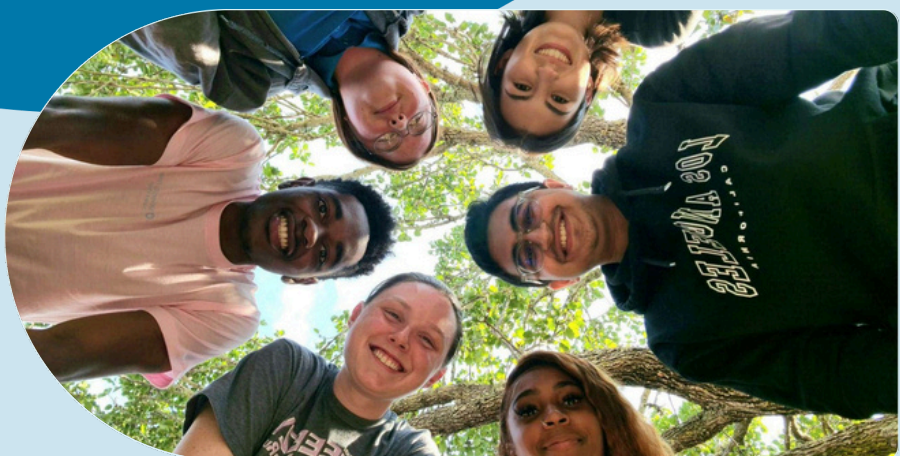
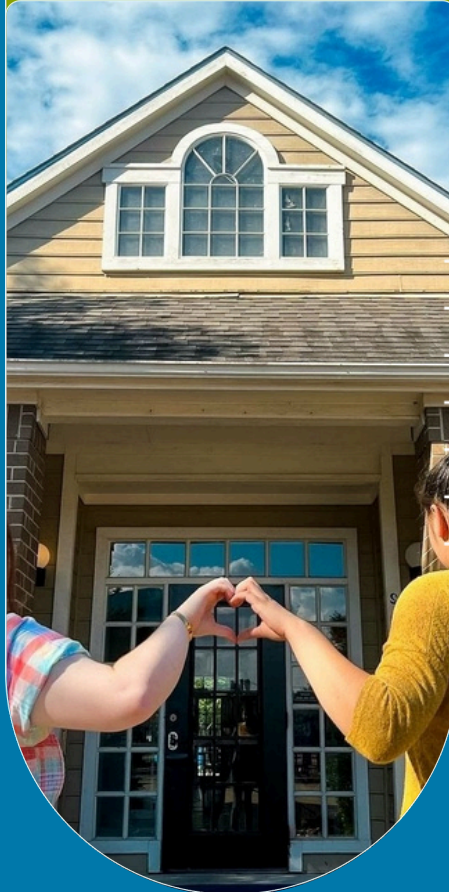




university forest
student village



Live your best student life

Move In Guide and Resident Resources

Fall 2025

Welcome to University Forest Student Village

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.

University Forest General Information

Address:

University Forest Apartments
2600 Bay Area Blvd Houston, TX 77058

Business Hours

Monday – Friday 9:00 AM – 6:00 PM
Saturday 11:00 AM – 2:00 PM
Sunday: Closed

Contact Information

Office Phone Number: (281) 286-5959
Emergency Resident Assistant on Call: (832) 368-5820
UHCL Police Dept.: (281) 283-2222
General Inquiries: Info@UniversityForestUHCL.com

Management Team

Adela White, General Manager | Adela.White@clvusa.com
Kevin Lee, Assistant General Manager | Kevin.Lee@clvusa.com

University Forest Social Media



Facebook: University Forest Apartments

Instagram: @UniversityForestUHCL

X: @UFA_UHCLhousing

How to Submit a Payment in the Resident Portal

[Log Into Your In Room Portal](#)

One-Time Payment Instructions

1. Sign in to your **Student Portal** account.
2. Click on **Accounts** in the main menu.
3. Check the box that says "**Click Here To Enter Payment Below**"
4. Enter your payment amounts under:
 - **Accommodation - UHCL**
 - **Accommodation SFP - UHCL**

Account Summary

Select an account from the table below to view matching transactions.

