problem that causes a potential safety or security breach
 4. Broken windows which may compromise safety by falling glass or from potential entry through the broken window
 5. Electrical problems that may cause fire—look for sparks, unusual burning smells, smoke, etc.
 6. Any problem with fire safety equipment
 - There is a folder for maintenance on calls—if pro staff so instructs you, call the person on duty
 - FE Moran 217-359-3914

- Elevator Entrapment
 - Stay calm
 - Make contact with the people inside the elevator
 - Call pro staff
 - Call Kone Elevator Service 877-276-8691
 - If life threatening, call 911
 - Do not attempt to force the doors open
 - Some staff member should remain by the elevator the entire time
 - Front desk should call and inform people of updates on arrival time for service staff
 - Be sure to get names for all people trapped and write an incident report after they are released

- Pavlov Wireless, Internet, and TV
Service for all residential and office connections for wireless, internet, TV, and computers. 888-472-8568
888-4-PAVLOV

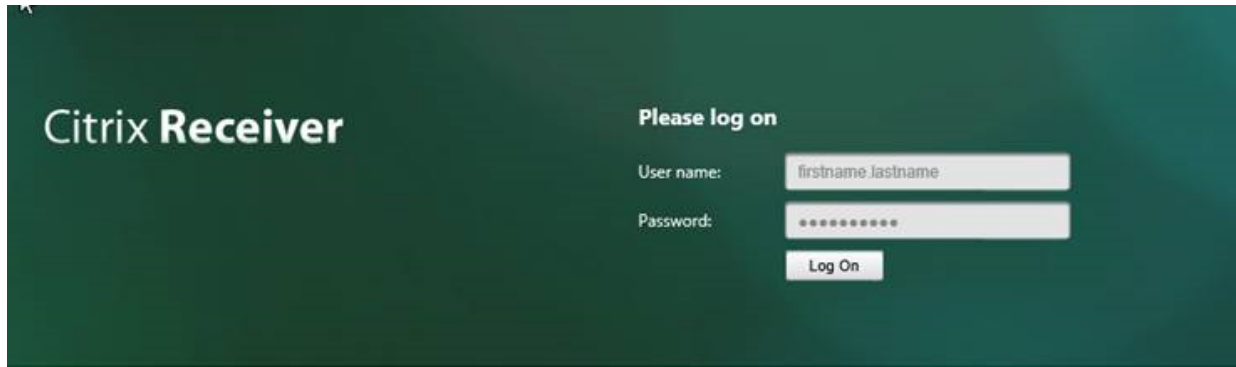
- Trash Chutes and Recycling
On each floor, there is a trash room containing both the trash chute and a recycling bin. The trash room can be found near between #5 and the south elevators on each floor except floors 2 and 3 where it is between room #3 and the south elevators.
 - No cardboard should ever go in the trash chutes
 - Recycling should be kept in the bin www.feedthething.org
 - Let maintenance know if the bin is full
 - Otherwise, bins are emptied on Fridays

- Health and Safety Inspections
Staff members should inspect the following
 - Life safety issues
 - Risk management issues—smoke or CO detectors, lighting, outlets, etc.
 - Lease violations
 - Maintenance issues
 - Cleanliness

All residents with violations are emailed and fined/billed accordingly by the RD or AGM.

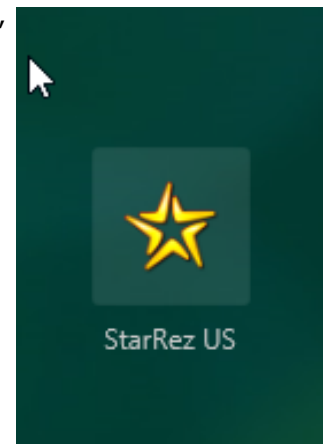
StarRez Log On

To access StarRez remote desktop, you must use Internet Explorer. It will not work in other browsers. Open address: <https://citrix.clvglobal.com>



Use your CLV user id and password. You should see the StarRez US icon.

Clicking on that star should open StarRez. But, if you don't see that star, click the expandible plus at the left.



Clicking the plus opens a panel of options where you can find the hidden StarRez star.



Either category should have the desired StarRez star if you click it. StarRez itself also uses your CLV user id and password.

Setting Up StarRez

When you first log in to StarRez, you will see the Entry Manager (aka "Main").

The screenshot displays the StarRez v9.4 - Campus Living - USA application. The main window is titled "Entry Manager - 84 Entries" and features a search bar at the top right. Below the search bar are filters for "Last Name", "First Name", "Room", "Entry Status", "Location", "Student Number", and "Group". The table below lists residents with columns for these fields. A sidebar on the left provides navigation options under "Main", including "New Entry", "Reservation", "Open Entry (F3)", "Check In", "Entry Management", "Add Correspondence", "Add Membership", "Add Note", "Add Enrollment", "Add Application", "Communication", "Mail Merge", "Mail Merge Report", and "Email". At the bottom, a detailed view for "Yang, Mengjia (Iris)" is shown, including her student number (668803782), room (0707-AB Illini Tower / Cnr 2Bd/18th-IlliniTwr), location (Illini Tower), and contact information (Email: irisyeong0713@gmail.com).

Across the top are spaces to enter search parameters for finding certain residents. At the top right are links to enter and exit the dashboard. (We will do a lot of work there.) At the lower left are buttons to switch between the windows (especially Main, Incidents for incident reports, and Room Management for maintenance requests).

You should now click the link to open your dashboard. The dashboard is empty until you put reports there. (These are the reports you will work on.)

Use the green plus found under AddPanel and labeled Saved Report.

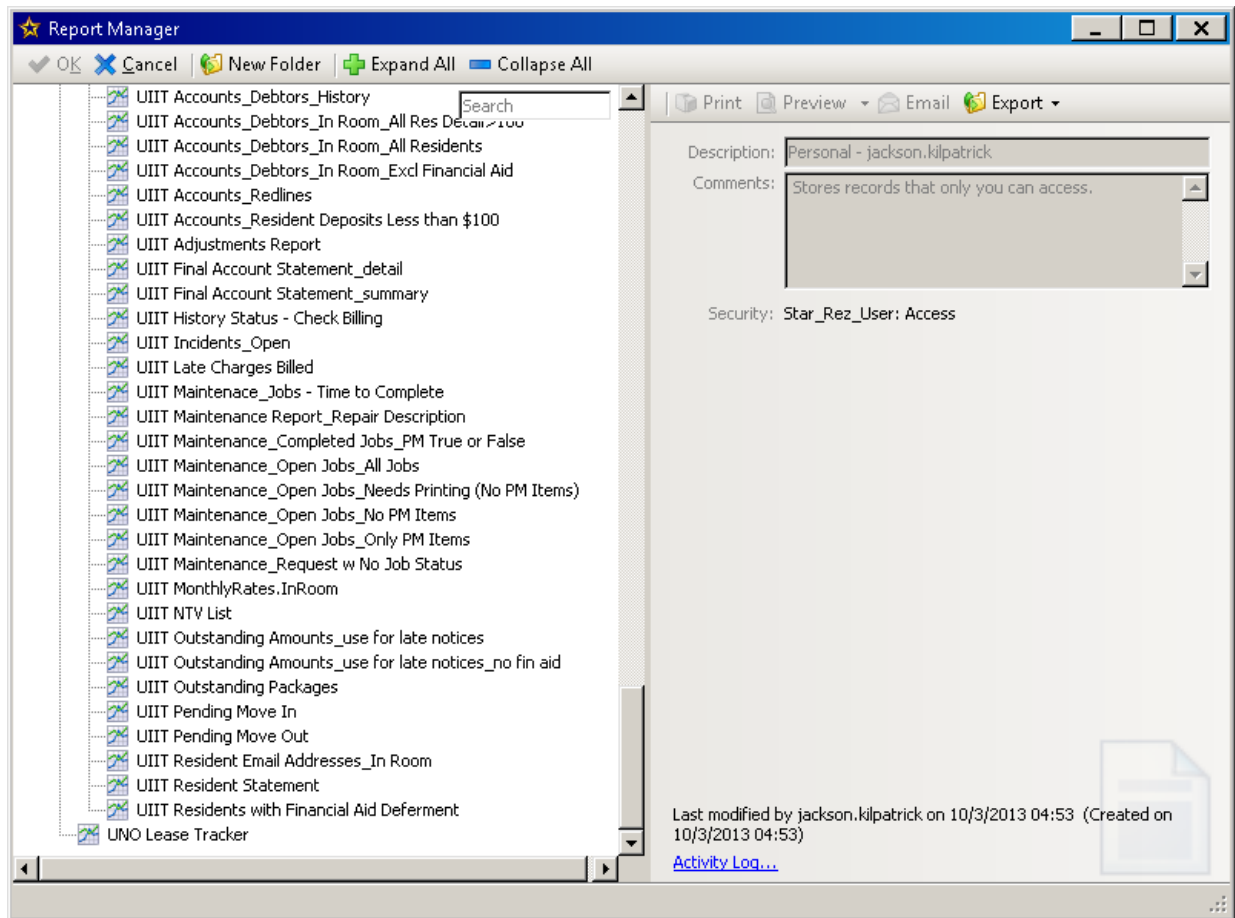
The screenshot shows the "Setup" dialog box with the following settings:

- Report: [Hidden]
- Always On Top: No
- Auto Refresh Interval: Never

Buttons: OK, Cancel

Click on the binoculars to choose a report. You will need

- UIIT Maintenance OpenJobs NeedsPrinting and
- UIIT Outstanding Packages



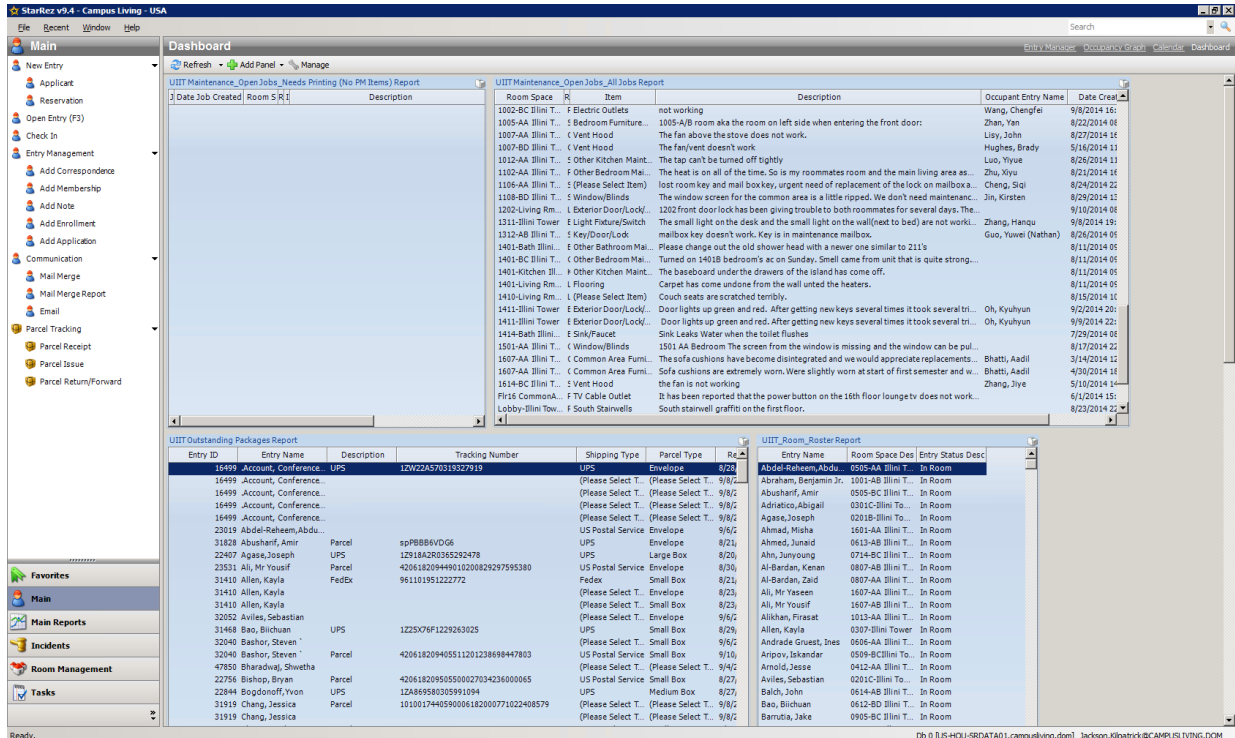
UIIT is at the very bottom.

Auto Refresh Interval should be left at never. You have a button to refresh whenever you want, and auto refresh just slows the system down when you don't need it.

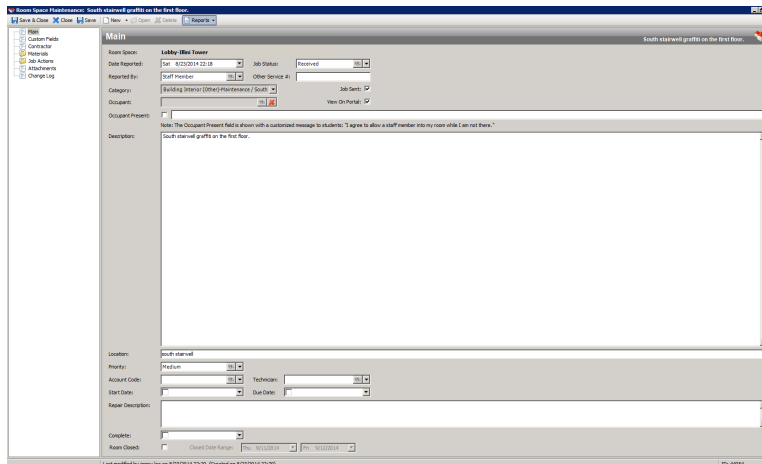
Now that you have your panel, use the wrench labeled Manage to resize your panel.

StarRez Maintenance Requests

Printing Maintenance Requests



Here you see the panels on my dashboard. The top left is the list of Maintenance OpenJobs NeedsPrinting. It is blank because I just printed them all. To print the requests, you have to double click on each one.



Click Reports and select Maintenance Details.

Then click print.

Mark the checkbox for Job Sent, and click SaveAndClose.

Afterwards, put the requests in maintenance' mailbox. Also click refresh, and since the job sent (ie printed and given to maintenance) checkbox was marked, you will see the requests removed from the report. (They don't need printing anymore.)

Creating Maintenance Requests

First, at the top right, click the leftmost link to exit the dashboard. Then at the lower left, select Room Management.

