

Utah Valley University

# International Student Housing Guide



English



# WELCOME TO UVU!



The Department of Housing and Residence Life wants you to make UVU your “Home Sweet Home.” Use the resources in this book and on campus to make the most of your time here and

**#LoveWhereYouLive!**

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Utah Valley University does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, age (40 and over), disability, veteran status, pregnancy, childbirth, or pregnancy-related conditions, citizenship, genetic information, or other basis protected by applicable law in employment, treatment, admission, access to educational programs and activities, or other University benefits or services. The following office has been designated to handle inquiries regarding non-discrimination: EOAA/Title IX - 801-863-5704 - 800 W University Pkwy, Orem, 84058, Suite BA 203.

The listing of rental units provided is simply provided as a convenience to Utah Valley University, students, faculty and staff. The owners/management of the rental properties listed are solely responsible for reporting information fairly and accurately. The University does not review or verify such information for fairness or accuracy, and the University cannot and does not guarantee or vouch for the fairness or accuracy of the information provided. The inclusion of any property or rental unit does not constitute and shall not be construed or reported as 1) an endorsement or approval by the University of the landlord, its properties or business practices, or 2) any warranty or representation by the University to the suitability, cleanliness, safety or other attributes of the rental properties, including but not limited to the properties' compliance with building, safety or fire codes, nor any representation as to the owners or their management agents. The University expressly disclaims any and all responsibility for any problems that may arise with regard to such rental units and with regard to disputes between landlords and tenants concerning such properties or rental units. All prospective tenants are encouraged to exercise their own good judgment when evaluating prospective rental units and landlords, and consult with legal counsel as necessary when reviewing lease agreements.



**FINDING A  
LEASE  
WHILE OVERSEAS**

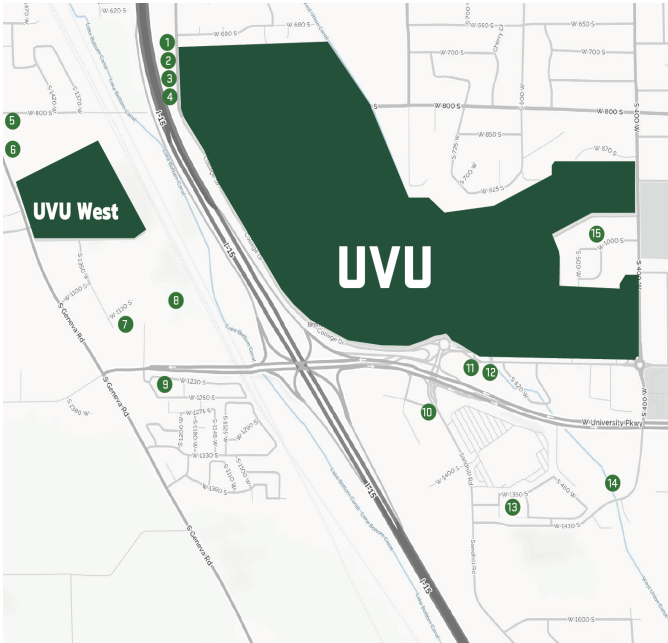
Finding a lease while overseas can be more complicated. Since you won't be able to visit the housing complex in person you will have to rely on websites for accurate photos and information. Use the list of recommended housing complexes at [uvu.edu/housing](http://uvu.edu/housing) to get started. You can call or email the apartment managers to ask all your questions and figure out what paperwork they require in order for you to sign a lease. Most student housing complexes rent by the bed/room, not the apartment, so finding a roommate is not something you need to worry about. Start looking for a lease around January and February if you are wanting to move in the following fall. That way you have plenty of time to get paperwork in order and communicate with managers.

## QUESTIONS TO ASK

- What paperwork do you need from me in order for me to sign a lease?
- Do your apartments come furnished?
- Is there a washer & dryer in the unit or a laundry facility?
- Is it close to a bus stop?
- How much is rent?
- How much are utilities?
- Are leases 12 month or 9 month contracts?
- Are there additional fees? (parking, laundry, trash, media, etc.)