[VIEW STATEMENT](#) [PAY NOW](#) ☒ Check Here to Enter Payment Below

Accounts

Actions	Account	Total Tax (\$)	Account Balance (\$)	Amount To Pay (\$)
VIEW DETAILS	Accommodation - UHCL	\$0.00	\$0.00	841.00
VIEW DETAILS	Accommodation SFP - UHCL	\$0.00	\$0.00	51.00

5. Click the **Pay Now** button.
6. On the checkout screen, click **Pay Now** again.
7. On the next screen, click **Continue**.
8. Choose your payment method: **ACH, Debit, or Credit Card**.
9. Submit your payment to complete the process.

Scheduled (AutoPay) Payment Instructions

1. **Complete Steps 1–6** from the one-time payment instructions above.
2. On the next screen, click **AutoPay**.
3. Click **Create New AutoPay**.
4. Click **Continue**.
5. Enter your:
 - **Start Date**
 - **Payment Frequency (e.g., monthly)**
 - **End Date**
6. Click **Continue**.
7. Select your preferred payment method.
8. Click Submit to finalize your scheduled payment.

Maintenance Emergencies and Service Requests

If you have a maintenance emergency after business hours (ex: water flooding your apartment), please call the on-call RA number at (832) 368-5820. Explain the nature of the emergency and take steps to solve issues with them. If you have a maintenance non-emergency you can submit a maintenance request via the resident portal. Instructions follow:

1. Open a Web browser (Chrome, Safari, Edge, Internet Explorer, etc.)
2. Log into the University Forest Resident Portal
3. Select “Maintenance Requests” at the top
4. Select “My Jobs” and click “New Request”



Maintenance Requests

Shared:

My Jobs:

Please Note

DO NOT USE THIS FORM if you are reporting an emergency or maintenance emergency such as a water leak or broken window.

Please contact the management office or RA on-call immediately. If it is outside of office hours, please contact the RA on-call at 832-368-5820.

Please select "Shared Job" in the Job Type field below for bathroom and kitchen maintenance requests.

Job Type:

My Jobs

No maintenance requests found

NEW REQUEST

5. Select your room and complete the form with as much detail as possible.

General

Category:

(Please Select Category)

Item:

(Please Select Item)

Description:

Cause:

Please make sure to have all animals properly secured or our team may not be able to service your space.

By submitting this job you allow staff to enter your room.

GO BACK

SUBMIT REQUEST

6. Please allow our team 1–2 business days to process your request. You can also return to this page to check status and view prior maintenance requests you have submitted.

How to Set Up Pavlov Student Internet

Hello! The following are instructions on how you can access our Pavlov Media wireless network. If you are still having issues connecting to the network you can try troubleshooting by closing your web browser, rebooting your device, and starting again.

7. Open a Web browser (Chrome, Safari, Edge, Internet Explorer, etc.)
8. Type Pavlovgo.com in the URL. The Welcome screen should appear.
9. On the Welcome screen, select *I AM A NEW USER* and click *Start Registration*. Or, if you already have a Pavlov Media account, select *I AM A RETURNING USER*.
10. Enter your account information and click *Next*.
11. Enter your contact information and click *Next*.
12. Enter your address information and click *Next*.
13. Read the Terms of Service. If everything on the Confirmation screen is correct, click *Finish*. If you need to make changes, click *Back*.
14. You're now registered! You are now able to surf the internet.
15. You will receive an email asking you to validate your email address. This is required to reset your password and communicate with you.

Need other devices online? You can add other devices to your account by accessing your My Account page. Go to <https://myaccount.pavlovmedia.net> and sign in using the same username and password you used to register. Click *My Features* on the dashboard the click + *Add*.