The screenshot shows the StarRez v9.4 - Campus Living - USA interface. The main window is titled "Room Space Manager - 709 Room Spaces". The sidebar on the left has "Room Management" selected. The search field at the top right contains "0914". The table below shows a list of room spaces with columns: Room Space, Room, Floor / Suite, Section, Location, Room Type, and Extension. The row "0914-Bath Illini Tower" is highlighted. Below the table, the details for the selected room are shown:

- Location Area: UIIT-Illini Tower
- Room Space Type: Shared
- Maintenance: 1 total, 0 incomplete.
- Inventory: 0 items, 0 inspections
- Keys: 0 total, 0 booked

Type the suite number in the search field (four digits—start with zero if you only have three). That suite has several rooms to choose from. Double click the one you want. (Here we are choosing the bathroom.)

Now you are in a details page for that room. At the left, right click on Maintenances and choose New Maintenance.

The screenshot shows the "Room Space: 0914-Bath Illini Tower" details page. The sidebar on the left has "Maintenances" selected. The main area shows the following details:

- Room: 0914-Bath Illini Tower
- Floor: 0914-Illini Tower
- Section: Lv9-Illini Tower
- Location: Illini Tower
- Room Type: Bath-IlliniTwr
- Gender: DynamicGender (Female as at 9/11/2014)
- Disabled Access: No

Below the details, there are sections for Profiles, Classifications, Term Types, and Attributes, each with a large empty text area.

Now you have a blank work order to fill out. Be careful because your entries can disappear.

Fill in the top header first.

- Job Status: Received
- Reported By: Resident
- Category: <choose one>
- Occupant: <click the binoculars to search>
- View On Portal: <checkmark>

This is where the screen freezes most often. Do not click the textbox until you have saved your work so far. You have been warned. Click "ignore" for "Description Required" warning then ok again.

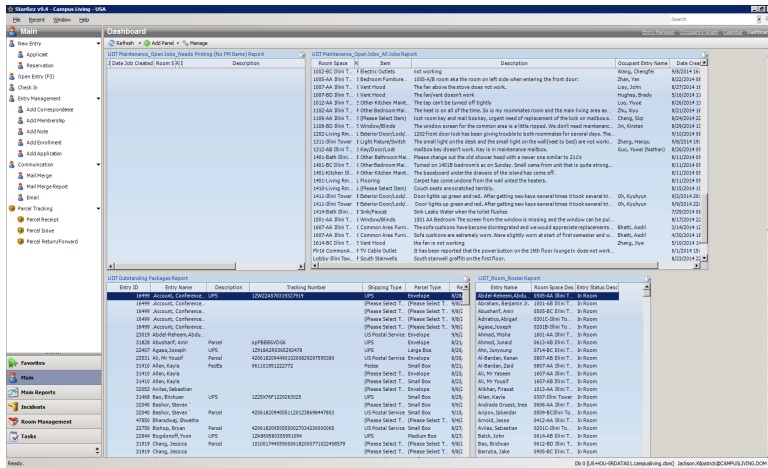
Now go to the textbox and enter your request. Be as exact as possible about where and what the problem is. If possible, enter the location of the problem in the textbox for Location.

Do these steps carefully so that the database will save your work and not lose it. Click save and you should not get any warnings. Then click OK which puts you back in the room details page. Now you must save and close! Any thing else will erase your work.

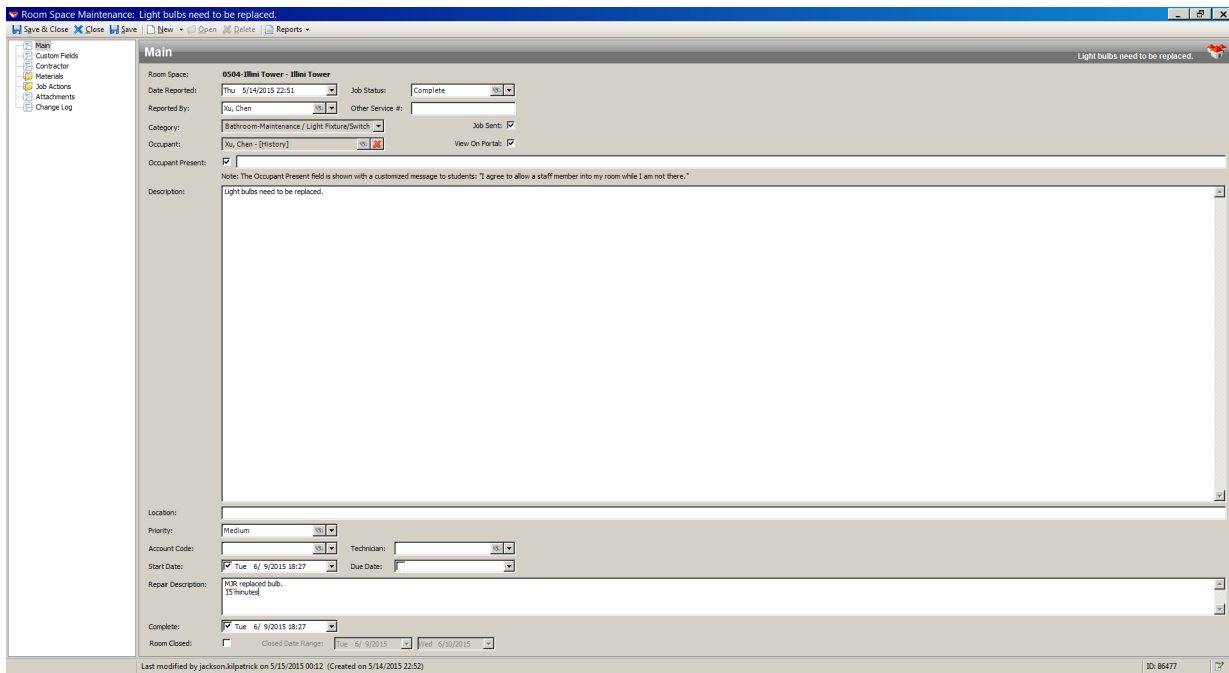
The work order is not completed until all this is done to save it to the database. Some fields are blank until it is finally saved. At this point, go to the dashboard and refresh the screen. The new work order should be there and you can print it at last.

Closing Completed Work Orders

When the maintenance staff finishes their work, the entries need to be updated. This is conveniently done by night clerks. Another report you might add to your dashboard is the UIIT Maintenance_OpenJobs_AllJobsReport



Since this panel is listed in order by room number, it is easy to find the work order you are looking for. Just double click on that line to open the work order details. There are four entries you need to make to complete a work order.



At the top, job status should be changed to complete. Down by the bottom, start date, repair description, and complete date should all be entered. The start date and complete date are both needed for those cases where the work is started one day but not finished until another time. The repair description should include the initials of the maintenance technician who did the work, what they did, and how much time it took.

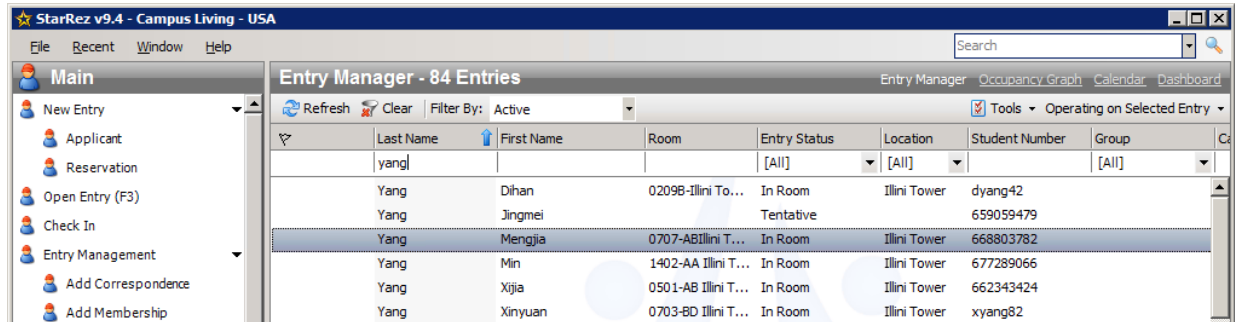
MFR replaced the light bulb
15 minutes

As always, choose Save and Close.

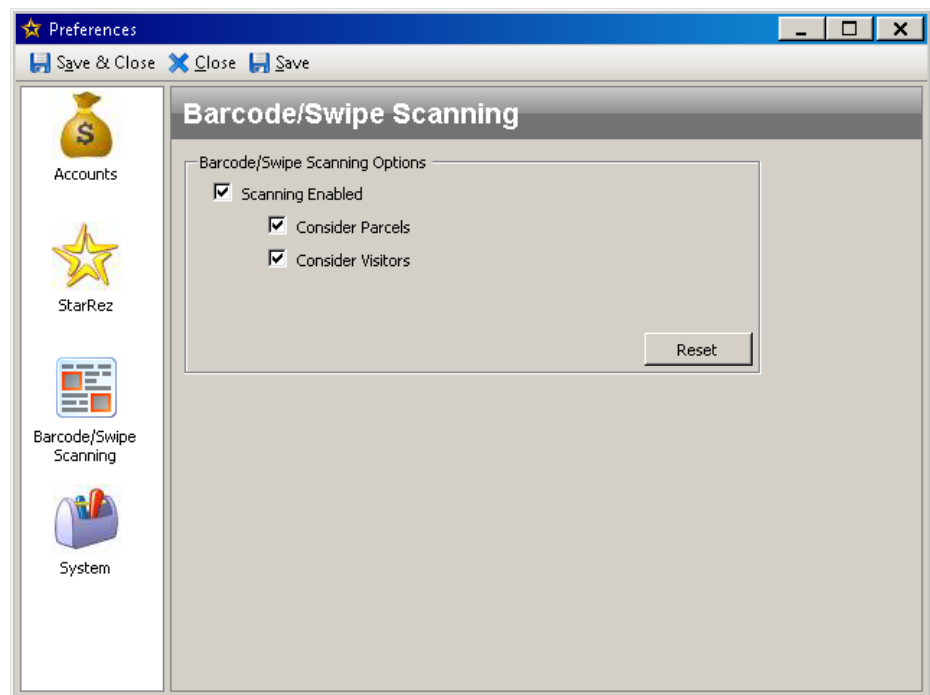
StarRez Package List

Setting Up the Scanner

To use the scanner, you must enable it in StarRez. At the top left, go to File > Preferences



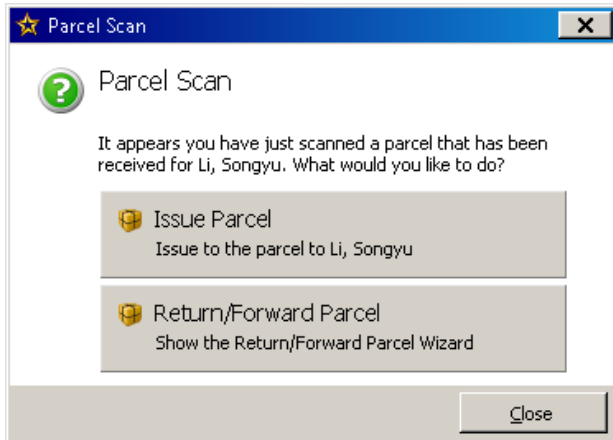
Then, on the left, click Barcode/Swipe Scanning, and checkmark Scanning Enabled in the center. Then Save and Close



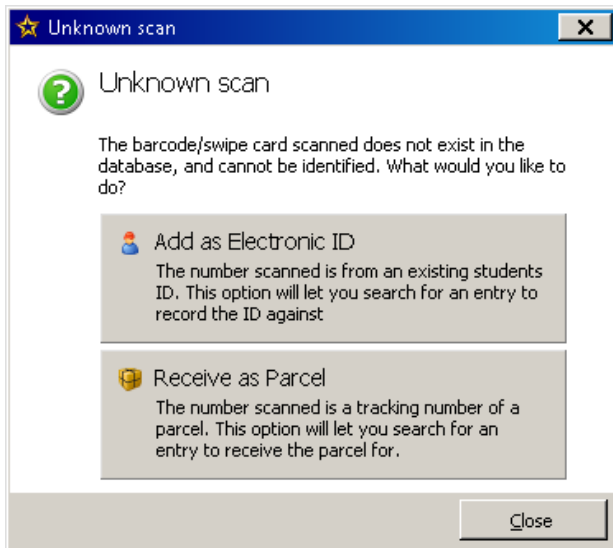
This has to be done for each computer desktop where you use StarRez.

Giving Out Packages

When giving out a package, be sure to see an ID so that you have proof of identity for the person to whom you give the package. Only give the package to the person listed on the address label. An exception can be made if the person has an email giving them permission to take the package. Then you should be able to see the email address of the person whose package it is.

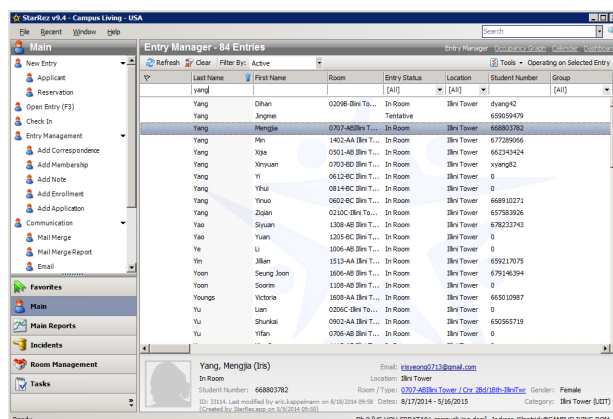


If this is the correct name, click Issue Package, and you are done.

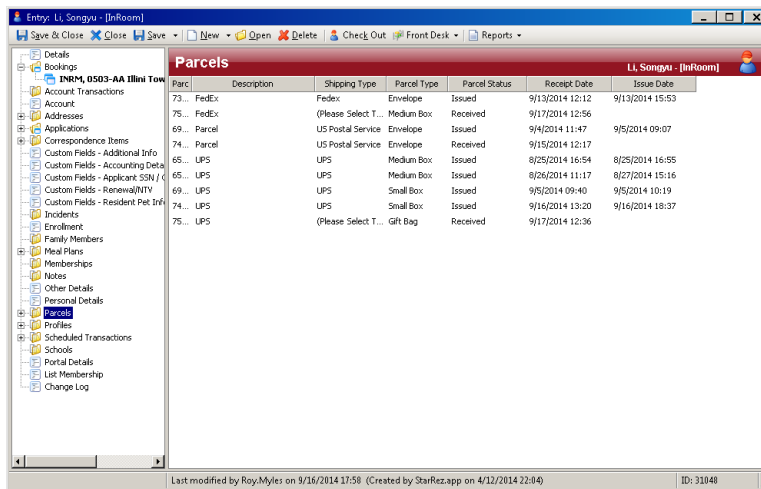
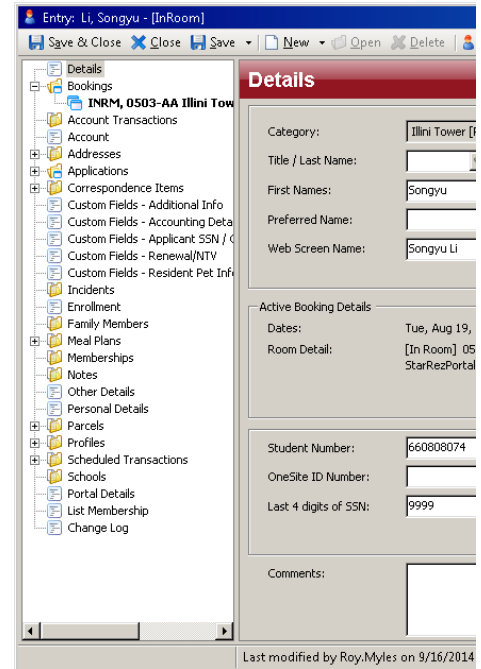


If you see this or if the name in the window above is wrong, you can go to entry manager and manually enter the transaction.