When does the lease end?

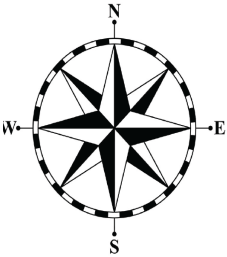
**Note:** Make sure the lease ends after you finish classes. Some BYU contracted complexes end their leases before UVU classes end.



# OREM

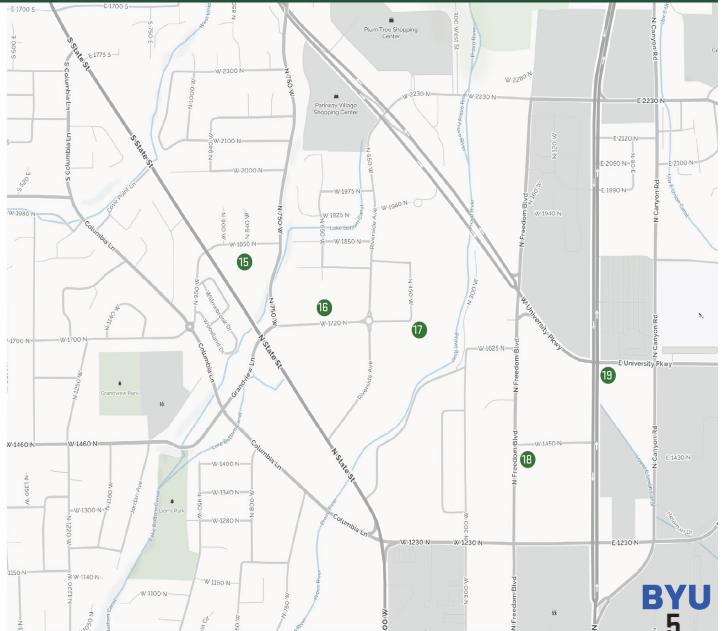
- 1. Courtside Condos**  
530 S 1200 W, Orem
- 2. Greenbriar Apartments**  
530 S 1200 W, Orem
- 3. University Towers**  
630 S 1200 W, Orem
- 4. Summerwood Condos**  
720 S 1200 W, Orem
- 5. The Axis**  
1421 W 800 S, Orem
- 6. Promenade Place**  
865 S Geneva Rd, Orem
- 7. Wolverine Crossing**  
1111 S 1350 W, Orem
- 8. Parkway Lofts**  
1225 W 1000 S, Orem
- 9. Village on the Parkway**  
1161 W 1230 S, Orem
- 10. University Village Apartments**  
1270 Sandhill Rd, Orem
- 11. University Gateway**  
643 W 1200 S, Orem
- 12. Mountain Run**  
643 W 1200 S, Orem
- 13. Pinnacle Canyon View**  
1401 Sandhill Rd, Orem
- 14. Ventana Student Housing**  
1386 S 400 W, Orem
- 15. The Green**  
499 W 950 S, Orem

# HOUSING MAP



# PROVO

- 15. The Crestwood**  
1800 N State Street, Provo
- 16. Carriage Cove**  
606 W 1720 N, Provo
- 17. The Branbury**  
449 W 1720 N, Provo
- 18. Alpine Village**  
1378 N Freedom Blvd, Provo
- 19. The Riviera**  
1505 N Canyon Rd, Provo



# SAFETY TIPS

- **Keep your door locked at all times, even if you're gone for only a minute.**
- **If a key is lost or stolen, tell management right away and ask to have your locks changed.**
- **When you're home alone use caution if someone comes to your door. Always answer using the "door-viewer."**
- **Don't assume a stranger is a roommate's friend... It may be a trick.**
- **Be sure to report burnt out lights in your apartment. Burglars love to target areas where outside lights are dark.**
- **Keep expensive and important items away from view. Use window coverings to block view of peering eyes.**
- **In an emergency always call 911.**

# PAPER WORK



**gwinwin's**  
CONSOLE / GATEWAY SERVICES  
Passenger Name:  
TICKET:  
K545  
TO: VANDERBILT  
FROM: CANTON  
K545



# WHAT YOU NEED

Different housing complexes require different paperwork depending on your citizenship and the visa you have. Always ask the apartment manager early so you have time to get the paperwork together.