Feel free to contact Pavlov Media should you have any questions via email at support@pavlovmedia.com, pavlovmedia.com, or toll free at 888.472.8568.

Laundry Facility at University Forest

At University Forest, we offer a convenient laundry facility for all residents. To ensure smooth access and ease of use, please review the following information regarding operation, payment options, and laundry room etiquette.

Machine Pricing:

- Washer: \$1.50 per cycle
- Dryer: \$1.50 per cycle

Payment Options:

You may pay using either of the following methods:

1. **Speed Queen App** – Download the *Speed Queen* app on your smartphone and follow the setup instructions to load funds and pay for each cycle digitally.
2. **Quarters** – Machines also accept quarters for those who prefer to pay with cash. Be sure to bring the correct amount, as change is not available on-site.

Laundry Room Etiquette:

1. Please remove your laundry promptly after each cycle to allow others to use the machines.
2. Do not leave personal belongings unattended in the laundry room.
3. Clean out lint traps after each dryer use.
4. Avoid overloading machines to prevent damage.
5. Report any machine issues to the leasing office during business hours.

University Forest Gate Access Guide

You have been assigned a unique gate code, which is specifically tied to your cellphone number. It is important to keep this code confidential and only share it with trusted guests and delivery services. This measure ensures that only authorized individuals can access the property. If your phone number is not updated or if it changes, let us know so that we can adjust your profile accordingly. International phone numbers are incompatible with our system.

Vehicular Gate Access

When your code is used at the vehicle entry gate callbox, you will receive a call on your cell phone from +1 (832) 985-5331. To grant access to the community, simply press "9" on your phone's keypad. This feature allows you to manage who enters the property in real-time, providing an additional layer of security and convenience.

Pedestrian Gate Access:

The same gate fob you use for vehicle access will be required to open the pedestrian gate. Simply wave your fob in front of the black access pad for entry. If your gate fob or access code does not work, reply to this email or contact us during business hours and we'd be happy to assist you.

Gate Etiquette:

1. Only one vehicle is permitted at a time
2. Only share your access codes with permitted individuals
3. Proceed with caution when entering and exiting the community
4. As we are shouldered to a main street, it is important to drive slowly when entering and exiting to avoid accidents curbing and collisions

Gate Code Format: XXX

Personal Safety Tips

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

- 1. Get to know your neighbors, your RAs, and our management team members!**
Be alert for strangers and always report suspicious activity to 911 and/or the campus police.
- 2. Always lock your doors!**
Double-check to make sure all existing locks and latches are working and notify management immediately if these security devices are not working. Don't give others the impression that you are not home (notes on door, newspapers not picked up, etc.)
- 3. Never leave valuables visible in your car when left unattended.**
- 4. Never walk alone at night.**
Carry some kind of flashlight or illumination with you (easy key chain addition). Carry your keys in your hand while walking, whether it is daylight or dark.
- 5. Keep your friends and roommate(s) aware of where you are going and when you'll be back.**
- 6. If you ever observe suspicious activity or suspect that a crime is occurring, please call 911 or contact the police immediately.**
Do not contact the leasing office first or answering service as this could result in critical delays in response time. When you can safely do so, please notify the RA on duty, and advise the RA responsible for your area of the community, or other appropriate on site personnel.

Save your local university emergency numbers to your contacts list.

FOR OUR PARENTS

Transitioning your college-bound child from one home to another can be tough! But don't worry – we've got you covered. Here, your student gets the best of both worlds, as they'll be set up for both academic and social success! We're dedicated to making the student living experience the best it can possibly be and are excited to help foster opportunity as your child enters into this next big adventure.

Resident Support 24/7

We have staff available during the day and Resident Assistants on-call after hours. Staff members are trained in dealing with personal issues, and work with University support staff to ensure residents receive all the assistance they require. We recommend that all residents be alert for strangers and always be aware of your surroundings.