Remember that, if you are in the dashboard, you get out with the links at the top right of the screen. When in the main screen, you can select the Entry Manager by clicking Main at the bottom left. Finally, double click the resident's name.



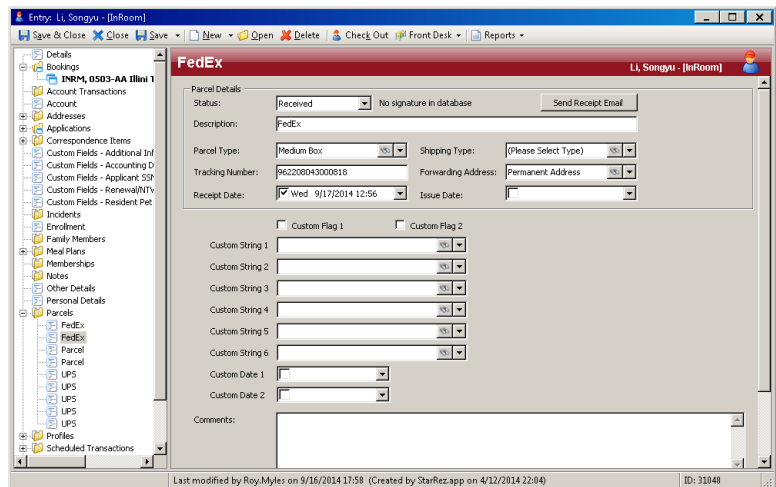
In the resident details screen, click Parcels in the left column.



Now, you can see the list of parcels for that resident. In the rightmost column, the issue date is blank on the parcel you are handing out. Double click that parcel.

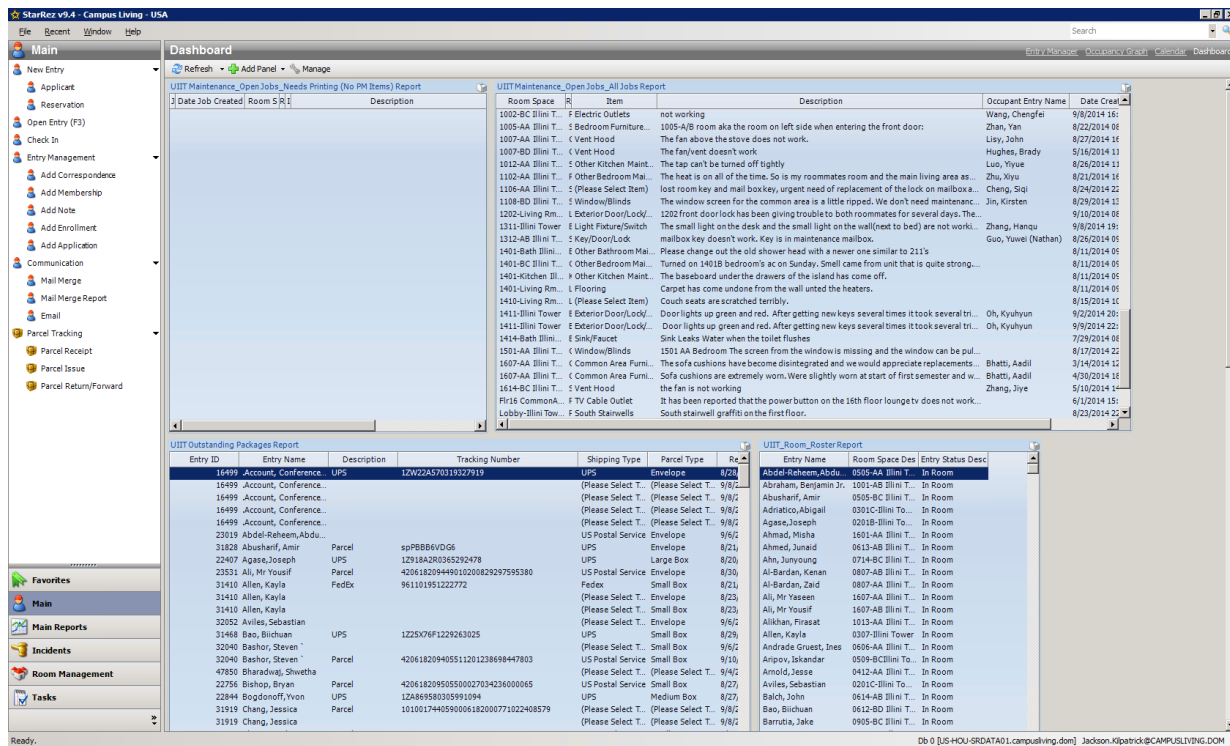
You have two things to change. At the top, change the drop down list from received to issued. Then enter the issue date at the bottom right of that same panel.

As always, Save and Close.



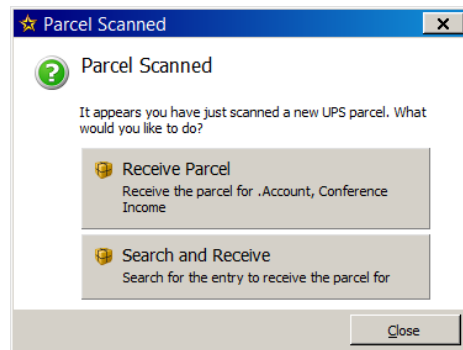
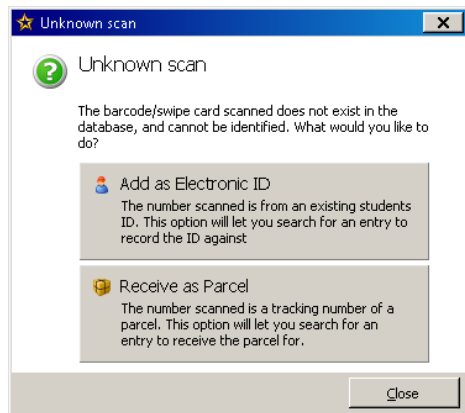
Adding Packages to the List

Part of the night clerk duty is to audit the package list. From the dashboard, you can print out the whole list. There is a tiny printer icon in the top right corner of the panel for the package list.



Go through the list checking to see if the packages are still here. If packages on the list are not here, just enter them as being handed out as in the previous section.

When there are packages that are not on the list, bring them all over to the desk. Scan the tracking number. You should see one of



In either case, choose the bottom button "Receive as Parcel" or "Search and Receive" to allow you to find the resident to whom the parcel belongs.

Parcel Receipt Wizard - Step 1 of 2

Parcel Receipt

Enter your values below and press Next when you are ready to continue

Operate on Selected Entry - Avari, Zoish (Zoish) - [Reserved]

Parcel Details

Status: Received No signature in database Send Receipt Email

Description:

Parcel Type: Box of Clothes Shipping Type: BOX OF CLOTHES from f

Tracking Number: Forwarding Address: Permanent Address

Receipt Date: Mon 6/ 8/2015 20:33 Issue Date:

Custom Flag 1 Custom Flag 2

Custom String 1

Custom String 2

Custom String 3

Custom String 4

Custom String 5

Custom String 6

Custom Date 1

Custom Date 2

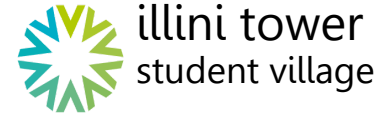
Comments:

Cancel < Prev Next > Finish

The tracking number will fill in automatically from the scan you just did. The dropdown at the top autofills "received" also. Now just enter Description, Parcel Type, and Shipping Type to help people later if anyone needs these details. Now, before Save and Close, click the button that says Send Receipt Email.

At last, Next and, on the next screen, Finish. I bet you were thinking Save and Close.

StarRez Incident Reports



Writing an Incident Report

Important Items

- Note specifics of the incident, including details on who, what, when, where, and how.
- Include only factual information and never speculate or editorialize.
- Refer to people as their identified role. Resident Assistant Suzie Queue or Resident John Joseph.
- The person writing the report should be referred to in third person (eg RA Queue).
- After identifying the persons role and full name, then refer to the person as their role and last name (Resident Joseph or RA Queue).
- The person reading the report should be able to tell exactly what happened and should never have to guess what happened or the outcome.
- Quote what people say exactly and completely even if the words seem offensive, vulgar, or embarrassing.
- Never offer an opinion on what should happen to the student as a result of the incident.
- Complete all sections on the incident report form, and remember to indicate am or pm in the time section.
- Limit any notation of student ID numbers to the top of the incident report form.
- Remember that the accused student is likely to read the incident report and/or obtain a copy.
- Keep all information confidential.

Outline of an incident report

1. Time, date, place
2. Person(s) involved
3. Reason for confronting this incident or this room
4. Policy or procedure in violation
5. Explanation of incident
6. Result of contact

All incident reports are to be submitted via email to the RD, AGM, GM, and the RA for the floor involved, and a printed copy placed in the RD/AGM's box no later than 8:00am that morning.

In StarRez, at the lower left choose the menu for Incidents. Then you will see a button for New Incident in the column at the left.

The screenshot shows the StarRez v9.4 - Campus Living - USA interface. The main window is titled 'Incident Manager - 179 Incidents'. It features a table with columns for Status, Date, Incident ID, Title, Report Number, Manager, and Location. The table lists various incidents, including 'Smoking', 'Mental Health Issue', 'Smoking Suite 503', '15TH Floor north stair case exit sign missing', 'Theft Rm 408', 'Package Incident', 'Theft and Door Inspection', 'Smoking', 'Trespassing and Alcohol Violation-Room 1504', 'H&G Failure', 'H&G Report', 'Failed Room Inspection 0714', 'Failed Room Inspection', 'Room 309 Room Inspection Failure', 'Failed H&G Inspection - 1313', 'Failed H&G Inspection - 1304', 'Failed Room Inspection Room 308', '805 Inspection Failure', '803 Inspection Failure', and '1011 Failed Room Inspection'. The '501 - Mental Health Issue' incident is highlighted. Below the table, the details for this incident are shown, including the status 'Open', the number of participants (3), tasks (0), violations (0), and actions (1). The description states: 'At around 10 pm on April 25th 2015, Resident Xijia Yang's parents called the Illini Tower Front Desk and Resident Assistant Alexander Vassiladis responded. Yang's parents explained that Xijia wanted to leave and move out of the building and move into the music building on campus. They gave Vassiladis Xijia's phone number ID: 892. Last modified by gay.hughes on 4/29/2015 11:39:00.'

The new incident report is blank except for today's date and the incident status. New incidents always have status open until they are reviewed.

The screenshot shows a web browser window with a URL bar containing 'Incident: 6/9/2015 19:19'. The browser's address bar shows 'Save & Close', 'Close', 'Save', 'New', 'Open', 'Delete', 'Email', and 'Reports'. The main content area is titled 'Main' and contains the following fields:

- Category:** StarRez
- Incident Status:** Open
- Incident Date:** Tue 6/9/2015 19:19
- Title:** (empty)
- Description:** (empty)
- Incident Manager:** (empty)
- Action Required:** (empty)
- Incident Location:**
 - Room:** (empty)
 - Location:** (Unallocated)
 - Location Locked
 - Property Damaged
 - Property Stolen
- Location Comments:** (empty)
- Victim:**
 - Victim Injured
 - Victim knew the Perpetrator
- Victim Comments:** (empty)

At the bottom of the form, it says 'Created by jackson.kilpatrick on 6/9/2015 19:19' and 'New Record'.

Filling in the main page of the incident report (from the top).

Category:

Click on the binoculars at the right, select IlliniTower, then OK.

Incident Status:

Always just leave this as open.

Incident Date:

The default value is today. This report should generally be written on the same day. But mark this to be the day of the actual incident.

Title:

All incident title start with INC, a brief description of what happened, and the location.
INC—fire alarm—Apt202

Description:

Enter a full description of the incident. Keep in mind the ideas listed at the beginning of this chapter.

Incident Manager

You do not need to assign a manager. This is the manager who will review the incident report and judge what follow up may be needed.

Action Required:

You also do not need to do this part.

Location:

The left box should say IlliniTower. The right box should give what room or common area.

Now we will work on the key entries in the left hand column.

Participants:

Click on Participants. Then click on New in the menu bar at the top.

- **Involvement:** Select the manner of involvement of this person.
- **Identity Known:** This allows you to select any of the residents who are already in our database.
- **Identity Unknown:** This allows you to enter information about anyone not already in our database.

Violations:

The violation type must be selected to place this item on our report of incidents for review. After clicking on Violations, click on New at the top. Choose the Violation Type carefully from the list, and do not change the default entry for Severity.

Custom Fields—Incident Detail:

This is a custom field for CLV properties. It is required. Only select from the drop down lists and do not type in your original entries.

- **Cause:** This is the reason this incident required a report.
- **Parties Involved:** This is the main person or group involved in the incident.

Actions, Correspondence Items, Attachments:

These items are not your responsibility, but they are there for documenting follow up on this incident.

Don't forget Save and Close. You don't want to lose all your work.

