privateer place
student village

ACE YOUR SPACE

MOVE IN GUIDE!

THE WINNING MOVE

PLAY YOUR CARDS RIGHT!

ACE YOUR SPACE

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Welcome Home!

We hope you'll use this guide to make the transition to your new home go smoothly so you may enjoy every aspect of your stay! Here, you will find some general information about move-in day and your new home. You may also receive additional documents & special directions at check in.

Move-In Wisdom

🏠 **Know Where You're Living**

- Arrive knowing your building and room number before you begin moving your belongings.
- Be sure to check your email regularly for important move-in updates and communications from your community.

🛒 **Bring a Hand Truck or Something with Wheels**

- A hand truck, dolly, wagon, or cart can make moving boxes and larger items much easier.
- Please note that moving equipment will not be available for checkout during move-in.

📦 **Label Your Boxes**

- Clearly label your boxes and containers to make unpacking easier.
- Once boxes are empty, break them down and dispose of them in the designated trash or recycling areas.

💧 **Fuel Up for Move-In Day**

- Eat a good breakfast and drink plenty of water before you arrive.
- Staying hydrated is essential for a safe and successful move-in experience.

🧽 **Pack Cleaning Supplies**

- Keep cleaning supplies easily accessible by packing them near the top of your belongings.
- While your home will be prepared for your arrival, many residents like to do a quick touch-up before unpacking.

📬 **Parents & Guardians**

- Be sure to save your student's new address so you can send mail and packages throughout the year.
- Example:

  2000 Lakeshore Dr

  Apt. XXX

  New Orleans, LA, 70148

To Do Before Move-In

- Download the CLV App - This is required in order to check-in.
  - Pro-Tip: Speed up check-in and download the app in advance - **CLICK HERE** to view how to download the CLV App!
- Please ensure your first installment is paid on the CLV App at least 48 hours in advance prior to check in. Cash is not accepted.
  - Need some help setting up a one-time payment watch our helpful video:
    - **How to Make a One Time Payment Using the CLV App**
- Review all community policies prior to arrival
- Change your mailing address: **CLICK HERE**

SOMETHING TO NOTE

Please navigate to the ***village website*** in which ***you reside.*** The people and rates in this demonstration are fictional.

What to Bring

bedding | hangers | clothes for all seasons | personal items | umbrella | alarm clock | trashcan | computer/printer | desk lamp | surge protector | vacuum cleaner | TV

shower supplies | shower curtain & hooks | trashcan | toilet paper | cleaning supplies | plunger | 2 sets of towels | tissues | personal hygiene products | hair care | first aid kit

dishes/utensils | (if not included) microwave | pots & pans | dish towels/rack | paper towels | can opener | trashcan bags | food storage containers | lamp | décor

What not to bring: hot plates | halogen lamps | grills | fireworks | candles | heaters or mini fridges

Apartment Maintenance

- **Running into a challenge with the mechanics of your apartment?**
  - We've got you covered! All you have to do is submit a maintenance request through the **online student portal** for a work order and your issue can be resolved during business hours!
    - For emergency maintenance situations, you can get help 24/7!
      - All you have to do is contact the on-call RA at (504)-810-9123 for after-hours and our office at (504)-571-9712 during office hours.
- **Keep it clean!**
  - Your space is a reflection of you! Always keeping your place tidy and clean can help ensure you feel happy and healthy in your home. We recommend always keeping tabs on your specific apartment features and how often they've been cleaned!
    - **Here's just a few: windows & blinds | countertops | kitchen stove | vents | bathroom tub & tile | sinks | carpet | toilets | dishwasher | patio | refrigerator | furniture | floors**

Personal Safety Tips

You, your roommates, and visitors should always remain as aware as possible! Keep in mind the following safety reminders!

Get to know your neighbors, Resident Assistants (RAs), and community team members.

- Be aware of your surroundings and report suspicious activity to 911 and campus police.

Always lock your doors and windows.

- Verify that all locks and latches are functioning properly and notify management immediately if repairs are needed.
- Avoid creating signs that indicate your apartment is vacant for extended periods.

Protect your valuables.

- Never leave valuable items visible inside your vehicle.
- Keep personal belongings secured whenever possible.

Stay aware when traveling around campus and the community.

- When possible, travel with friends and use well-lit pathways, especially at night.
- Carry a charged mobile phone and remain aware of your surroundings.

Keep friends and roommates informed.

- Let trusted friends or roommates know where you are going and when you expect to return.

In an emergency, call 911 first.

- If you observe suspicious activity or believe a crime is occurring, contact 911 and campus police immediately.
- Once it is safe to do so, notify the RA on duty or a member of the community team.

Save important phone numbers.

- Store local emergency, campus police, and community contact numbers in your phone for quick access.

Community Reminders

💰 Rental installments & Payments

- Rental installments are due on the 1st of each month.
- Set up AutoPay through the Resident Portal.
- Contact the office with billing questions.

👥 Roommate Agreement

- Discuss expectations early.
- Complete the roommate agreement with your roommates on the CLV App
- Reach out to your RA for support if needed.

🚨 Emergency Maintenance

- Contact the on-call RA for after-hours emergencies at [INSERT ON-CALL NUMBER].
- Save emergency contact numbers in your phone. You can also access important numbers on the CLV App

🎉 Community Events

- Attend events and activities throughout the year.
- Follow community social media, CLV App, and check your email regularly for news about our latest events!

🚗 Parking

- Review all community and university parking policies and ensure your vehicle is registered with us in the Resident Portal under Forms.

Community Rewards

Living Here Has Its Rewards! Community Rewards is a **FREE** resident loyalty program that rewards you for being an active member of our community. You'll also receive community updates, event reminders, exclusive offers, and monthly giveaways, all in one place.

How to Sign Up

- After you move in, you'll receive an invitation to join Community Rewards.
- Didn't receive an invite? Visit communityrewards.me to create your account.
- Sign in using the same method you used to create your account.
- Forgot your password? Use the "Forgot Password" option to reset it.

Earn Points By:

- Attending resident events
- Referring friends
- Renewing your lease
- Completing surveys
- Sharing your community on social media
- Providing feedback

Redeem your points for gift cards from popular brands like:

- Amazon
- Target
- Nike
- Adidas
- Best Buy and more!

SCAN TO DOWNLOAD COMMUNITY REWARDS:

For Our Parents

Sending your student to college is an exciting milestone, and we know it can come with a mix of emotions. Our team is committed to creating a safe, welcoming, and supportive environment where students can thrive academically, socially, and personally.

Resident Support 24/7

- Professional staff are available during business hours.
- Resident Assistants and professional live-on staff are available after hours for support and emergencies.
- Our team works closely with university partners to connect students with resources when needed.

Move-In Day Tips

- Download the CLV App and complete payments before arrival whenever possible.
- Review parking and check-in instructions before move-in day.
- Save important community contact information.
- Allow extra travel time during peak move-in periods.

Stay Connected

- Encourage your student to check their email, our social media, and the CLV App regularly for important community updates, events, and announcements.

Thank You

We look forward to your arrival and hope this guide has given you some great information. If you have additional questions prior to move-in day, please contact our team by phone or email.

Property Number: (504)-571-9712

On-Call: (504)-810-9123

2000 Lakeshore Dr, New Orleans, LA 70148

Email: info@privateerplaceuno.com

CLV has extensive experience managing accommodation for universities around the world. We know just how important an exciting, secure living environment is to the university experience. To learn more, visit **www.clvusa.com**