## **If you DO NOT have a Social Security #:**

- Have your I-20 (Certificate of Eligibility for Nonimmigrant Student Status)
- F-1 and M-1 Visas
- Passport

## **If you DO have a Social Security #:**

- Be prepared to qualify for an apartment with your own credit or have a guarantor/co-signer

## **Other options:**

- Provide a I-9 (work visa)
- If you are here on a scholarship provide the manager with the information

# FINDING A LANDLORD

**Working with a good landlord is important to your experience at an apartment complex. Consider these questions before you sign a lease.**

- Do they return your calls, texts, or emails promptly?
- Is the landlord organized? If they have an office, is it tidy or messy?
- Do they have a process in place if you have a problem?
- Who do you call if there is a maintenance problem?
- How long does it usually take to get a response for maintenance issues?
- Are the rental unit and common areas well maintained and in good repair?
- Is the Landlord a member of the Utah Apartment Association?
- Do they have a standard lease they use? It is not advisable to use a handwritten or verbal agreement when renting an apartment or room.
- Do they answer your questions quickly and honestly?
- Does the landlord make you feel like you must hurry and make a decision on whether to rent? A professional landlord will give you time to read the lease and ask questions, and will not try to pressure you.
- Is the landlord local or does he or she have a local representative?



**If the landlord is renting a single room or apartment in a private home/condo, it's okay to start a conversation with them to find out more about the type of landlord they are.**

- **How long have you been a landlord?**
- **What is the best thing about living here?**
- **Have you rented to other students/scholars?**
- **You can also ask for references: Ask the landlord if they would mind sharing contact information for one or two former tenants, as a reference**

**Note: There are some apartments/condos that do not allow smoking or alcohol. Ask the manager if you wish to know their rules.**



**KNOW YOUR  
HOUSING  
RIGHTS**

There are some laws that will be helpful to know about housing. Be sure you have all the information you need before signing a lease. But even after you sign a lease you still have rights. We have a list of these on our website for your convenience.

If you have other housing issues, like room mate conflicts or trouble with maintenance you can contact the ombudsman office or housing office on campus.

## WWW.UVU.EDU/HOUSING

CLICK ON THE “SEARCH” TAB AND  
SCROLL DOWN TO “HOUSING LAWS”

FIND THIS ON OUR WEBSITE FOR  
ALL YOUR HOUSING LAW QUESTIONS

Learn about **Housing Laws** and how to file a **Complaint**

### Complaints

- [Housing Complaint & Feedback \(UVU\)](#)
- [Report A Student's Behavior \(UVU\)](#)
- [Bad Landlord Complaint \(HUD.GOV\)](#)
- [Housing Discrimination Complaint \(Utah.gov\)](#)
- [Notice of Deficient Condition\(s\)](#)
- [Return of Personal Property](#)
- [Notice to Provide Deposit Disposition](#)
- [Utility Overcharge Complaint](#)
- [Notice of Lease Termination by Victim of Domestic Violence](#)
- [False Advertising Complaint](#)
- [Business Complaint \(Utah BBB\)](#)
- [Business Complaint \(Utah Attorney General\)](#)

