

‘UNCOMMON’ MOVE-IN PROCESS

114 Bedford | Madison, WI



CA Student Living's approach to move-in day at our properties is to ensure that a process is in place that will provide our residents with a seamless transition into their new home.

There are 372 residents anticipated to live at Uncommon come fall 2016. Standard practice is to spread out the move-ins over two days to prevent congestion in and around the property. We strategically plan out the move-in dates and times based on selecting certain room numbers from every floor to move-in during the same designated time slot. This strategy helps to evenly distribute the traffic on each floor, while also preventing delays from large groups of people being held up waiting for the same elevator. Approximately 28 residents will be assigned to each 1.5 hour window. Considering there are two separate elevator banks in the building, that both contain two elevator cars; that means 14 residents will have two elevators to share during their move-in time slot. Since Uncommon will contain all fully furnished apartments (each unit will include bedframes, mattresses, desks, couches, coffee tables, bar stools, etc.), we are confident that these move-in times frames will be adequate. Providing fully furnished apartments is a huge benefit for students and their parents, and we find that 99% of our residents always utilize the furniture that we provide for them. However, if a resident requests to use an item of their own instead, we do have allocated storage space within the building that could be used to store any unused furniture.

Approximately 30-45 days prior to move-in, a welcome letter will be sent out to all of our residents notifying them of their designated move-in date and time, along with the contact information of their assigned roommates. Additional follow-up emails and phone calls will be made to each resident as the move-in date approaches to ensure that everyone is well informed of all the expectations for move-in day.

On each move-in day there will be designated stations to assist in keeping the process as seamless as possible for the residents.

- **Station #1 – Welcome**
 - Residents will check-in, present ID and receive their RIC (resident information card).
 - Team will initial #1 on RIC once ID is verified and confirm that they have their auto registration information (if applicable).
 - If no “problems” noted on RIC (station 2), direct the resident to station #3.
 - If station #2 is not signed off on, then the resident should be directed to station #2.
- **Station #2 – Resident Services**
 - Residents with incomplete files, outstanding rent/deposits (or other balances) will be directed to this station to complete all necessary requirements prior to receiving keys.
 - Once paperwork completed or rent received, team member will initial #2 on RIC and direct them to station #3 (if they have leased/need a parking space).
- **Station #3 – Parking**
 - Residents will register car information and receive carport assignments.
 - Team will initial #3 on RIC and direct them to station #4.

- **Station #4 – Keys**
 - Team will collect RIC and ensure all stations are signed off on PRIOR to releasing keys to resident.
 - Residents will receive MICF (move-in condition form) and keys.
 - Team will briefly explain MICF (what to do and when to turn it in).
 - Team will briefly explain what keys they are receiving.
 - Team will give directions to apartment, as needed.
 - Team will organize completed RIC cards for later use.

Additional assistance will be available throughout the entire day to facilitate a smooth move-in process, and ensure that all resident's needs are being addressed.

- **Maintenance** – all maintenance team members will be available to handle concerns in apartments if they arise. They will be available via walkie talkie radios, and will continuously walk the property, ensuring all trash and boxes are cleared to prevent any obstruction of walkways. In addition, the General Contractor or Project Manager will be on site to provide additional support as needed.
- **Movers** – the company Bellhops will be on hand and ready to assist all residents with their moving needs. The bellhop employees will meet the resident's curbside at their vehicles, and assist in unloading and transporting their boxes and belongings to their apartment. Once the car has been unloaded the resident/parent will need to move their car from the unloading zone in order to keep the move-in process going and avoid creating a traffic jam. Management will do their best to make arrangements with any nearby lots to secure an area for temporary parking that parents can use while they help their student get settled into their new home.
- **Elevator Technicians** – two elevator technicians will be onsite operating one elevator each on independent in order to expedite the move-in process and eliminate stopping on floors where residents are waiting to go back down. They will also be able to assist should there be any issues with the functionality of the elevators.

The management team is dedicated to making sure that the move-in process and experience is an enjoyable one. The Property Manager will be available the entire day to address any and all issues that may arise.