New Resident Logging On

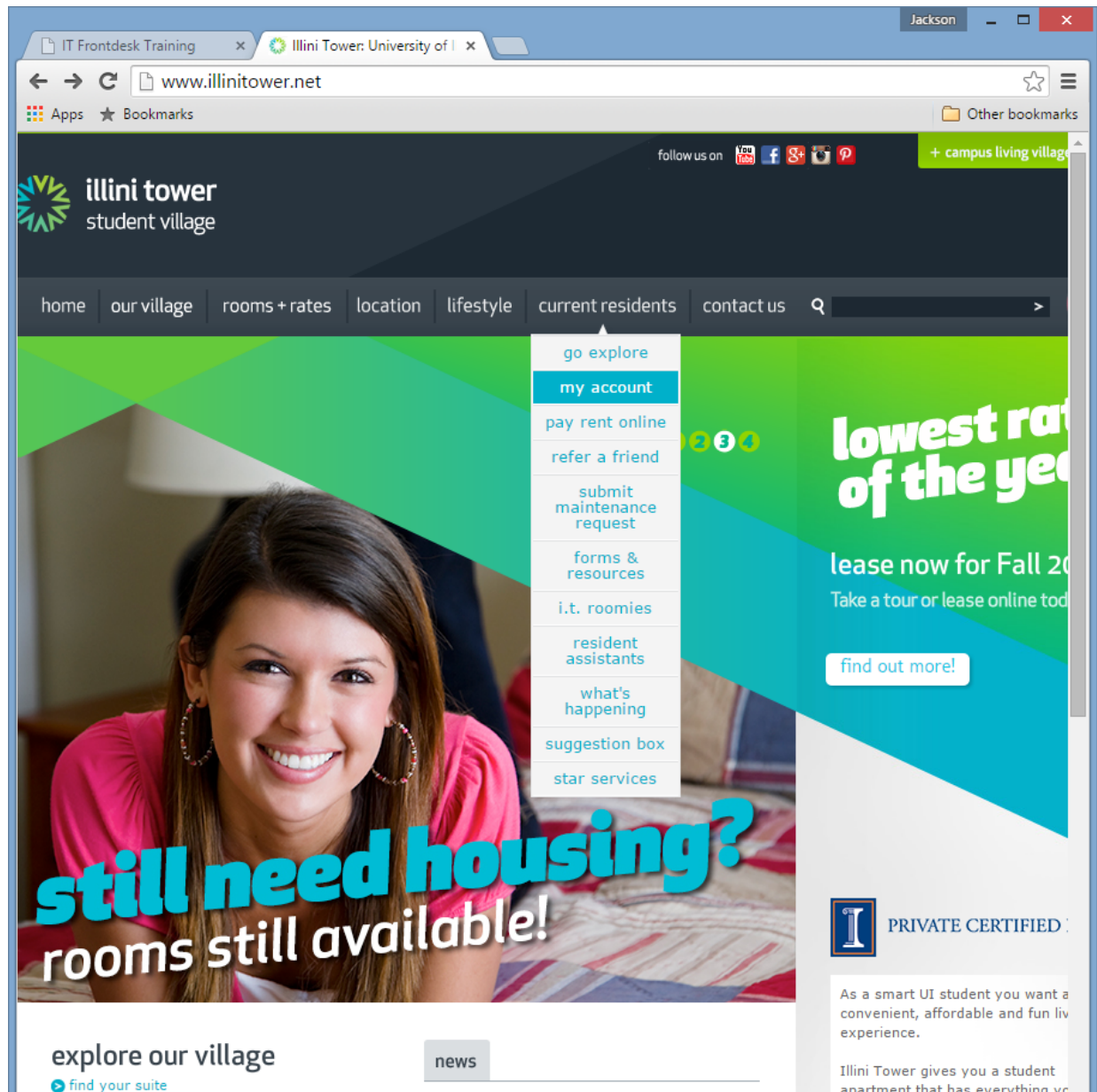
After establishing your account with our leasing department, you will receive a letter giving you the information you need to log in.

New Account Letter

Go to our website:

Illini Tower web site

Hover the mouse over current residents, and click on My Account.



This will take you to the log in page for your resident portal account.

Cynthia Frakes (UIIT)

From: info@illinitower.net
Sent: Monday, October 28, 2013 10:37 AM
To: edorey@starrez.com
Cc: Gay Hughes; Cynthia Frakes (UIIT)
Subject: Illini Tower - Resident Portal Information

*****New Online Resident Portal*****

Hi test screening,

We are very pleased to inform you that you now have access to our new Village Online Portal.

To access your personal information, use the following link:

<https://portal.campushousing.com/ILLINOIS-Illini-Tower>

Username: edorey@starrez.com

Password: Testing1

Once logged in you will be able to;

- Update your contact information - Please update with home/permanent address
- Make payments online / manage recurring payments
- Log & track maintenance requests

We will send updates with new features as they become available.

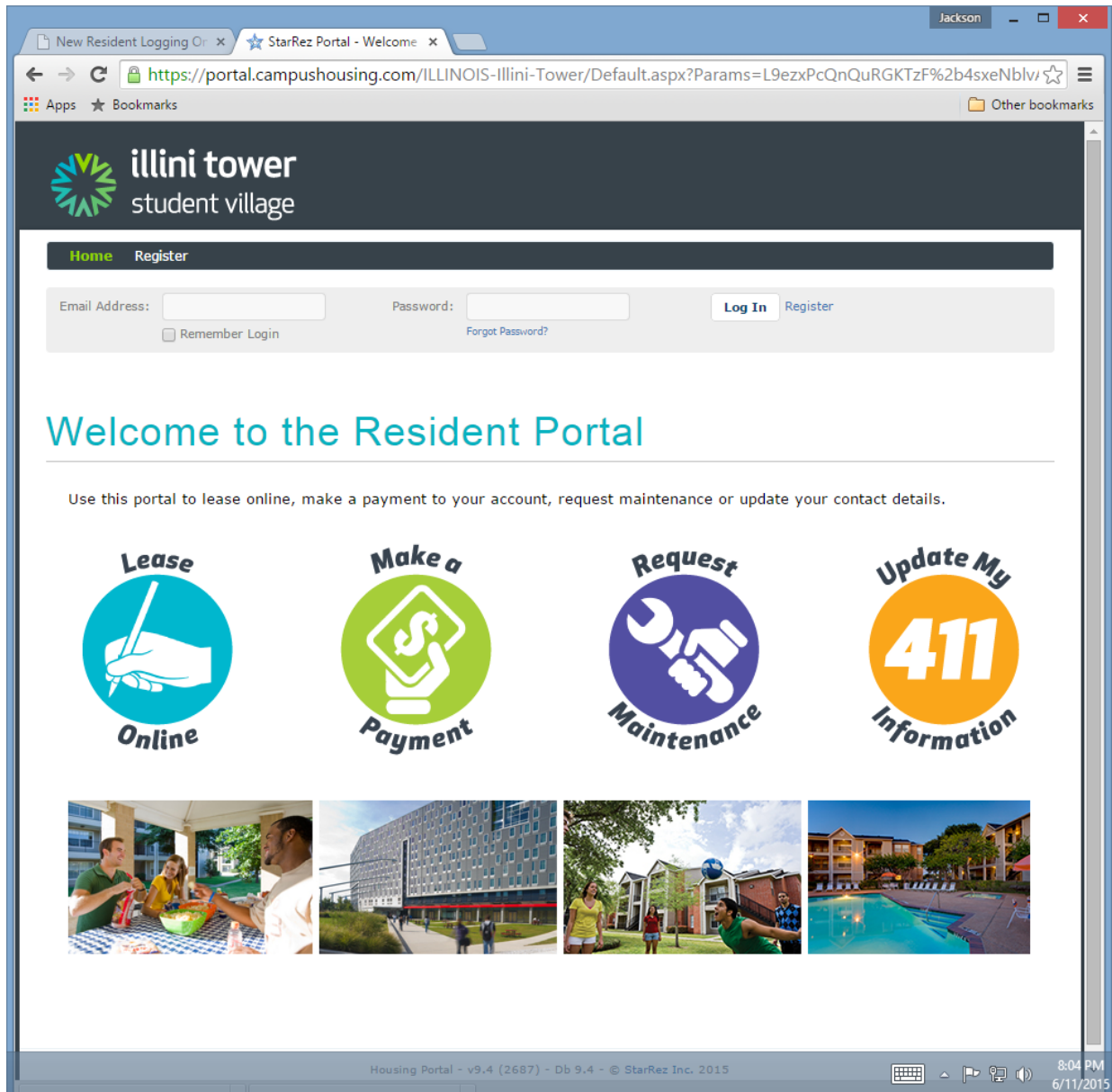
All future payments should be made via this new online portal using the above login details.

Please let us know if there is anything we can do to make your stay more comfortable.

Regards,

Illini Tower Management

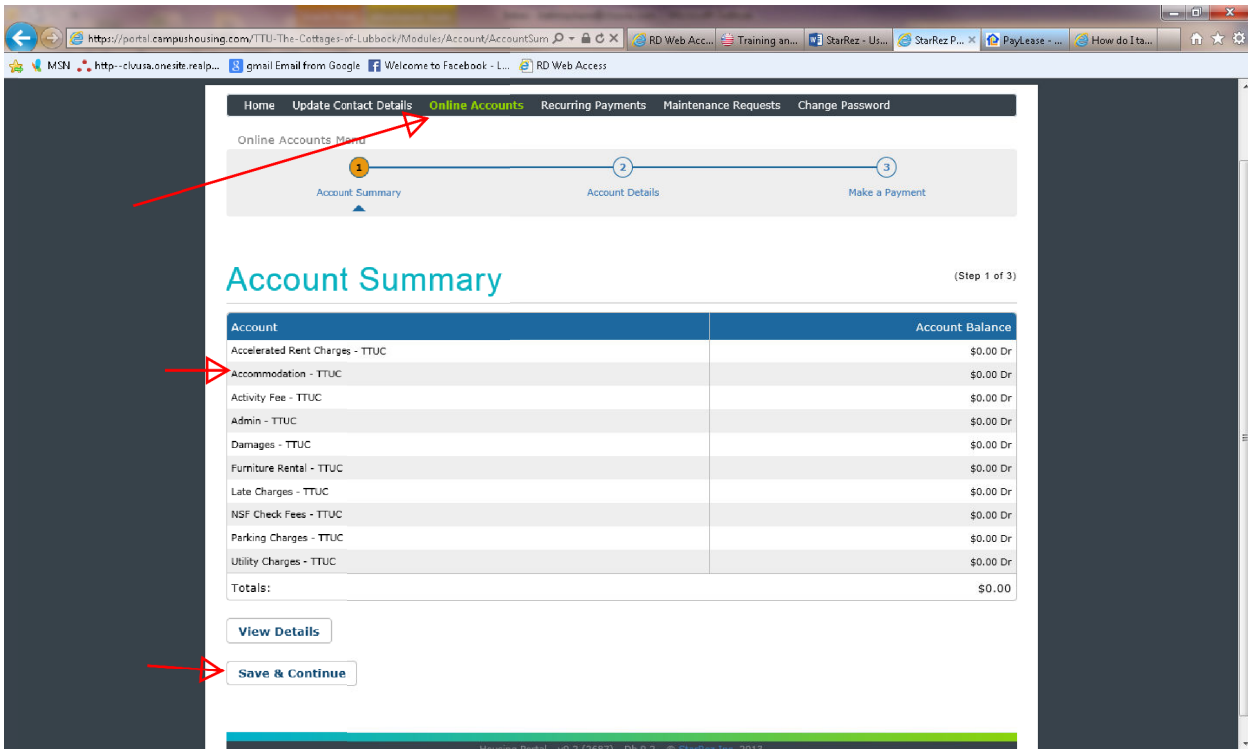
If you need assistance with your username or password in the future,
email us at info@illinitower.net
or call us at 217 344-0400



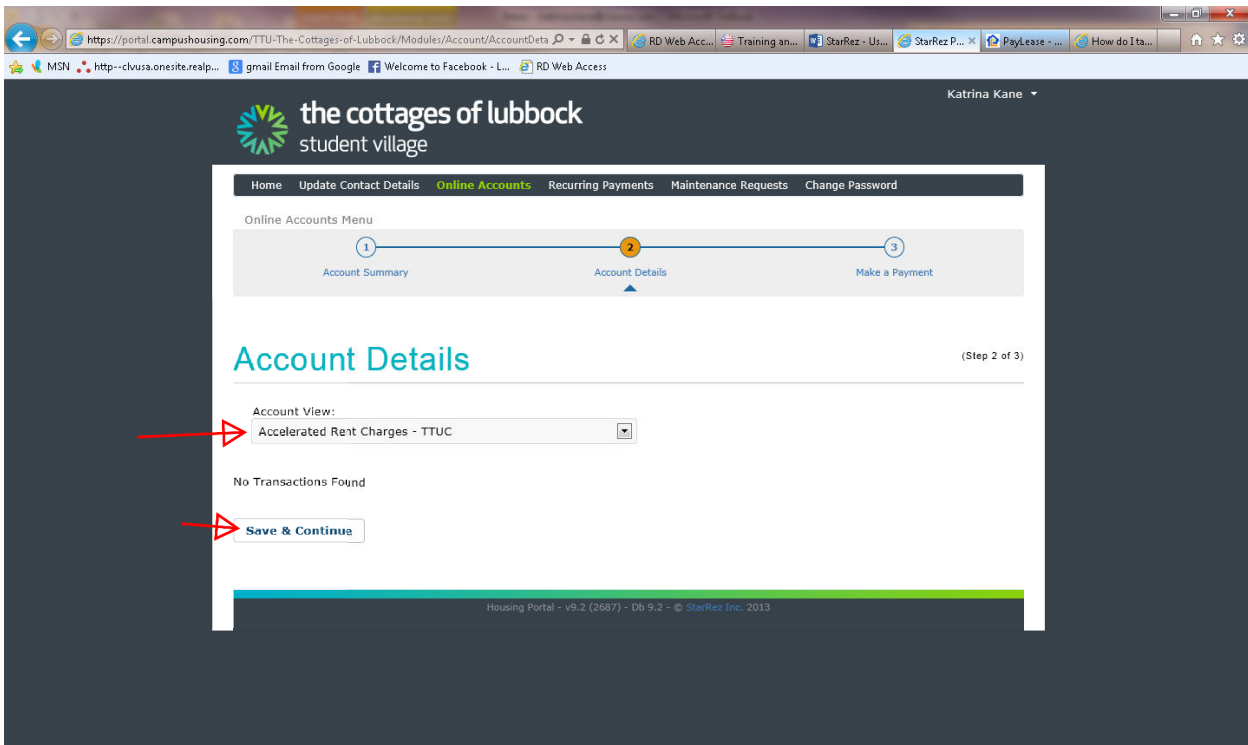
Once logged in, you can view your account details, set up payments, and request maintenance services.

Online Accounts and Making a ONE-TIME Payment:

1. To view your account summary, simply click on “Online Accounts” at the top of the main page. Once there, you’ll see your account summary page. Click “Save and Continue” to proceed to account details and then finally making a one –time payment. ***Please note: your rental installment amount is listed under accommodation.***



2. **Account Details:** Here you can find out more information regarding any of the charges on your account. Simply pull down the drop down menu under “Account View” to select the category for more details.



