UCSF Fresno Medical Student Rules & Regulations
Palazzo at Campus Pointe

- UCSF Fresno adheres to a safe and non-threatening living environment. Your safety and well-being is our utmost concern, if you have any issues regarding your housing situation, please let us know. Your comments will be confidential regarding housing assignments.

- Notify the UME staff of any concerns that you have regarding your housing. We do our best to accommodate every student but this is sometimes difficult given the timing of the various rotations in the Fresno clerkship program.

- Our most frequent question has to do with the number of students assigned to an apartment. Palazzo at Campus Pointe is a 4 bedroom co-ed (dorm style) apartment suite. There are 4 bedrooms and 4 bathrooms. The 2 single bedrooms will accommodate a single student (or couple) and the 2 shared rooms each have 2 XL California twin beds. While the entire apartment is co-ed style, UCSF Fresno will only assign same gender students to the shared bedroom. Housing assignments are based on student preference and on a first-come, first-served basis. Fees are due at the time of application to reserve your spot in housing.

- Do not assume free space in an apartment will be vacant during your entire clerkship. Keep free space uncluttered on the assumption that a roommate will be occupying the space soon. You will receive advance notice when another roommate is assigned to your apartment but it may only be a day or so.

- Not all occupants of an apartment will be beginning and ending their clerkships at the same time. Consequently please be courteous and try to keep moving in/out disruptions to a minimum.

- Open dialogue will ensure harmonious living arrangements. Please be courteous to your roommates. All roommates sharing an apartment should clear all visiting guests with other roommates in order to avoid inconveniences and disruptions.

- Be considerate of your neighbors. Negative complaints about the occupants of student housing could jeopardize our ability to provide quality housing in the future.

- We prefer that you do not move furniture around but if you do, for your comfort requirements, please return it to original location upon departure. Do not take furniture or kitchenware out of the apartment.

- Students are required to keep apartments clean during residence and upon departure. A cleaning fee will be charged to students who leave the apartment in an unsatisfactory condition. Please be careful of spills in the carpeted areas. Upon checkout, students are expected to empty own trash and clear your items out of the refrigerator so that the next student is not inconvenienced.

- No smoking is allowed in the apartment.

- No pets are allowed in the apartment (visiting or otherwise).

- Significant others are not allowed to live in medical student housing unless special permission is granted for “couples housing” through the Office of Undergraduate Medical Education at UCSF Fresno.
Apartments must be vacated by 12 noon the day after your rotation ends. Please return your apartment keys, parking sticker and gate access card to the Undergraduate Medical Education Office by 3:30pm on the last day of your rotation. If unable to make it to the UME Office by 3:30pm, you may leave all of your housing items/keys/parking permit with the CRMC switchboard ambassador or security officer where you picked items up. Be sure to hand them to a person and that items are locked behind the secure door. Please discuss check out process with UME staff (559) 499-6524.

UCSF Fresno
Medical Student Housing Information / Frequently Asked Questions

1. Where do I live during my UCSF Fresno rotation?
   Unless you have a friend or family member with whom you will be staying during your time in Fresno, you may choose to stay in the student housing provided by UCSF Fresno.

   **Visiting Students are housed at:**
   
   **Palazzo @ Campus Pointe**
   5180 N Primitivo Way #354 (Building B, 3rd Floor)
   Fresno, CA  93710
   (559) 292-5573 (apartment phone number)


   If Palazzo is full and there is still space available at Riverview Gardens, then visiting student may request housing at Riverview before considering alternate arrangements. Riverview is located at:

   **Riverview Garden Apartments**
   8088 N. Poplar Ave.
   Fresno, CA  93711

   **NOTE:**
   All housing is located “off-site”. Palazzo is located approximately 9 miles and Riverview is located approximately 12 miles from Community Regional Medical Center (CRMC) and the UCSF Fresno Center for Medical Education and Research. Please note a car is required to maximize learning opportunities in Fresno.

   For a map of the Fresno area please [click here](http://www.palazzofresno.com/).

2. How do I sign up for housing?
   If you are a 4th year visiting student (non-UCSF), you must request student housing on your elective application.

3. How much does housing cost at Palazzo?
   Visiting students will pay $400 each (shared room) or $600 (single room) to stay in housing for up to 4 weeks. The $400 housing fee must be paid at the time the elective application is sent in to UCSF Fresno to ensure a place in student housing. There is an additional $300 for “couples” sharing a single room. Call (559) 499-6523 to inquire about special housing arrangements or “couples” housing.
All rates and fees are subject to change.

