

FAQs and TIPS: Move-In and Living at GrandMarc

- ❖ **MAIL: What's my apartment address & what is the mailing address?** All North Tower apartments are EVEN numbers and ALL South Tower apartments are ODD numbers. Simply add you name and apartment onto the GrandMarc street address to receive mail.

[Insert name]

2855 West Bowie Street [Apartment Number]

Fort Worth, TX 76109

- ❖ **PACKAGES: How do I receive larger packages that do not fit in the mailbox?** We will accept larger packages from all carriers (FedEx, UPS, larger USPS, etc) and notify you using a packing logging software program. The program sends you an email as soon as your package is logged and is ready to pick up. Make sure to check spam/junk mail to ensure any notifications are not missed. Photo and Signature will be required and only the resident listed is authorized to pick up the package.
- ❖ **MOVE-IN DAY PARKING:** The parking garage will be open and NOT MONITORED on move-in day ONLY. No towing will be done on move-in day, and you and your parents will be allowed to drive into the garage to unload vehicles, even if you have not paid for a parking space. Towing will begin being enforced the day after move-in day and consistently thereafter, so if you have not paid for parking, you must have your vehicle out after move-in day. Since move-in day is a weekend, the parking meters will be free until Monday morning. AT NO TIME may you, your parents, or anyone helping you park in the un-gated area of the garage designated as parking for Retail space. Our retail tenants must have parking available for their customers.
- ❖ **TRASH & WASTE DISPOSAL:** Trash rooms/chutes are located on EVERY FLOOR near the garage entry/exit as well as Recycling containers. A map will be posted in your apartment when you move in directing you to your specific trash room location. YOU ARE REQUIRED to take your trash to the trash chute. Only bags and standard trash are permitted in the chute. If you have trash that is too large to fit in the chute, you should place it in the trash room on the floor. NEVER leave any trash outside your apartment door or in the corridor- you will be fined if you do. Recycling containers are for recycling ONLY. Please follow instructions that are posted near the containers.
- ❖ **Will you have moving carts available on move-in day?** A very limited number of carts will be available to use to assist in moving in. Do not count on one of these being available- please bring your own dolly, cart, or flat-bed or be prepared to carry all of your belongings.
- ❖ **Are Internet & Cable TV included?** Yes, Stu Wireless Internet and Elauwit Cable TV are included at no cost to all residents. DO NOT bring or use your own Wireless Router. These are considered "rogue" routers and degrade our Wi-Fi signal. Only use our Stu Wireless Wi-Fi signal.

- ❖ **What utilities are included in rent?** All utilities except electricity are included in the rent and not subject to "caps". Electricity will be billed by GrandMarc to you based on your apartment's usage at approximately the end of each month so that you can include payment with rent.
- ❖ **What if I have Internet or Cable TV problems?** All Stu Wireless questions should be directed to the TCU Help Desk at: 817-257-5855. All cable questions or problems should be directed to Elauwit Networks at 800-611-9837 or support.elauwitnetworks.com. Be sure to check the compatibility with the TCU IT Help Desk before purchasing a Smart TV, Gaming System, or any other device that needs to use Wi-Fi.
- ❖ **What if I'm locked out?** If it's during office hours, call the office at 817-924-2900. If you are locked out after hours, an on call CA will always be available but a \$50 lockout fee may apply. To receive assistance afterhours call the main office number and follow the VM prompts.
- ❖ **What do I need to bring?** What's included in the apartment? All furniture is included, but you will need to bring bedding (sheets, pillows, comforter), shower curtain (not the rod), toiletries, food, cleaning supplies, cooking utensils and small kitchen appliances (such as toaster, coffee maker, etc. Microwave is included).
- ❖ **What size are the beds?** All beds are FULL XL. We suggest using queen sized bedding if you can't find extra-long full size.
- ❖ **What size are the windows for curtains?** Bedroom & Living room windows in the North Tower are 32"Wx66"L. Bedroom & Living room windows in the South Tower are 35"Wx64"L.
- ❖ **How can I pay rent, and when is it due?** Rent can be paid online at www.grandmarctcu.com but can also be paid by check, money order, or cashier's check in the office. You can send payment through the mail just make sure it ARRIVES before the late deadline (rent is late on the 3rd of each month, regardless of weekends and holidays). A drop box is also available in the mail room for after-hours payments.
- ❖ **Can I hang pictures and other items on the walls?** You ARE allowed to nail items onto the wall and hang curtains. There will not be any charge for a small number of nail holes. Larger quantities/sizes of holes will be subject to repair costs.
- ❖ **How do I get a parking space in the garage?** Parking is available for lease for \$85/month for a reserved space inside the garage; \$70 for a reserved space on the open-air top of the garage. If you wish to add parking, contact the leasing office at 817-924-2900.
- ❖ **My parents are coming to visit, where do they park?** During your lease term, a limited number of "visitor" passes will be available for out of town family or visiting friends. These permits will be for the lower level garage only (retail area), and for a short amount of time. Friends visiting

that are TCU students or live locally will not be issued permits. Only out of town visitors will be allowed to use visitor parking. You must obtain visitor passes from the leasing office. Vehicles without valid visitor passes will be towed at the owners' expense.

- ❖ **Is recycling available?** Yes we provide recycling containers near your trash room on each and every floor! Please be sure to abide by the recycling rules posted near the container.
- ❖ **Where is the Mail Room?** Mailboxes are located in the North tower near the leasing office. Each apartment has its own mailbox and you will be issued a key when you move in. The mailbox# is the same as your apartment#.
- ❖ **What kind of key do I get?** You will be issued an electronic key fob. This key fob will let you have access to the building doors, the amenities, and the front door of your apartment. Traditional metal keys are issued for the bedroom and mailbox. Lost key fobs are \$50 and other keys are \$10.
- ❖ **Do you have maid service available?** Not through GrandMarc. If you wish to use a maid or cleaning service we recommend NBMCO (817-793-7491).
- ❖ **When do the amenities close?** Some of our amenities are available 24/7/365. These include the Internet cafe and fitness center. The game room, media room, meeting room, pool/spa area, and south tower courtyard close at approximately 10pm each night.
- ❖ **I need to submit a maintenance request. How do I do that?** You can submit maintenance requests in the Leasing Office or online at www.grandmarctcu.com. This is the same system that can be used to pay rent, so you will use your email/password that you used when you applied or register by clicking "Enroll Now" the first time that you use the system.
- ❖ **What is the difference between a TCU GrandMarc lease and leasing privately?** TCU leases a large number of our apartments to use as an on-campus option for students that sign up for housing through TCU Housing and Residence Life. GrandMarc offers private leases for anyone that was not able to get in through TCU or prefers not to. If you lease through TCU, you must abide by all of TCU's on-campus housing rules, plus all of the rules outlined in the GrandMarc lease and resident handbook. In addition, if you lease through TCU, you must have at least a partial meal plan. TCU leased residents may have a different overall lease term than residents leased directly through GrandMarc, and generally are not allowed to stay through the summer months. Regardless of whether you lease through TCU or GrandMarc privately, living at GrandMarc satisfies the TCU 2nd-year live on campus requirement.