### Housing Laws

- |  |   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
|--|---|---|--|--------------------------------------|----------------------------------|--|--|------------------------------|---|---|-----------------------------------|--|---|--------------------------------------|------------------------------------|---|---|---|--|
| <a href="#">ANIMALS IN HOUSING</a>                 | <a href="#">GUNS AND FIREARMS IN HOUSING</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">CONTRACT COPY: TENANT RIGHTS</a>       | <a href="#">HEALTH AND SANITATION CONDITIONS</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">CREDIT CHECKS: CONSUMER RIGHTS</a>     | <a href="#">HOUSING DISCRIMINATION</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">DEPOSITS</a>                           | <a href="#">IDENTITY THEFT</a> <tr> <td><a href="#">DISABLED PERSONS IN HOUSING</a></td> <td><a href="#">INSECTS, PESTS AND RODENTS</a></td> </tr> <tr> <td><a href="#">DISTURBING THE PEACE</a></td> <td><a href="#">LGBT HOUSING LAW</a></td> </tr> <tr> <td><a href="#">DOMESTIC VIOLENCE: VICTIM'S RIGHTS</a></td> <td><a href="#">PERSONAL PROPERTY OF TENANTS</a></td> </tr> <tr> <td><a href="#">EVICTION LAW</a></td> <td><a href="#">PUBLIC POOL REGULATIONS</a></td> </tr> <tr> <td><a href="#">FAILURE TO DELIVER RENTAL UNITS</a></td> <td><a href="#">RENTING TO MINORS</a></td> </tr> <tr> <td><a href="#">FALSE ADVERTISING IN HOUSING</a></td> <td><a href="#">SMOKING, TOBACCO, CIGARETTE TYPES</a></td> </tr> <tr> <td><a href="#">FEDERAL HOUSING LAWS</a></td> <td><a href="#">TOWING AND BOOTING</a></td> </tr> <tr> <td><a href="#">FLAGS: THE RIGHT TO DISPLAY</a></td> <td><a href="#">UTILITY SERVICES (PUBLIC)</a></td> </tr> <tr> <td><a href="#">FORECLOSURE OF PROPERTY</a></td> <td></td> </tr> | <a href="#">DISABLED PERSONS IN HOUSING</a> | <a href="#">INSECTS, PESTS AND RODENTS</a> | <a href="#">DISTURBING THE PEACE</a> | <a href="#">LGBT HOUSING LAW</a> | <a href="#">DOMESTIC VIOLENCE: VICTIM'S RIGHTS</a> | <a href="#">PERSONAL PROPERTY OF TENANTS</a> | <a href="#">EVICTION LAW</a> | <a href="#">PUBLIC POOL REGULATIONS</a> | <a href="#">FAILURE TO DELIVER RENTAL UNITS</a> | <a href="#">RENTING TO MINORS</a> | <a href="#">FALSE ADVERTISING IN HOUSING</a> | <a href="#">SMOKING, TOBACCO, CIGARETTE TYPES</a> | <a href="#">FEDERAL HOUSING LAWS</a> | <a href="#">TOWING AND BOOTING</a> | <a href="#">FLAGS: THE RIGHT TO DISPLAY</a> | <a href="#">UTILITY SERVICES (PUBLIC)</a> | <a href="#">FORECLOSURE OF PROPERTY</a> |  |
| <a href="#">DISABLED PERSONS IN HOUSING</a>        | <a href="#">INSECTS, PESTS AND RODENTS</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">DISTURBING THE PEACE</a>               | <a href="#">LGBT HOUSING LAW</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">DOMESTIC VIOLENCE: VICTIM'S RIGHTS</a> | <a href="#">PERSONAL PROPERTY OF TENANTS</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">EVICTION LAW</a>                       | <a href="#">PUBLIC POOL REGULATIONS</a>   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">FAILURE TO DELIVER RENTAL UNITS</a>    | <a href="#">RENTING TO MINORS</a>   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">FALSE ADVERTISING IN HOUSING</a>       | <a href="#">SMOKING, TOBACCO, CIGARETTE TYPES</a>   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">FEDERAL HOUSING LAWS</a>               | <a href="#">TOWING AND BOOTING</a>  |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">FLAGS: THE RIGHT TO DISPLAY</a>        | <a href="#">UTILITY SERVICES (PUBLIC)</a>   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |
| <a href="#">FORECLOSURE OF PROPERTY</a>            |   |   |  |                                      |                                  |  |  |                              |   |   |                                   |  |   |                                      |                                    |   |   |   |  |