Click “Save and Continue” to proceed.

3. At the make a payment screen you will see a screen very similar to the “Account Summary” page. However, here you can select how much money you would like to pay for each category. For example, if your rent is \$499 plus you have \$45 for furniture package and \$25 for parking, you will need to pay those amounts in the appropriate category. Once finished, click “Make Payment.”

Account	Outstanding	Amount
Accelerated Rent Charges - TTUC	0.00	<input type="text"/>
Accommodation - TTUC	0.00	499
Activity Fee - TTUC	0.00	<input type="text"/>
Admin - TTUC	0.00	<input type="text"/>
Damages - TTUC	0.00	<input type="text"/>
Furniture Rental - TTUC	0.00	45
Late Charges - TTUC	0.00	<input type="text"/>
NSF Check Fees - TTUC	0.00	<input type="text"/>
Parking Charges - TTUC	0.00	25
Utility Charges - TTUC	0.00	<input type="text"/>
Total Amount	0.00	569

You will be directed to our Payments Provider. Convenience fees may apply.

[Make Payment](#)

Please note: when you click make a payment, you will be transferred to another secure website to make the payment. Please continue through that process until you are returned to your portal.

4. Making the payment: Once you click make a payment, you will be allowed to use credit/debit cards, or your bank account. To utilize your credit/debit card, you will be charged a transaction fee. To utilize your bank account through an ACH transfer, there is no charge.

Please enter the amount you would like to pay

Account Information

Account: 569 Name: Katrina Kane
Balance: 569

Payment Amount

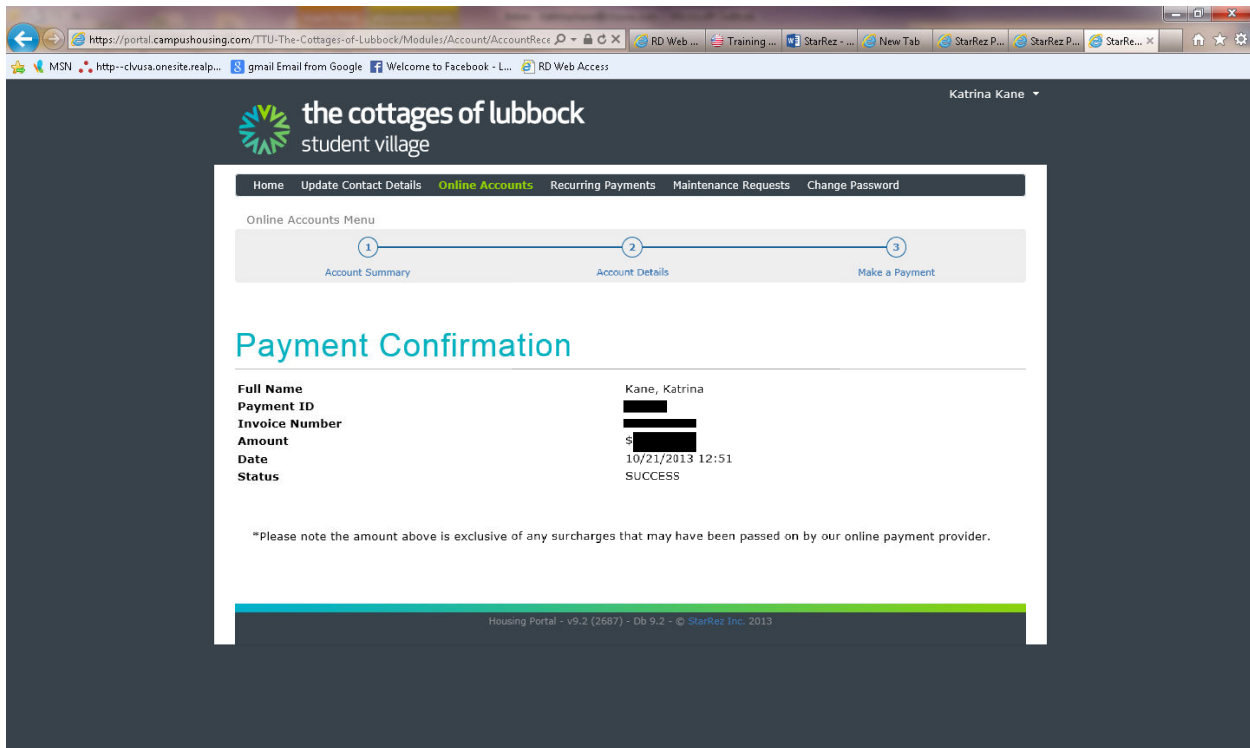
Amount: \$ 569 .00 (USD)

[Cancel](#) [Previous](#) [Continue](#)

TruSecure
Norton SECURED
powered by VeriSign

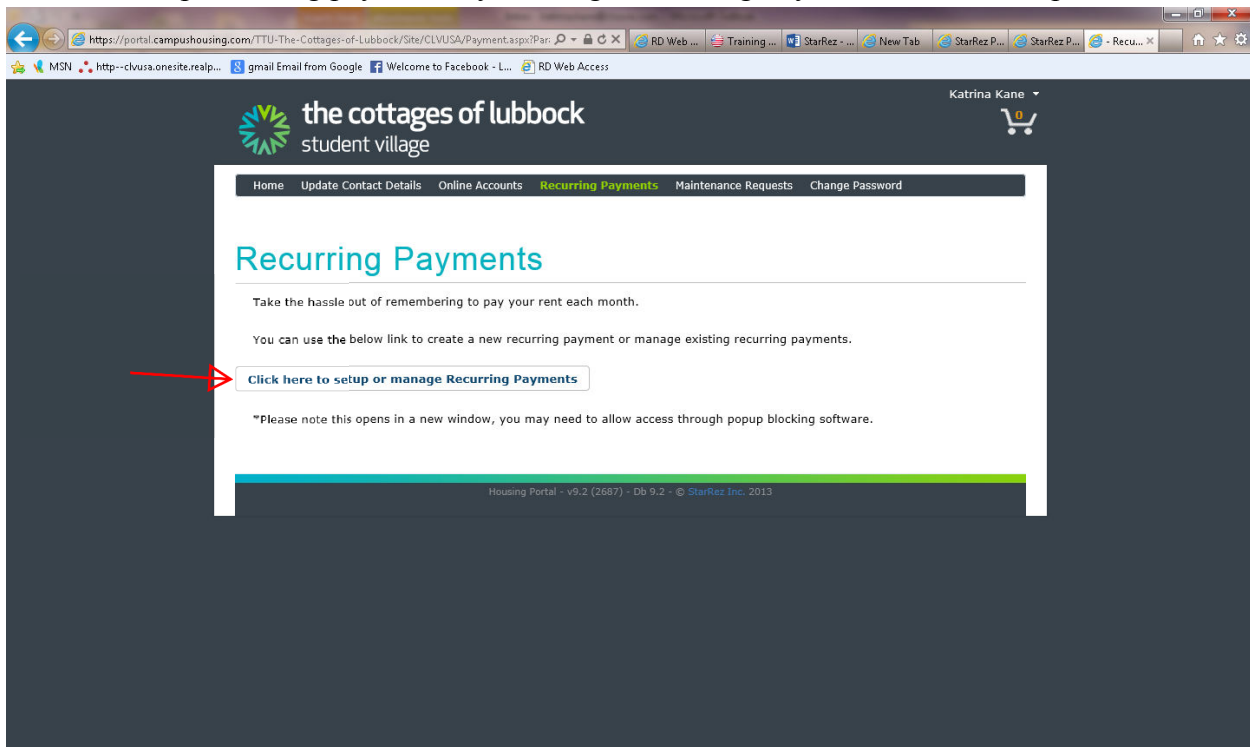
Select continue to import your data for your card or account.

- Once you have completed your payment, you will be transferred back to the portal. ***Please make sure you wait until you are transferred back to your confirmation screen!* Please be sure retain a copy of your confirmation page for your records.**

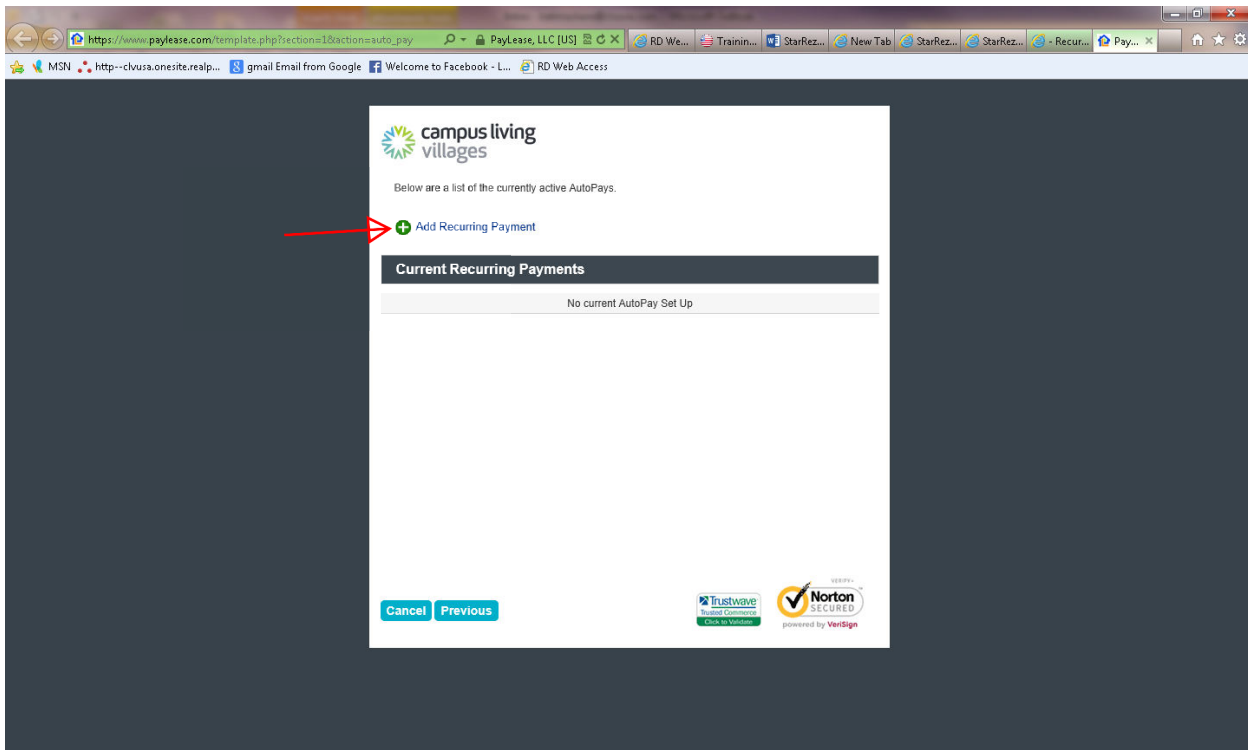


Recurring Payments

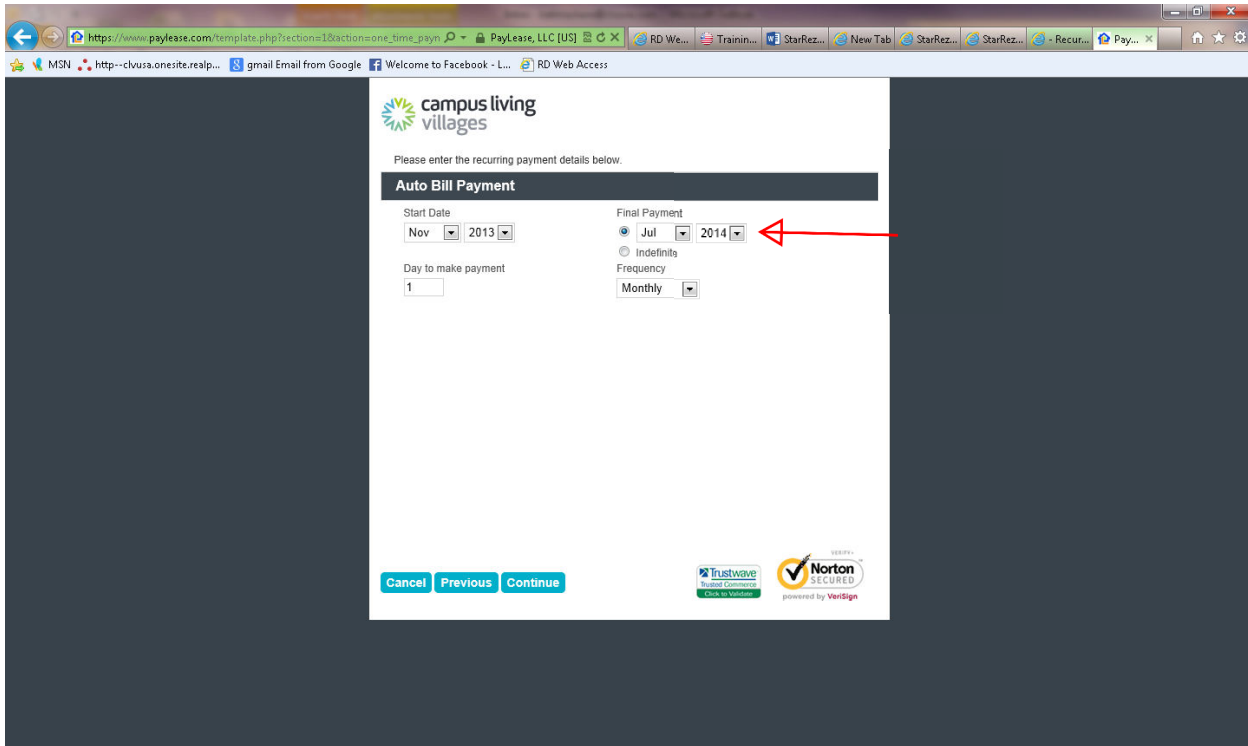
- You can set up recurring payments by clicking "Recurring Payments" from the top menu.



2. Select “Click here to setup or manage Recurring Payments”



3. To set up an account, click “Add Recurring Payment”



Here, insert the information regarding your payment. Please make note of the final payment option. Most leases with us end July 31st and therefore the last payment is due July 1st. If you renew your lease, please go in and add a new payment for your new leasing year.

4. Then put in the total amount you wish to pay each month. If you are unsure what your monthly payment is, please look at the account summary page, or contact the office for assistance.

The screenshot shows a web browser window with the URL https://www.paylease.com/template.php?section=1&action=one_time_paym. The page is for "campus living villages" and prompts the user to "Please enter the amount you would like to pay".

