

## 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 the UCSF Fresno. It is located at:

**Riverview Garden Apartments**  
8088 N. Poplar Ave.  
Fresno, CA 93711  
(559) 432-3653

#### NOTE:

**Student housing is off site and is located approximately 12 miles from Community Regional Medical Center (CRMC). Please note a car is required to maximize learning opportunities in Fresno.**

For a map of the Fresno area please [click here](#).

### 2. How do I sign up for housing?

If you are a 4<sup>th</sup> year visiting student (non-UCSF), you must request student housing on your elective application. If you are a UCSF student, you will automatically be scheduled into student housing (no charge).

### 3. How much does housing cost?

Visiting students will pay \$350 to stay in housing for up to 4 weeks. The \$350 housing fee must be paid at the time the elective application is sent in to UCSF Fresno to ensure a place in student housing.

Special requests for single room housing arrangements may be accommodated at a higher housing rate. If space is available, a student may request single occupancy through the UME office. Rates will be discussed at the time of the request. Call (559) 499-6523 to inquire about special housing arrangements.

**All rates and fees are subject to change.**

### 4. How do I get my keys?

The keys to your apartment will be waiting for you in your housing package after 12noon on the Sunday before you begin your clerkship at:

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

The switchboard is located on the first floor of the CRMC main lobby, immediately to the right of the information desk. Ask the information desk for assistance or knock on the switchboard door, to the right of the information desk and let them know you're a medical student and you need to pick up your housing packet out of the medical student drawer. The switchboard is open 24 hours - 7 days/week.

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 several 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 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](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 pick up your housing package/apartment key at the switchboard) go north on Fresno Street to Divisadero.
- B. Turn right on Divisadero and proceed to the Highway 41 (NORTH) entrance
- C. Travel approximately 12 miles north on HWY 41 to the Friant Road exit.
- D. Take the Friant Road exit and turn left at traffic signal onto Friant Road.
- E. Travel approximately 2 blocks to Nees Ave. where you will turn right (There is traffic light at this corner).
- F. Continue on Nees Ave. approximately 2 blocks to Poplar Ave. and turn right.
- G. Using your electronic gate opener, enter the first gate on the right, which will take you into the apartment properly.
- H. There is a convenient central parking area towards the back of the property where you can park temporarily while you locate your building, parking stall and apartment.
- I. All of our student apartments are located in several buildings in this section of the complex—Bldg. 250 and 252 except the 3 bedroom apartment that is located on Lexington Avenue.
- J. All buildings are clearly marked on front and are fairly easy to locate. A portion of a Fresno map with important details highlighted is located in your housing package for reference.

**NOTE: You will be issued a gate opener for the student apartments. It will be in your housing package.**

## 6. When can I move in to my apartment?

You may move in anytime after 12noon on the Sunday before you begin your rotation.

## 7. Will I have a roommate?

Each student apartment has 2 bedrooms and normally, there are two students (same gender) per apartment, with each student having their own bedroom. During peak times, there may be more than two students per apartment, however, each bedroom has two beds and the couch in the living room turns into a bed. Every effort will be made to give UCSF students their own bedrooms, but at times of peak occupancy, this may not be possible. 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.

### **A few other notes about 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. 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 items should I bring with me to student housing?

### Essential Items

- Bedding: sheets, blankets, bath towels and pillows for twin bed or sofa bed (full size) in the living room and any other linens you prefer.
- Toilet paper and Hygiene items—**are not provided.**

### Optional Items (May be essential for some!)

- Television and radio
- Dishtowels for kitchen and *specialized* house wares are not supplied. House wares for basic cooking needs are provided.

**NOTE: There is a microwave in each kitchen. Meals are not provided by UCSF Fresno. CRMC has a student lounge (Sierra Room) where breakfast and lunch is provided daily free of charge. Kitchens and bathrooms are to be shared by all occupants in all units.**

**NOTE: Open flames are strictly prohibited in and around apartment buildings. Therefore, please refrain from using bar-b-que or hibachi-type grills on the apartment patio/terrace.**

## 9. What is provided in the student apartments?

**Telephone:** There is a telephone in each 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 SBC customer service at 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 85 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.

**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.

- A. Turn off lights when room not occupied and/or when leaving for the day.
- B. Turn off computers when not in use.
- C. Enable energy conserving programs on computers, monitors, printers, and other energy-consuming equipment.
- D. Keep windows and doors closed, especially to outside areas.
- E. 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:** Coin-operated washers and dryers are available (75 cents/wash, 75 cents/dry) on the apartment premises. Several laundry rooms are located throughout the complex and are open from 6:00am to 10:00pm. Your pool/laundry key\* can be used to access the laundry rooms.

**Gym Facility and Pool:** Available and open daily from 7:00 a.m. to 10:00 p.m. Your pool/laundry key\* can be used to access these facilities

\*The key to the pool, gym facility and laundry rooms is located on a magnetic hook on the side of your refrigerator. **Please leave the pool key on the hook when not in use.**

**10. Where do I park at student housing?**

**There is only one parking space per apartment.** 'Extra' cars must be parked in unassigned stalls next to the assigned stalls or your 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.

**11. 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:

**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 email if you receive mail in our offices. If you choose to forward your mail to Fresno, it is your responsibility to change address back when your clerkship ends.

**12. 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.

**13. In the event of an EMERGENCY, please call the apartment property management during normal business hours at 432-3653. After hours, call the answering service at 445-3698 and the on-call manager will be paged and asked to respond ASAP. If the situation warrants calling 911, please do so.**

**14. 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.

[http://www.fresno.ucsf.edu/undergrad/forms/riverview\\_rules\\_reqs.pdf](http://www.fresno.ucsf.edu/undergrad/forms/riverview_rules_reqs.pdf)

**15. 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.**

**16. Is there security at the student apartments?**

California Industrial Services patrols the apartment grounds each evening by foot and automobile, at around 5-6pm and again at 8-8:30am the next morning.

**If you need to reach them, their number is (559) 486-2888 or 495-3000. If there is a security issue between property management office hours and security shifts, call the security company anyway.**

**Apartment Complex Office Hours (times may vary during holidays or special events)**

<b>Monday-Friday</b>	<b>8:30am to 5:30pm</b>
<b>Saturday</b>	<b>9am to 5pm</b>
<b>Sunday</b>	<b>11am to 5pm</b>

### **17. 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 apartment gate opener.

#### **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 opener at the property management office, make sure they are in an envelope with your name on it or you may be charged a replacement cost.
- D. Throw all trash out, especially if it contains food.
- E.

### **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!**