# FURNITURE

**When renting an apartment make sure you know if your apartment comes furnished or not! Some leases come with all the furniture you need, some only come with a washer and dryer, while others may not have any furniture. This is an important question to ask when you are talking to managers before signing your lease.**

**When it comes to furnishing your apartment you may need to buy a few things. Places like KSL.com, Goodwill, and Desert Industries are a good place to start if shopping for used furniture. You can usually find a good price on essential items.**



## **CORT FURNITURE RENTAL FOR INTERNATIONAL STUDENTS**

**CORT furnishes thousands of student apartments with rental furniture, cookware for your kitchen, towels and linens, a TV, and more. CORT offers a wide selection of furniture collections that include beds, sofas, tables and desks to accommodate a variety of tastes, and accessories such as lamps, wall pictures, and décor that truly add a personal touch to the space. Students can order furnishings from CORT before traveling to the United States and arrive to an apartment that is fully furnished. Stylish and practical student furniture rental packages begin at only \$99 per month. For students unsure of their exact length of stay, CORT also provides a flexible rental timeline.**

**CORT Destination Services also help in the home selection process. CORT offers a wide range of services, including meeting you at the airport, showing you apartments and housing that meet your criteria, even helping you order utilities. CORT can help you get acclimated to the area quickly so you can focus on your studies.**

**Finding the perfect apartment is no easy task, but for students that put in the extra time and effort, it can be manageable. Keep these tips in mind to make your transition to the U.S. as seamless as possible! For more information on CORT's furniture rental solutions, please visit [www.CORT.com/usanow](http://www.CORT.com/usanow).**

A young woman with her hair in a bun is sitting on a bus seat, looking out the window. The image is a vertical photograph with a dark, moody color palette. The woman is wearing a dark, textured sweater and a blue plaid shirt. A yellow jacket is visible next to her. The bus interior is visible, including the window frame and a handrail. The text "CATCH A BUS" is overlaid in large, white, bold, sans-serif capital letters.

# CATCH A BUS



## **ALL BUS INFORMATION IS FOUND AT RIDEUTA.COM**

If you don't have a car you will need to know how to use the UTA bus system. Make sure you know where the closest bus stop is to the housing complex you are planning on living at. It is best to go to [rideuta.com](https://rideuta.com) and plan the trip from your house to UVU and see how long it will take to get to your classes.

### **Riding the Bus**

Riding the bus is easy when you follow these steps:

1. Arrive at the bus stop at least five minutes early. Some bus stops have shelters and benches. All bus stops are marked by a sign that list all routes that stop at that location. Each sign also has a unique stop number, too. The stop number can be used for our Ride Time system, which can help you determine when the next bus is coming.
2. Make sure you're getting on the right bus. Look at the number displayed in the front window to make sure it's the line you want.
3. When the bus pulls up, step on board and pay your fare. You can pay with exact change, contactless credit card, a UTA FAREPAY card, or your UVU ID once setup.
4. Be sure to ask the bus operator for a transfer if you need to connect to another bus or train.
5. Let the operator know you'd like the next stop by pulling the cord or pushing the call strip. If you gather your things, too, you'll be ready to leave when the bus stops.
6. Hold on to the rails and handles as you make your way to the exit. Exit through the rear door, if the bus has two doors.
7. As you exit, remember to tap off, if you paid with FAREPAY or another electronic form of payment.