Account Information

Account: _____ Name: Katrina Kane
Balance: 0.00

Payment Amount

Amount: \$ (USD)

Buttons: [Cancel](#) [Previous](#) [Continue](#)

Security logos: Trustwave, Norton SECURED, powered by VeriSign.

Continue through the process providing your account information. To utilize your credit/debit card, you will be charged a transaction fee. To utilize your bank account through an ACH transfer, there is no charge.



StarRez On-Line Leasing
New Student Process

Step by Step Online Leasing Process

The screenshots throughout this document will help guide you through the online leasing process a new prospective resident completes through the leasing portal.

Depending on your village process, the number of steps may be fewer than outlined below as some villages do not require screening of the resident or guarantor.

Pre-Leasing Process: Register

In this step a student must first register themselves to continue in the booking process.

Home **Register**

Register

Please provide your contact details below to register for student housing. Once registered, you will receive a confirmation email with your username and password to enable you to continue your application at a later date if required.

Personal Details

Please do not use any periods or other special characters in filling out this form. Ex. Jr. Sr. etc.

First Name:*

Middle Initials:

Last Name:*

Preferred Name:

Gender:

Date of Birth:

Student Number: (If you do not have or do not know your student ID, please enter a zero value)

Pre-Leasing Process: Term Selector

In this step a student must select a term in which they wish to reside with us.

Home Lease Now Update Contact Details Online Accounts Recurring Payments Change Password

Term Selector

Please select your contract term from the options below. If you would like to lease for a term that is not shown below, please contact the village directly. For details on the start and end dates of these terms, please refer to the village website for details.

You may be required to provide proof of enrollment in your chosen term.

New Resident-University Meadows

- Univ Meadows-2014-15 Academic
- Univ Meadows-2014-15 Full

Returning Resident-University Meadows

Save & Continue

Step 1: Welcome

The step identifies the information needed to complete an online booking.

Home Lease Now Update Contact Details Online Accounts Recurring Payments Change Password

Lease Now Menu | Leasing for Univ Meadows-2014-15 Academic

1
Welcome

2
Resident Address and Contact Information

3
Photo Upload

4
Resident Profile

5
About Me

6
Rooms

7
Anticipated Arrival Date

8
Lease Documents - University Meadows

9
Initial Deposit - University Meadows

10
Resident Identification Information

11
Background Checking

12
Guarantor

Welcome

(Step 1 of 15)

To complete the online leasing process, you will need:

1. Your personal information (mailing address, email, etc.)
2. A valid credit card or checking account
3. Guarantor information if applicable (refer to village website for Rental Guidelines)

For information on rates, floorplans and village information, please visit the [village website](#).

Lease Now

Step 2: Resident Address and Contact Information

The step requests a more detailed collection of resident address and contact info.

Home **Lease Now** Update Contact Details Online Accounts Recurring Payments Change Password

Lease Now Menu | Leasing for Univ Meadows-2014-15 Academic Application Status

- Welcome
- Resident Address and Contact Information**
- Photo Upload
- Resident Profile
- About Me
- Rooms
- Anticipated Arrival Date
- Lease Documents - University Meadows
- Initial Deposit - University Meadows
- Resident Identification Information
- Background Checking
- Guarantor

Resident Address and Contact Information (Step 2 of 16)

Please review and verify that all of your personal details below are correct. All fields marked with an (*) are required.

Resident's Permanent Address

Street Address: *

Street Address 2:

City: *

US State (If not a US Address, please select 'Other' and add your state/province): *

At the bottom of this section, a student will be able to enter any promo code tied to any leasing incentive being promoted. Please note, these promo codes are for reporting purposes. Any action will need to be taken by village staff depending on the successful completion of a lease during the promo offering.

Promotion Code

If you have received a Promotion Code, please enter it here:

Save & Continue

Step 3: Welcome

This step is voluntary, but allows the resident to upload an image of themselves. This can be very helpful at move-in or other times during face to face interaction with the resident.

Home **Lease Now** Update Contact Details Online Accounts Recurring Payments Change Password

Lease Now Menu | Leasing for Univ Meadows-2014-15 Academic Application Status


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Photo Upload (Step 3 of 16)

Hit us with your best shot! Upload a photo of yourself only that is under 500KB and in .jpg or .png format.

These photos are for visual identification purposes only.

Current Photo:



Upload:

Step 4: Resident Profile

This step is also voluntary, but allows the resident to include their information when others look at the occupancy within the room they select.

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Resident Profile (Step 4 of 16)

Please tell us about yourself! The information you provide below will be visible to potential roommates. If you would prefer to not share this information, please uncheck the box below.

Include in Search

Uncheck this box if you do not wish to be included in the roommate searching process:

Screen Name

Enter the name you wish potential roommates to see:

David

Description

Enter a description of yourself to show to potential roommates:

Save & Continue

Step 5: About Me

In this step, a resident can adjust the slider to place value on what represents their lifestyle preferences. This information, if made available in step 4 can be used for others in matching themselves to the preferences of others.

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About Me

(Step 5 of 16)

Your preferences below will appear on your profile for potential roommates to see.

Please complete the questions below:

Do you smoke? No Yes

Are you? An early bird A night owl

Cleaning? Wouldn't know how Can't sleep until the dishes are clean?

Cooking? Microwave Gourmet

Gaming? Where's the on button? Super geek

I prefer? My own company To Party!

Step 6: Preferred Roommate

In this step, a resident can enter a preferred roommate. This will be for reporting purposes only and will not tie any resident bookings together. The purpose is to find those bookings that if moved would need to be moved jointly.

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Preferred Roommate (Step 6 of 16)

Please enter the name of your preferred room mate below. If you do not have one at this time, please proceed to the next step.

Room mate requests are a preference and while we take every effort to match you with your selected room mate, we can not guarantee a specific room mate. Specific apartment selections are subject to change without notice. Selecting the same apartment without specifying a room mate below will not result in matching you with them.

Your preferred roommate must also provide you as their choice.

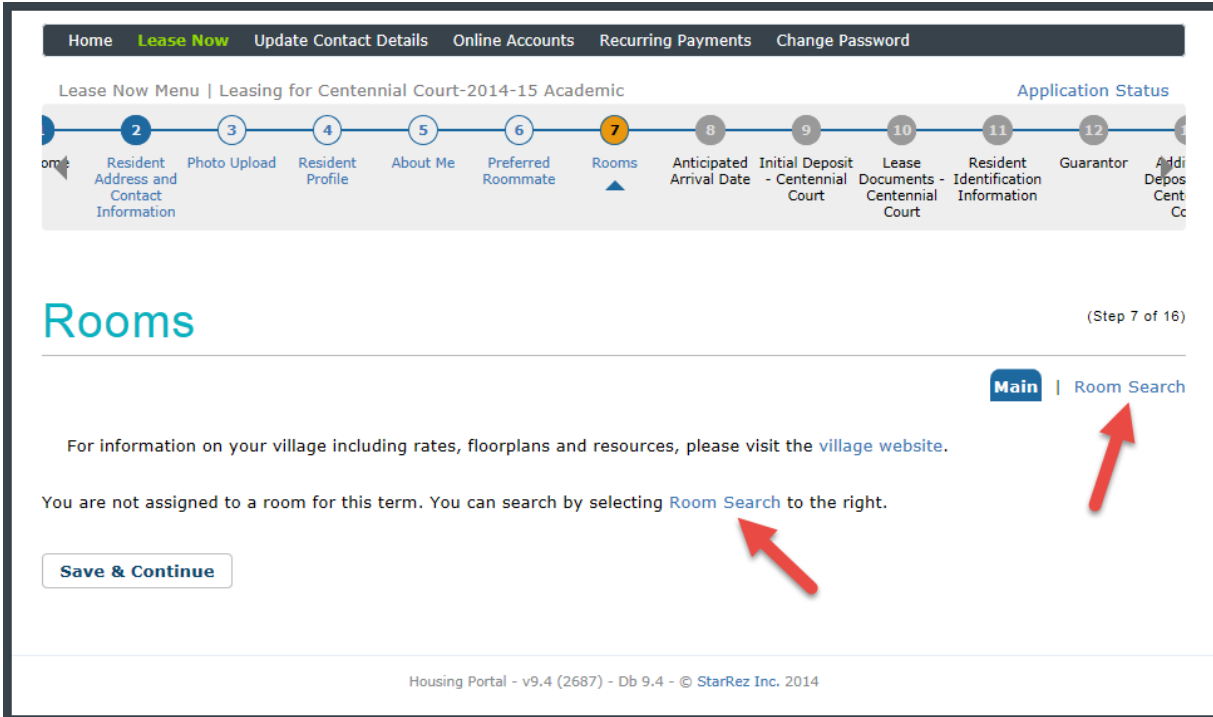
Name of Requested Roommate:

[Save & Continue](#)

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Step 7: Rooms

Selecting a room type and room is the next step in the process. If a student gets stuck on this page, it's likely due to them not clicking on the "Room Search" link which takes them to the available room types. Once you click room search the available room types will show.



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Rooms (Step 7 of 16)

Main | [Room Search](#)

For information on your village including rates, floorplans and resources, please visit the [village website](#).

You are not assigned to a room for this term. You can search by selecting [Room Search](#) to the right.

[Save & Continue](#)

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Rooms - Room Search (Step 7 of 16)

Main | **Room Search**

Choose a Room Type. If rooms are available for your chosen room type, then rooms will be listed in a table below. Click on the room you wish to secure.

For more details of the room and any residents within, click on room details. This info will be useful for matching a roommate.

In a later step, you will be required to pay your initial deposit and fees (if applicable). You must pay within 24 hours or the room you selected will be released. Upon payment a room space will be secured, this does not guarantee the specific bed space chosen.

Room Type:

After you select the room type, a list of available rooms will show. You can view the occupancy within a room, by clicking the "Room Details". This will give you the preferences of the students in the room.

Rooms - Room Search

(Step 7 of 16)

Main | [Room Search](#)

Choose a Room Type. If rooms are available for your chosen room type, then rooms will be listed in a table below. Click on the room you wish to secure.

For more details of the room and any residents within, click on room details. This info will be useful for matching a roommate.

In a later step, you will be required to pay your initial deposit and fees (if applicable). You must pay within 24 hours or the room you selected will be released. Upon payment a room space will be secured, this does not guarantee the specific bed space chosen.

Room Type:


4Bd/2Bth-Univ Park

Room	Room Type	Location	Section	Floor	
0211A-Univ Park	4Bd/2Bth-Univ Park	University Park	Bld2-Univ Park	0211-Univ Park	Room Details
0211B-Univ Park	4Bd/2Bth-Univ Park	University Park	Bld2-Univ Park	0211-Univ Park	Room Details
0211C-Univ Park	4Bd/2Bth-Univ Park	University Park	Bld2-Univ Park	0211-Univ Park	Room Details
0211D-Univ Park	4Bd/2Bth-Univ Park	University Park	Bld2-Univ Park	0211-Univ Park	Room Details
0225A-Univ Park	4Bd/2Bth-Univ Park	University Park	Bld2-Univ Park	0225-Univ Park	Room Details

Upon selecting the desired room, the last step to this is to confirm the bedspace in that room.

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Rooms - Assign / Confirm Bed(s)

(Step 7 of 16)

Main | [Room Search](#)

Time remaining for bed selection: 04:54

Select the bed you would like to have.

My Bed:

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Once you confirm and reserve the bedspace, a summary of the room and all occupants will show.

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>

Rooms

(Step 7 of 16)

For information on your village including rates, floorplans and resources, please visit the [village website](#).



Your selected room is detailed below. To confirm this room, please continue the lease process using the options above.

Room:	0211A-Univ Park
Room Type:	4Bd/2Bth-Univ Park
Location:	University Park
Floor:	0211-Univ Park

Occupancy Information

Beds	Occupants	View Profile
211A	David	View Profile
211B	- Empty -	
211C	- Empty -	
211D	- Empty -	

Room Images

Step 8: Anticipated Arrival date

In some cases a resident may wish to arrive early for special camps, athletics, etc. This date does not amend the contract and is only there as a reference to alert the village staff that a resident wishes to arrive earlier than the contract allows.

This may also be used for those residents that come after the lease contract has started.

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Anticipated Arrival Date (Step 8 of 16)

If you are arriving after move-in day, please let us know what day you intend on arriving. Please note, you will still be liable for rent from the date your contract commenced.

Should you wish to arrive prior to move-in day, enter the expected arrival date and the office will contact you regarding availability and/or charges associated with the early arrival. **We cannot guarantee early arrival will be available.**

Anticipated Arrival Date:


Save & Continue

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Step 9: Lease Documents

After confirming the room, a lease will present that shows them the lease term, the room type, and payments due.

Lease Documents - University Meadows

(Step 8 of 16)

University Meadows
LEASE DOCUMENTS

The Lease Documents are made up of the following sections:

- Lease Contract
- Lease Addendum
- Community Policies
- Pet Addendum (optional; you may choose to pay in just a few more steps)
- Acknowledgement and Acceptance

University Meadows LEASE CONTRACT

1. Resident Name

Ascione David _____
Last Name First Name M.I.

2. Resident Address

282 grove street _____ NJ _____ 07666
Permanent Address City State Zip Code

3. Contract Term

August 15, 2014 May 20, 2015
Lease Start Date Lease End Date

4. Room Type and Payments

4Bd/2Bth- UnivMeadows \$ 489.00 X 10
Floorplan Number of



The resident must click the "I Agree to the Lease Documents" in order to continue the leasing process. This button is located at the very bottom of the page. The prospect must scroll to the bottom.

**University Meadows
ACKNOWLEDGEMENT AND ACCEPTANCE**

I acknowledge that I have had the opportunity to review Landlord's rental selection criteria. The rental selection criteria may include factors such as criminal history, credit history, current income, and rental history. If you do not meet the rental selection criteria, or if you fail to answer any question or provide inaccurate or incomplete information, we may reject or terminate your Lease Contract and retain all lease contract processing fees, and all other applicable administrative fees and deposits as liquidated damages for our time and expense and terminate your right of occupancy.

I hereby acknowledge that I have received, read and understand and agree to the terms contained in the Lease Contract, Community Lease Addendum, Community Policies, and additional Lease Addendum(s) noted above (collectively the "Lease Documents"). I agree to be bound by the contract provisions contained in Lease Documents and to accept accommodations to which I may be assigned.

[I Agree to the Lease Documents](#)



Step 10: Initial Deposit

Once the lease has been signed, the next step is to pay any required deposit and fees. This step will temporarily direct them into PayLease. Payment can be accepted with a credit card or electronic check at no cost to the resident.