4. How do I get my keys?

After 12 noon on the Sunday before you begin your clerkship rotation, the keys to your apartment will be waiting for you in your housing packet which you will pick up at this location:

Community Regional Medical Center (also known as CRMC or CMC)
2823 Fresno St.
Fresno, CA  93721
559.459.6000

The old switchboard is located on the first floor of the CRMC main lobby, immediately to the right of the ambassador’s information desk. Ask the information desk for assistance - let them know you’re a medical student and you need to pick up your housing packet. An ambassador should be stationed at the information desk during daytime business hours. If an ambassador is not stationed at the information desk and a security officer is not present near the front entrance of the hospital, please use the courtesy phone -located at the information desk- to dispatch security. A security officer should report to your location to unlock the door and allow you to access your housing packet. Security can be dispatched by dialing 5-6575 from the courtesy phone. You may use this same procedure to return your packet to this location at the end of your rotation but it’s preferred that you leave all items with the medical student coordinator at the UCSF Fresno Center building.

When picking up your housing packet, you may park directly in front of the CRMC hospital (in the driveway and avoid the red zones) since you will only be gone a few minutes (see map at link). This would be the patient loading/unloading area. Do not stay parked in this area longer than several minutes, or you may be fined. If you cannot find parking in front of the hospital, you may want to circle the driveway several times until parking is available, or you may look for parking on the street. Do not park in the red zones.

The door to the old switchboard office is not marked except with a sign that says “No Admittance for Unauthorized Personnel” (SEE SWITCH BOARD MAP at link below).

http://www.fresno.ucsf.edu/undergrad/maps_directions.htm (CRMC Switchboard document)

5. Where is housing located and how do I get there?

Once you pick up your housing package at CRMC, follow the driving directions below to student housing.

Driving Directions to Student Housing from Community Regional Medical Center:

A. From CRMC (where you will picked up your housing key packet at the switchboard) go north on Fresno Street to Divisidero.

B. Turn right on Divisidero and proceed to the Highway 41 (NORTH) entrance.

C. Travel approximately 1 mile and merge onto Highway 180 EAST interchange towards Kings Canyon

D. Merge onto 168 EAST towards Clovis/Huntington Lake. Travel approx 4 miles to Shaw Ave.
E. Exit Shaw Avenue and turn Left

F. Travel approximately 1-2 blocks, going under the freeway/bridge

G. Turn Right onto Chestnut Avenue (if you pass the Save Mart Center, you’ve gone too far!)

H. Turn Right on Chardonnay Lane (3rd driveway, you will see the flags)

   Drive straight ahead until you reach the Palazzo gate. Use your electronic key pass to open the gate and take you directly into the apartment property.

I. Drive straight ahead to Building B. Park in any uncovered stall. A Permit is required.

J. Enter Building B through the glass double doors. Use your electronic key pass on the black box mounted on the wall to your left. If you park on the side of Building B, you may enter through the black gates. Your electronic key card will be needed to get into the building through these gates.

K. Take an elevator to the 3rd floor and proceed to Apartment #354. Use your front door key to enter the apartment and use your individual room key to enter your single or double room. All rooms are marked A, B, C, or D. Your room assignment is predetermined by you and the UCSF Fresno staff based on your application and what you paid for. Please always knock just as a courtesy!

L. Always carry your electronic key card with you while out and about on the Palazzo property. This key card is needed to access most areas and amenities of the property.

6. **When can I move into my apartment?**
   You may move in anytime after 12 noon on the Sunday before you begin your rotation. Special arrangements for move in should always be cleared with the UME Office, 559-499-6523. As a general rule, most new incoming students arrive on Sunday's after 12 noon.

7. **Will I have a roommate?**
   Each student apartment has 4 bedrooms and normally, there are two students (same gender) in the shared room and one student in each single room. If you prefer other housing arrangements, contact the Undergraduate Medical Education office (UME) and staff will give you referrals to other housing options at different price ranges.

   **Special considerations for roommates:**
   Please do not assume free space in an apartment will be vacant during your entire clerkship. Keep free space uncluttered with the assumption that a roommate could be occupying the apartment in the near future. Never switch rooms at Palazzo. You will receive notice when another roommate is assigned to your apartment, but in some cases, it may only be a day or so in advance of their arrival.

   Not all occupants of an apartment will be beginning/ending their clerkships at the same time. Consequently, please be courteous and try to keep moving in/out disruptions to a minimum.

   Open dialogue with your roommate(s) will ensure harmonious living arrangements. Please be courteous to your roommates. If you have visiting guests, make sure to clear/discuss that first with your roommate to make sure it is acceptable to them.

   Significant others are not allowed to live in medical student housing unless special permission is granted through the Office of Undergraduate Medical Education at UCSF Fresno.
UCSF Fresno adheres to a safe and non-threatening living environment. Your safety and well-being is our utmost concern, if you have any issues regarding your housing situation, please let us know. Your comments will be confidential regarding housing assignments.

8. What services/amenities are provided at the student apartments?

**Telephone:** There is a telephone your apartment. There is no answering machine so please remember to bring one if you want to receive messages while out. **The phones are available for local calls only; you will be charged for any long distance calls or local toll calls.** If you are unsure about if a prefix is considered “local toll,” check the phone book or call AT&T customer service at 1-800 310-2355.