**GO TO THE FOLOWING LINK TO GET INFORMATION ON ACCESSING A BUS PASS THROUGH YOUR UVU STUDENT ID:**

<https://bit.ly/uvuuta>

# AVOIDING SCAMS

Unfortunately, rental listing scams on housing search websites are common in the US. However, learning how to spot these scams can protect you from becoming the victim of a scammer. Using the tips below, you can learn how to tell if you can trust a housing ad!

## **Tips for avoiding scams:**

**NEVER** send money for an apartment, house, or room rental without viewing the property first. Many scammers know that international students are looking for housing before they arrive in the US; however, no legitimate landlord will ask you for your financial information (like your bank account number) or ask you to wire money (e.g., through Western Union or online through Paypal) before you view the apartment. You should only pay a deposit and/or first month's rent after you have viewed the apartment and signed the lease.

**NEVER** pay an application fee before viewing the rental. If you go in person to view an apartment and the landlord says they have "forgotten the keys" or claims you cannot go inside before paying an application or 'viewing' fee, this is a SCAM. You should never have to pay in advance to view an apartment, room, or house for rent.

**ALWAYS** meet the landlord in person. You should always avoid situations that require you to provide personal or financial information or sign a lease electronically (via email, a website, etc.) before meeting the landlord in person. If the landlord tells you he/she is "out of the country" and can't meet with you in person to show you the rental property, this is most likely a scam.

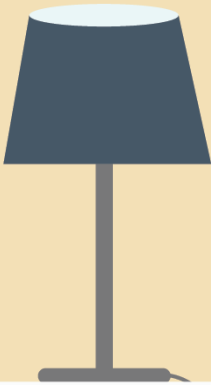
Avoid ads with no pictures or blurry pictures. Sometimes scammers will post vague ads with low prices that provide few details and/or do not include pictures. These scam ads are designed to encourage people to make contact with the scammer via email – then, they will start asking for money or financial information.

Avoid ads that have an "MLS" watermark. Sometimes scammers will illegally take photos from ads for houses that have been listed as "for sale" by a real estate agency and use them in their scam rental ad. These photos may have a watermark that says "MLS" (or, the "Multiple Listing Service"). Rental ads with "MLS" watermarks should be avoided.

If it sounds "too good to be true", it probably is! Make sure you research common prices for housing in the neighborhood you are searching in. A large house with amazing features (swimming pool, gym, etc.) that is renting for a much lower price than similar houses in the area is probably a scam!

# UTILITIES

**Are utilities included in your rent? If not, make sure you factor the added cost into your budget. Here are some local utility companies if you need to set up utilities for your home:**



**Rocky Mountain Power  
1.888.221.7070**

**Provo City Power  
1.801.852.6000**

**Dominion Energy  
1.800.323.5517**



IN A PICKLE?

VISIT THE  
**OMBUDS**

FREE RESOURCE FOR:

- UNIVERSITY RELATED ISSUES
- DISPUTES WITH ROOMMATES  
OR HOUSING
- HELP FINDING RESOURCES  
IN THE COMMUNITY

IN A  
**PICKLE?**

FOR  
APPOINTMENTS CALL

801.863.8952

**WE CAN  
HELP!**

DROP-INS  
WELCOME

SL 212B

# **UVU** **STUDENT CONDUCT** **& CONFLICT RESOLUTION**

Promoting a civil  
campus community  
through high  
academic expectations  
and responsible  
student behavior.

**Know your Rights  
& Responsibilities**

Learn more at  
[uvu.edu/studentconduct](http://uvu.edu/studentconduct)

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Visit us in SL-201b



# # LOVE WHERE YOU LIVE

If you have any questions or need assistance  
finding housing, please contact:

International Student Services:  
[iss@uvu.edu](mailto:iss@uvu.edu) | 801.863.8778 | LA 114

[www.uvu.edu/housing](http://www.uvu.edu/housing) | [housing@uvu.edu](mailto:housing@uvu.edu)  
SL 214 | 801.863.8659