Initial Deposit - University Meadows

(Step 9 of 16)

The initial Deposit for University Meadows is \$225.00. This amount consists of a refundable \$150.00 Security Deposit and a non-refundable \$75.00 Lease Contract Processing Fee. If you are unable to provide a Guarantor, you will be required to pay an additional security deposit of \$600.00. The non-refundable Lease Contract Processing Fee is to cover our administrative expenses. The Security Deposit will be refunded if you are not approved.

Payment Amount (\$)

225.00

Make Payment



Please enter the amount you would like to pay

Account Information

Account: Name: David Ascione
Balance: 225.00

Payment Amount

Amount: \$. (USD)

[Continue](#)





Please select your payment choice below. An online processing fee will apply.

Use Existing Account



Chase #5678

Add New Account



Mastercard



Discover



Visa



Bank Account

Cancel

Continue



Previous



Below is the payment summary for the account. Please review before submitting payment. Your payment will process in 1-2 business days.

Payment

Payment amount: \$225.00
Convenience Fee : \$0.00
Total: \$225.00

Payment Information

Name:	David Ascione	Bank Name:	Chase
Account Type:	Checking	Account Number:	#5678
Routing Number:	065400137		

I, David Ascione, confirm that the payment information above is correct and authorize PayLease on 04-14-14 to debit the account above for \$225.00.

[Cancel](#)

[Submit Payment](#)



[Previous](#)

Step 11: Resident Identification Information

The information in this step will be used to conduct the criminal background screening if applicable. However, this step is required of all processes as it collects the resident's social security number.

Resident Identification Information

(Step 10 of 16)

Please provide your Social Security number in the form of XXXXXXXXX with no spaces or dashes. This information may be used to conduct resident background and/or credit screening.

Social Security Number

Monthly Income

[Save & Continue](#)

If your village conducts criminal background checks, the next step is to process that check.

Background Checking

(Step 11 of 16)

The background check could take a few minutes. Please do not click back or refresh this page. Thank you.

[Save & Continue](#)

Steps at this point may vary in number due to optional screening

Step 13: Guarantor

This step will identify whether a resident chooses to provide a guarantor or pay the additional security deposit. The prospect can be directed into two paths depending on how they answer the guarantor question.

Guarantor

(Step 12 of 16)

You must provide a Guarantor (must be a relative or guardian and at least 18 years of age or older) with a valid U.S. social security number. The Guarantor will be required to complete and sign a Lease Guaranty Agreement and provide a copy of a valid government picture ID prior to move-in. In the event that we require a credit check, the Guarantor will be subject to approval through a third party applicant screening agency.

If you are unable to provide a qualified Guarantor, your required security deposit may be increased. The additional security deposit will be collected prior to your Lease Confirmation.

Do you have a US Guarantor?:

No, I do not have a United States based Guarantor.

[Save & Continue](#)

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If they choose to not provide a guarantor, then they will be directed to pay any additional deposit required.

Step 14: Additional Deposit Fee

Required of all prospects choosing to not provide a guarantor.

Additional Deposit Fee - University Meadows (Step 13 of 16)

You have elected to not provide a guarantor and pay a higher deposit. This amount will be added to your refundable Security Deposit that you have already paid.

Payment Amount (\$)

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The payment portion is the same for the second deposit as the first.

If they choose to provide a guarantor

Step 14: Guarantor Identification Information

This step collects the guarantor data. This data may be used for credit screening if applicable. They must check the box "I Agree to the Lease Guaranty Agreement".

Guarantor Identification Information

(Step 13 of 17)

Please make sure to complete all identification such as driver's license and state, social security number, and income.

Lease Guaranty Agreement

Each Guarantor (identified below) jointly and severally with all other Guarantors, if any, identified, below, or (as applicable) as tenants by entirety if married, hereby guarantees the observance and performance when due of all agreements and obligations of Resident under the Lease Contract (including all applicable addendums) (collectively the "Lease Contract"), as same may be amended, renewed or extended from time to time by Owner and Resident, including without limitation, payment of all Rent when due; provided, however, that (i) this Guaranty will renew only if both the Resident and Owner renew the Lease Contract, and (ii) unless Guarantor executes a new Guaranty, Guarantor shall not be liable for any rent increase above the rates of the original Lease Contract.

Guarantor's obligation hereunder is that of a surety, and in the event of a default by Resident, Owner may proceed against Guarantor without first proceeding against Resident. This guaranty is irrevocable, absolute and unconditional guaranty of payment and of performance, and shall be enforceable against Guarantor without the necessity of any suit or proceedings of any kind or nature whatsoever by Owner against Resident and without the necessity of any resorting to any security under the Lease Contract or any need to give notice of nonpayment, nonperformance or nonobservance or any notice of acceptance of this Guaranty, all of which Guarantor hereby expressly waives (except any non-waivable notices required by law). Guarantor hereby expressly agrees to the validity of this Guaranty and the obligations of Guarantor hereunder shall in no way be terminated, affected, diminished or reserved to Owner pursuant to the provisions of the Lease Contract or available by law. Guarantor shall be primarily obligated under the Lease Contract as if it had executed the Lease Contract as Resident.

I Agree to the Lease Guaranty Agreement

I acknowledge that I have read and understand the terms contained in the Lease Guaranty Agreement. I hereby agree to be bound by the provisions in the Lease Guaranty Agreement. I acknowledge that I have read and reviewed the Lease Contract Documents. I also acknowledge that I have reviewed the Privacy Policy set forth in the Lease Contract.

I represent that the identification information submitted by me above is true and complete. I hereby authorize verification of such information via consumer reports and other means.

I hereby authorize a signature by me by electronic transmission, to be as valid and binding as my original signature.

Save & Continue

Step 15: Screening Confirmation

The prospect simply needs to check the box and click save and continue to start the credit screening. This step is only required for sites performing credit screening, otherwise the process skips to the next step.

Screening Confirmation (Step 14 of 17)

By ticking the checkbox you are consenting to having you and your Guarantor's personal and financial details sent to a third party credit and background checking service for processing.

Do you consent to screening?

Save & Continue

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Screening Confirmation (Step 14 of 17)

Your credit-check application has been successful.

Save & Continue

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Step 16: Document Upload

This step is optional, but is a great spot for prospects to upload copies of their identification. Since all remaining steps are optional, this is the step that completes the application and marks the application "lease complete / pending approval".

Document Upload (Step 15 of 17)

This step is not required, but may save time with lease confirmation and move-in. You may upload a copy of resident's and/or guarantor government issued identification, for example driver license, passport, I-20 or military ID. The easiest way to do this is to take a picture of your ID and upload the file.

Supporting Documentation 1

Document Description

File Path

Supporting Documentation 2

Document Description

File Path

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Step 17: Shopping Cart

Optional: If your village has something to sell, it will show here. Payment process is the same.

Shopping Cart

(Step 16 of 17)

Please select any additional items you wish to confirm as part of your leasing process. Once added, you will see the item appear in your shopping cart above. Since some items may only allow you to add 1, you will see "sold out" upon confirmation that this item have been added.

Should you not wish to purchase any items, simply select Save & Continue.

Can't live without your best buddy?

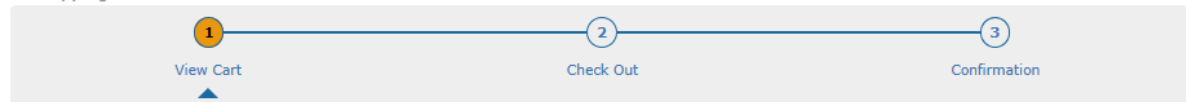
\$300.00

Pets are welcome at University Meadows. There is a one off non-refundable pet fee of \$300. Please complete the [Pet Addendum](#) and return it to info@universitymeadowsUMSL.com. Please note: All residents of the apartment must agree and sign the pet addendum. If any resident does not agree, we will refund all monies paid. Once the apartment is full, you will receive confirmation if your pet has been approved once you have submitted the appropriate documentation.

Add To Cart

Save & Continue

Shopping Cart Menu



View Cart

(Step 1 of 3)

Can't live without your best buddy?

\$250.00
Delete

Pets are welcome at University Meadows. There is a one off non-refundable pet fee of \$300. Please complete the [Pet Addendum](#) and return it to info@universitymeadowsUMSL.com. Please note: All residents of the apartment must agree and sign the pet addendum. If any resident does not agree, we will refund all monies paid. Once the apartment is full, you will receive confirmation if your pet has been approved once you have submitted the appropriate documentation.

Subtotal: \$250.00

Back **Checkout**



Step 18: Confirmation

This step confirms their process is complete and if they click continue, will get a summary of the steps involved/completed and room details.

Confirmation

(Step 17 of 17)

Congratulations on completing your lease and reserving your room! A copy of your lease documents have been sent to the email address you have provided. Please check the menu above for steps that are still available to you.

The village will be in contact with you to confirm your lease and will be able to answer any additional questions you may have.

Ascione, David

Term: Univ Meadows-2014-15 Academic

Room Reservation Details

Room: 0532A-UnivMeadows
Room Type: 4Bd/2Bth-UnivMeadows
Location: University Meadows

Occupancy Information

Beds	Occupants	
532A	David	View Profile
532B	- Empty -	
532C	- Empty -	
532D	- Empty -	

Application Status

You are all set. A village staff member will be contacting you soon to confirm your space. We look forward to having you as a resident.

Ascione, David

Term: Univ Meadows-2014-15 Academic

Status:
✔ Applied : 4/14/2014 9:02:00 AM
✔ Contract Signed
✔ Application Complete

Room Reservation Details

Room: 0532A-UnivMeadows
Room Type: 4Bd/2Bth-UnivMeadows
Location: University Meadows

Occupancy Information

Beds	Occupants	
532A	David	View Profile
532B	- Empty -	
532C	- Empty -	
532D	- Empty -	

Room Images

Resident Requesting Maintenance

From your resident account portal, you can request maintenance. Your request will be printed and given to the maintenance department.

If the maintenance is an emergency, please call the front office at
217 344-0400
or the RA on call
217 220-3471

Otherwise, you can easily enter your request for maintenance. After logging on to your account, click Maintenance Requests and, on the next page, New Job.

illini tower
student village

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Profile

Name
Screen Name
Mobile
Email
Classification

Students Home

Welcome to the online housing portal. From this portal, you can lease online, make payments, submit maintenance requests and update your contact information.

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Be sure to include as much detail as possible. Maintenance staff need to know at least the location of the problem and what the problem is.

Press the button labeled Save & Continue when you are finished.

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Room Job List

DO NOT USE THIS FORM if you are reporting an emergency or maintenance emergency such as a water leak or broken window.

Please contact the management office or RA on-call immediately.

Date Reported: 6/14/2015 8:13:56 PM

Status: Received

Category:
Building Exterior-Maintenance

Item:
Other Building Exterior Maintenance

Description:
The sky is not blue, it is gray and very sad.

Cause:

I understand that a staff member may enter my room while I am not there.

Comments (eg requested time):

Save & Continue

The office will print your request and make sure it gets to our maintenance staff promptly.

Late Night Admittance

After 12 midnight, all residents entering the building must prove their residence by one of the following:

- the IT meal card (IT ID), or
- an alternate picture ID and then being looked up on the roster, or
- pulling the lock out card by room number and then the resident can tell his or her PIN (personal identification number), or
- last resort—call a friend to come down with the needed ID.

All guests must be signed in by a resident, and the guest must leave an ID (a picture ID that can be their own or the resident who the guest will be with).

Residents who are 21 (and have ID to prove it) can have alcohol for personal use, 6 beers or one liter bottle—no handles or larger bottles. More than that implies sharing, and most of our residents are not 21.

We are here to communicate the expected protocols and to oversee staying within these guidelines. This is to help mind the safety of our residents and not to punish anyone. We should be helpful to find ways for people to satisfy our expectations and to make sure everyone knows that there are expectations. Security is best achieved by everyone's participation in these guidelines.

Overnight Guest Policies

Any suite can have up to four guests. Above that (8 persons total) is a violation of fire code. So the limit of guests signed in is four with the requirement that they are leaving before 2 am. Only one guest can be signed in for overnight.

Based on the lease signed by all residents, each resident is limited to one overnight guest on any night. The running total is then limited to 12 overnight guests per semester. The lease defines overnight guests as anyone staying beyond 2 am (or coming in after 2 am).

There are two ways to avoid this limitation:

1. If your guests leave and take their IDs before 2 am, they will not be marked as overnight stays. If they do not have IDs in the first place, they will have to be marked as overnight stays since we will have no way to determine whether they have left or stayed.
2. One of the residents roommates can sign for guests. This shares the number of stays to keep it below the limit (satisfying the letter of the law). This also proves that the extra stays are not becoming a burden on the roommates (satisfying the spirit of the law).

Key Policy

Misuse of keys or keycards is cause for immediate termination of employment.

Never allow anyone into a unit who is not a resident of that specific unit (and always check this fact). If a parent or law enforcement official wants entry to a unit, call the on-call professional staff. You are allowed to use a key to enter a resident's unit only during an emergency. An example would be when a smoke detector is sounding alarm but no one answers the door. Remember, consult your supervisor or professional staff whenever possible.

If a resident loses a key, fill out a maintenance request for a new key and attach a check for the \$30 replacement fee. Put the request in maintenance' mailbox. The resident could make the maintenance request online, but he or she will still be charged.

Using Keycards

Insert the card with the magnetic strip down and to the right. When fully inserted, the card triggers a switch that tells the lock to scan the card. The scanning happens while the card is being pulled out. So, the key is to pull the card out smoothly once the scan starts.

- Flashing green lights should indicate that the door is ready to be opened by turning the handle.
- Flashing yellow indicates that either the keycard is invalid (expired or wrong room) or the deadbolt is activated (but the deadbolts are disabled).
- Flashing indicates that the battery is low; a second try should work (still flashing green and red). Maintenance should be alerted to charge the battery.
- Flashing red and yellow indicates that the card is unreadable or defective.

On the edge of the door between the latch and the deadbolt is a small trigger. Pressing this trigger extends the deadbolt. (Doors can be propped open this way.) Turning the interior handle retracts the deadbolt.

Handling a Locked Out Resident

1. Always verify identity.
 - a. Either check a photo ID,
 - b. Ask for the PIN which is on the lock out card, or
 - c. Log into StarRez and ask personal information.
2. Always verify room assignment on the printed roster (for most up to date information—lock out cards can be out of date).
3. Cases to be handled (after steps 1 and 2 above):

Keycard stopped working:

Use Saflok to interrogate the card. If the machine chokes and spits the card out the back, the card is defective. Fold the defective card and throw it away. Then program a new card for the resident. If the card is not defective, just reprogram the card. Magnetic or electric fields like cell phones can sometimes affect the cards.