**Heating / Air Conditioning:** There is a generous amount allotted to cover your power bill for air conditioning and heating, however, in rare instances, students have gone over this amount and have been charged for the excess. This can be avoided by keeping your thermostat at a reasonable temperature. During summer months, keep the thermostat at 82 degrees when you are not home and at 78 degrees when you are home. During the winter, keep it at 60 when you’re not home or at night and at 68 when you’re at home/awake. Remember, you and your roommates will be responsible to pay for any amount exceeding the power bill budget. The budget is set at $210 per month.

**REMEMBER TO TURN THE AIR/HEATING COMPLETELY OFF WHEN YOU MOVE OUT OF YOUR APARTMENT.**

**Here are some tips to save on your power bill.**
- Turn off lights when room not occupied and/or when leaving for the day.
- Turn off computers when not in use.
- Enable energy conserving programs on computers, monitors, printers, and other energy-consuming equipment.
- Keep windows and doors closed, especially to outside areas.
- Eliminate personal electric heaters; dress in layers for warmth. If a heating device is considered necessary for research, teaching or patient care (non-comfort heating), consulting with the property manager.

**Washers/Dryers:** A dorm-size washer/dryer combo is provided in your unit just inside the kitchen area.

**Amenities at Palazzo:** include pool, patio deck with BBQ & lounging area, spa, fitness center, racquetball, pooltables, clubhouse, playground and sauna are available and open daily from 7:00 a.m. to 12:00 p.m. A computer center is also available. Your electronic key can be used to access these facilities.

9. Where do I park at student housing?

A parking sticker is required at Palazzo. All medical students assigned to Palazzo will receive a removable parking sticker inside their housing packet. Place this sticker on the front left windshield and be sure it’s clearly visible. ‘Extra’ cars or visitors/guests must be parked in outside of the apartment complex in the stalls marked or the car may be towed. Please help us fight car theft. Use ordinary precautions, such as locking all car doors at all times, closing windows, and removing all items from the interior of the car.

10. How do I get mail at student housing?

Mail is not delivered to the apartment complex. **If you wish to receive mail in Fresno** it can be directed to our main office address listed below:

**Send your US mail or shipments to the following:**

**YOUR NAME, MEDICAL STUDENT**

**UCSF Fresno**

**C/O UNDERGRADUATE MEDICAL EDUCATION**

**155 N. Fresno Street**

**Fresno, CA  93701**

You will be notified via your pager or by email if you receive mail or packages in our office. If you choose to forward your mail to Fresno, it is your responsibility to change address back when your clerkship ends.
11. What if something in my apartment needs repairing?
   In case of an apartment maintenance problem, please call or go to the apartment property management office. If it is after hours, but not an emergency, please leave a message on the property management voice mail and they will respond ASAP. By reporting apartment problems directly to their office, they can better ensure that these problems will be taken care of in a timely manner. Please let us know if repairs are not completed with 24 to 48 hours, which is the normal time to fix most problems.

12. In the event of an EMERGENCY, please call the Palazzo property management during normal business hours at 291-6400 up until midnight most evenings. If the situation warrants calling 911, please do so without hesitation.

13. Are there rules/regulations I need to be aware of when staying in the apartments?
   Please read the student rules/regulations found at the link below.

   See Palazzo House Rules and Regulations (link)

14. What are my responsibilities as a tenant living in UCSF Fresno housing?
   a. Respect others’ privacy and need for quiet
   b. Take care of property including furniture; don’t break items
   c. Use common sense and leave the property/items in the same or better shape than how you found it.
   d. No smoking in the apartments.
   e. No pets/animals in the apartments.

15. Is there security at the student apartments?
   There is courtesy patrol (559) 283-9900.

   Checking Out

16. How do I check out of student housing?
   During the last week of your rotation, the UME office will send you an email with checkout information. You will be asked to come by the UME office by 3:30pm on the last day of your rotation to turn in all items assigned to you, including your apartment keys and electronic key/gate card, and the parking sticker.

   Important Check Out Information
   To avoid being charged a fee:
   A. Take all personal belongings, including food items when you leave.
   B. Return all furniture to the position you found it upon arrival.
   C. If you make special arrangements to return your keys and gate cards at the Hospital Switchboard, make sure they are in an envelope with your name on it or you may be charged a replacement cost. Otherwise, return all housing items to the UME office by 3:30pm on the last day of your rotation.
   D. Return all scrubs to the hospital where you received them.
   E. Throw all trash out, especially if it contains food.
   F. Please complete all items above as a courtesy to the next incoming visiting student.

   THANKS FOR YOUR COOPERATION!

   This housing is made available to you while training at UCSF-Fresno. Please leave apartment as you found it and make sure everything is returned. We appreciate your respect and consideration!
CALL UME OFFICE WITH ANY HOUSING QUESTIONS OR CONCERNS (559) 499-6523 OR 6524

(medical.students@fresno.ucsf.edu)