Keycard is lost or locked in room or unavailable:

On the lock out card, write FD for front door, the date and time, your own initials, and get the resident's signature. Program a new card and give it to the resident. Explain that the old card is deactivated and that it should be returned within 30 minutes to return the old card. (The resident keeps the new card.) Write the appropriate information in the column for the returned card. If the old card is lost or if the old card is not returned in 30 minutes, just write Lost Card.

Resident needs a metal bedroom key:

A loaner key can be gotten from the lock out box by the printer. The lock out card needs to be filled out with BR for bedroom key, the date and time, your own initials, and the resident's signature. Explain that they have 30 minutes to return the key. After 30 minutes there is a fine every 30 minutes. We cannot allow metal keys to just float around, since they cannot be cancelled like the key cards. When the resident brings the key back, fill in the information for its return.

Metal bedroom key is lost:

A loaner key can be given for 30 minutes just as above. A new key will have to be requested from maintenance and paid for.

The Saflok Program

Opening the Saflok Program

Never close this program. It should always stay open. But if it does close, click the key icon labeled Client. It takes a while to open, and then log in.

If that doesn't work, click the blue CR square, and, after waiting a few seconds, click the key icon.

Programming Keycards

After logging into Saflok, type in the four digit room number (with a dash and with the bed designation A, B, C, or D) such as 03-10A. Fill in the resident's last name and first name. Then set the move out date and hit tab to autofill the expiration date.

Now hit Make Key and hit Yes as many times as you need. When it tells you to insert a keycard, insert one with the correct bedspace designation A, B, C, or D.

If the card is spit out the back of the machine, it is defective. Bend the defective card, and throw it away. Otherwise, the card is returned out the front of the machine, and it is ready to give to the resident.

Charges for Lock Outs

Everyone gets three free lock outs (each bedroom and keycard) each semester. You need to get a signature anytime you give out a keycard or loan a bedroom key (does not count recharging the keycard anyone already has). After three times, each time costs five dollars.

When looking at the card and seeing that the resident has exceeded their three free lock outs, you should tell the resident that there will be a five dollar charge. If the resident gives you five dollars, put the money in a small manila envelope and write the resident's name on the envelope along with the reason for the charge.

Whether you collect money or not, email eric.kappelmann@clvusa.com with the same information.

exempli gratia

email

Eric:

John Derringer, room 1369, fourth lock out keycard \$5

A

\$5.00 for each lockout after 3 times

Key (FD/BR)	Signature	Date Issued	Time Issued	Issued By	Date Received	Time Received	Received By
FD	[Redacted]	8/24	8:25P	MK	8/24	8:45	PT
BR	[Redacted]	8/24	8:25P	MK	8/24	8:45	PT
FD	[Redacted]	10/27	2:20pm	YM	10/27	2:26pm	YM
FD	[Redacted]	11/3	2am	JK			
BR	[Redacted]	12/2	1:30	MJ	1:33	12/2	MJ

Temporary key checkout after 30 min. is \$5.00 per half-hour!

Illini Tower

Last semester, this resident had lots of lock outs. But three free front door key cards and up to three free bedroom key loans had no charges.

B

(FD/BR)		Issued	Issued	By	Received	Received	By
BR		9/14/14	6:35 pm	MJ	9/14/14	6:39	MJ
BR		11/2/14	8:17 pm	AO	LOST →		
BR		11/9/15	4:43	CC	11/26	10:26	NW

Temporary key checkout after 30 min. is \$5.00 per half-hour!
 Via-key returned, not checked in on date Illini Tower

Last semester, this resident borrowed the bedroom key three times and any further times would have been due a charge.

C

Lost Keys \$30.00				\$3.00 for each lockout after 3 times			
Key (FD/BR)	Signature	Date Issued	Time Issued	Issued By	Date Received	Time Received	Received By
3ED		12/18	3:35 pm	NW	3:57	12/18	NW
FD		2/20	5:04	PT	2:20 pm	5:12 AM	PT
FD		2-22	3:40a	JF			
FD		3-15	9:24	JL	9:29	3:15	JL
FD		3-9	2:33	JK			

Temporary key checkout after 30 min. is \$5.00 per half-hour!

Illini Tower

This semester, this resident has received four new keycards. The top entry was last semester. So, that one doesn't count. But the fourth keycard this semester caused him to be charged five dollars.

PS Anyone who needs a replacement bedroom key cannot just keep the loaner key. We need that one. The resident must get a new one as a maintenance request. There will be a \$30 charge.

Desk Checklist

In the second drawer at the right hand side of the desk the FrontDesk binder. This binder contains the communication log, the noise complaints log, the desk checklist, a list of university interpreters, contact numbers for the emergency dean, maintenance guides to fuse boxes and shut off valves, and miscellaneous other materials.

The checklist provides a schedule of front desk activities and the times they should be done. On first arrival, the night clerk should

- make sure that all the switches behind the counter are locked (except the gameroom and the west study lounge),
- check the lights to see if any stairwells are open (close them if so),
- turn elevator access to the basement off,
- check that the NE entry is locked (the one by the entry to Food Service),
- go outside to close the sundeck bicycle storage, and
- come back in and flip the switch to lock the NW entry.

A link to a printable copy: [The Desk Checklist](#)

Front Desk Checklist

Desk clerks are responsible for completing each duty listed for their shift. When each task is completed, the desk clerks should checkmark the space at the left and fill out date and name at the top of each shift checklist.

Day 1 (8:00 am—12:30 pm)

Date _____

Name _____

- Switches under counter in **unlocked** position at 8am
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Update package list.
- Call residents who have outstanding keys not returned (from lockout box)
- Follow up with **YOUR** prospects in OneSite.
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

**Staple cash
box receipt
here**

Day 2 (12:30 pm—5:00 pm)

Date _____

Name _____

- Check that switches under counter are in **unlocked** position.
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Update package list.
- Distribute mail/packages accordingly. Place any rent checks inside rent drop box
- Follow up with **YOUR** prospects in OneSite.
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

**Staple cash
box receipt
here**

Front Desk Checklist

Desk clerks are responsible for completing each duty listed for their shift. When each task is completed, the desk clerks should checkmark the space at the left and fill out date and name at the top of each shift checklist.

Evening 1 (5:00 pm—8:30 pm)

Date _____

Name _____

- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- All switches under counter in **locked** position at 5pm.
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Check to see that all contractor keys are signed back in. Follow up with any not turned in.
- Do package list inventory. Update package list.
- Complete **all** prospect follow up in OneSite, specifically phone calls. #completed: _____
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

**Staple cash
box receipt
here**

Evening 2 (8:30 pm—12:00 am)

Date _____

Name _____

- Check that all switches under counter in **locked** position after 5pm.
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Email residents on package list. (You have a package waiting for you at the front desk. Please stop by the desk to pick up your package. Have a wonderful day!)
of students emailed _____
- Complete **all** prospect follow up in OneSite, except phone calls. #completed: _____
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

**Staple cash
box receipt
here**

Front Desk Checklist

Desk clerks are responsible for completing each duty listed for their shift. When each task is completed, the desk clerks should checkmark the space at the left and fill out date and name at the top of each shift checklist.

Night Clerk Shift (beginning at 12:00 am)

Date _____

Name _____

- Lock NE entrance doors at 12:00 am (by EAT).
- Check stairwells are locked: Time _____
- All switches under counter in locked position (sundeck, basement, 1st floor).
- Go outside to physically check that sundeck doors are latched.
- Turn off TVs, fan and lights in fitness center, and close door.
- Check basement elevator access is off at midnight.
- Cash drawer at 12:00 am: Amount _____
- Check communication log.

12:30am

- Music room keys accounted for. # of Keys: _____
- Mezzanine keys accounted for. # of Keys: _____
- Tour keys accounted for. # of Sets: _____
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- With paper towels and cleaner, clean the desk and counter.
- Desk and front office clean and orderly.
- Cash drawer at 1:00 am: Amount _____
- Print new work orders.
- Update package list.
- Start kitchen laundry.
- Use broom and dustpan to clean litter in elevators, main floor, office, and both NE and NW entrances.
- Empty office trash.

**Staple cash
box receipt
here**

2:30am

- The IDs box must be put away (out of reach & sight)
- Make sure the black box is locked and out of sight
- Clean litter in elevators (vacuum or mop if needed).

4:00am

- 4:00 am Check THINK Study Lounge.
- Make sure FLIX theater screen is turned off and lights on dim
- Check stairwells are locked: Time _____
- Put laundry into dryer.
- Recycle residents' newspapers not picked up.
- Print new work orders.
- Audit package list to reflect packages on hand.
- Close maintenance request & file away by room #
- Complete lockout key inventory check- email all missing keys to Management.

Front Desk Checklist

Desk clerks are responsible for completing each duty listed for their shift. When each task is completed, the desk clerks should checkmark the space at the left and fill out date and name at the top of each shift checklist.

5:30am

- 5:30 am Open fitness center.
- Turn elevator security off, and unlock west sundeck dor..
- Make sure FLIX theater screen is turned off and lights on dim.
- Vacuum front office, front lounge and 1st floor hallways.
- 6:00 am Unlock NE entrance doors.

6:00-8:00am

- Check to be sure office trash has been emptied and floors have been swept/vacuumed.
- Check NE entrance is unlocked, elevator security is off, and west sundeck is unlocked.
- Bring up finished laundry if not already in the closet.
- Mop first floor tile areas, in the elevators, and in the entryways.
- Put today's newspapers in cabinet.
- Use cleaner to clean glass doors to West Study Lounge, and NE and NW entrances.
- Turn on TVs: large one to ch 51 sound level 10, one by kitchen to ch 34 no sound.
- Use clorox wipes to wipe down desk to keep sanitary.
- Desk and front office clean and orderly.
- Return all keys to the black box, and make sure it is locked.
- Cash drawer at 8:00 am: Amount _____

CONTRACTOR INVENTORY LIST

SIMPLEX	KEY FOR RED LOCK (RED KEY)
GLESCO ELECTRIC	OUTSIDE STAIRWELL DOOR
DCI TELEPHONE	STAIRWELL ALARM
SPRINT	FUSE BOX KEY
ELEVATOR	ELEVATOR STOP SWITCH
PAVLOV	NIGHT CLERK
ALLIED MECHANICAL	LOCKOUT BOX
AT&T	ALLEN WRENCH
CHEMSEARCH	ECOLAB WALLET
#1 SPARE	HOUSEKEEPING WALLET
#2 SPARE	2 TRASH CHUTE KEYS
	CART KEY ON LANYARD

MISSING LOCKOUT KEYS

**Staple cash
box receipt
here**

EMAIL MISSING KEYS TO MANAGEMENT BY 8AM EACH MORNING

Traditional Check Out

When moving out, students have the option of traditional checkout versus express checkout. With traditional checkout, the resident will make an appointment with their RA to come walk through the room. Please note that the RA's inspection is not final until professional staff and maintenance determine what work needs to be done to bring the room up to grade. As such, the RA's inspection could be well used in an advisory capacity. Good to have advance warning of any problems that need to be fixed.

The RA will also collect the key and cards that need to be returned. Residents should also fill out their agreements on responsibilities for any damages. This form is part of both traditional and express check out. Without this agreement in advance, all residents will be held equally responsible for any damages. (Charges divided in equal parts.)

Express Check Out



Express Check-out Envelope

Please complete all of the requested information below, place your keys and express check-out room checklist form inside, seal envelope, remove yellow copy of this form for your records, and place envelope in the express check out key box at the Front Desk.

Last Name:	First Name:	Time:
Date:	Room:	Key Code (s):

Please make sure that all of the following items are in this envelope:

- Front Door Key
- Room Key (metal)
- Mailbox Key
- Laundry card
- Completed Express Check-out room checklist
- IT ID
- Gameroom Key (if applicable)
- Garage Key (if applicable)
- Mail Forwarding Card

I understand that by signing this document, I have agreed to take the necessary steps to ensure proper checkout of my room, including but not limited to removal of my personal belongings, removal of all trash, left room clean and in good condition. I also understand that I have waived my right to appeal any room charges resulting from damage and/or failure to follow the building closing procedures.

Student Signature:	Date:
--------------------	-------

Administrative Use Only:

- Room Checked
- ACR Completed

RA Signature:

L.A.M. ENTERPRISES, INC. 631-254-6600

OFFICIAL USE ONLY
Please tear perforation below to open envelope.

When getting an express check out envelope, be sure that Name, Time, Date, Room, and Signature are filled out.

Key Code is filled out when checking what was handed in (from the bedroom key).

Your task is to

- Ask for the pink form of agreement for responsibility of damages. Without that, each resident will be held equally responsible for any damages.
- Put your initials, date and time in the top right corner.
- Circle what is missing from the list.
 - o Key Card \$5
 - o Laundry Card \$5
 - o Illini Tower ID \$15
 - o Mailbox Key \$30
 - o Bedroom Key \$30
 - o Garage Key Fob \$50
- Write the total from this list and whether it is "owed" or "paid cash" at the bottom right of the list.
- If there is cash included, let the resident seal the envelope and put it in the rent drop box outside the office door.

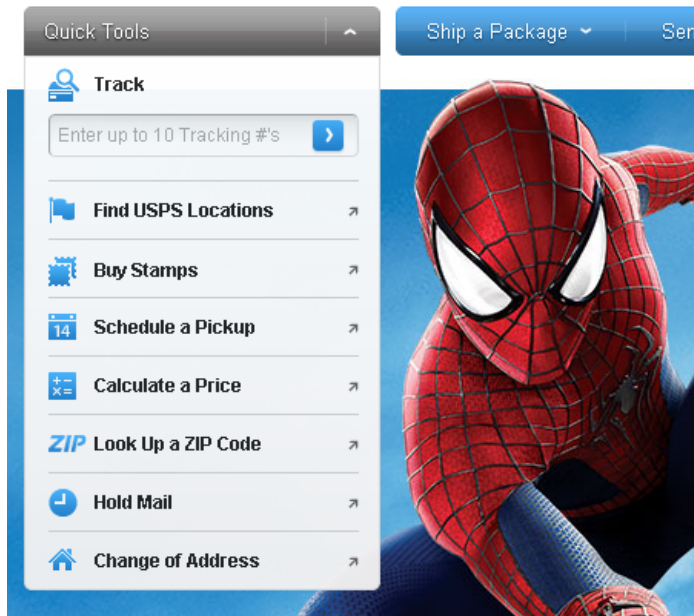
Mail Forwarding

This is important! Otherwise your mail will get lost.

Be sure you have a US address where you can send your mail. They will not forward it overseas for free.



Go to usps.com and select Change of Address at the bottom of the Quick Tools list.



On the next screen, agree to conditions:



When you fill in the next couple of forms, you may have to scroll down to see the button to click:

