

## Move In Information:

We sincerely appreciate that you made the decision to make us your new home! At Quadrangle and Parallel Properties, we know this is a very challenging time for everyone and want to make this process as simple – and safe - as possible for all. We continue making decisions based on the best information we have at any given time, and our staff is working around the clock to provide our residents the support they need.

Use our EXPRESS Move in system. Please sign up for the day and time you plan on moving you may do so by –

1. [quadrangle@wustl.edu](mailto:quadrangle@wustl.edu) with your name, address, date and time of arrival.  
or  
[info@rentparallel.com](mailto:info@rentparallel.com) with your name, address, date and time of arrival.
2. Leasing Mentor – Reach out to your leasing mentor whom you reserved you're apartment to scheduled your move in and make sure all your paperwork, payments, etc. have been completed.

## Move In -- In advance steps:

- ☐ Schedule your move in! Move ins are scheduled on the **start of the lease date**. 621 N. Skinker Blvd. Saint Louis, MO 63112 - Parking lot on the North of the building at the corner of Skinker and Enright. Office hours are Monday – Friday 8:30-5 p.m. Summer weekend hours 9 am to Noon:  

June 14th and 28th	July 14 & 28th	August 2, 9, 16, 17 & 23th
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- ☐ Lease Paperwork – all paperwork must be signed prior to your move in date before scheduling the pick-up of keys.
- ☐ Resident Portal – you may have already set up an online account this allows you to pay rent and other fees. If not please contact us so we can help you set this up before you arrive. The resident portal can also be used to submit non-emergency maintenance requests.
- ☐ Utility Services: If you pay for utilities separately and they are not included in your monthly rent you will need to call the utility companies two weeks in advance of your actual lease start date.
  - Ameren Missouri-Electric: 314-342-1000 or [www.ameren.com/residential/default.aspx](http://www.ameren.com/residential/default.aspx)
  - Spire-Gas: 800-887-4173 or [www.spireenergy.com](http://www.spireenergy.com)
  - Prior to move in you will need to contact the leasing team with your account numbers established with the companies listed above before receiving your keys.
- ☐ TV/Internet Services:
  - Units with Cable and Internet Provided: Information included in packet.
  - Units without Cable and Internet Provided: Contact the company that you have TV and/or internet service you prefer:
    - Spectrum: <https://www.spectrum.com/>
    - AT&T: <https://www.att.com/internet/>
- ☐ Mail: Residents must contact the U.S. Postal Service put a change of address in to receive mail.  
<https://www.usps.com/manage/forward.htm>.
- ☐ Packages: We are not able to accept packages at this time and encourage our residents that wish to send items prior to move in, to utilize on of these options:  
Amazon Hub Locker - Birthday 7010 Pershing Ave, at Millbrook Pharmacy, University City, MO, 63130-4318  
[Amtrak](#) (by train)  
[DHL](#), [FedEx](#), [UPS](#)  
[USPS](#) (snail mail)



# WELCOME TO YOUR NEW FULLY CONNECTED HOME

Quadrangle Student Housing offers you the power and cutting-edge technology of Spectrum Internet® and Spectrum TV®. As a Spectrum customer, you can count on the best entertainment at an incredible value! Property management can provide details on the services provided and the effective date of those services.

## RESIDENTS WITH EXISTING SPECTRUM SERVICE

- To move your Spectrum account to your new address and order your community's services and equipment, call **1-855-326-5115**

## RESIDENTS NEW TO SPECTRUM

- Visit [Spectrum.com/ServiceSetup](https://Spectrum.com/ServiceSetup) to set up services and obtain your equipment
- You will be able to review the services available to you, add new or upgrade your services and order your equipment self-installation kit

### DOWNLOAD THESE SPECTRUM APPS

To watch your TV service using the Spectrum TV App, visit [Spectrum.net/spectrumtvapp](https://Spectrum.net/spectrumtvapp) for download instructions

To manage your account, download the My Spectrum App at [Spectrum.net/myspectrumapp](https://Spectrum.net/myspectrumapp)

**Spectrum**mobile™

## UNLIMIT YOUR DATA PLAN.

*Spectrum Internet® required*

- ▶ Switch and save up to 60% on your bill\*\*
- ▶ 5G Nationwide included

### MOBILE UNLIMITED

\$ **29<sup>99</sup>** / MO PER LINE\*

- Unlimited talk, text and data
- All-in pricing with no added taxes or fees
- Reliable service + the latest devices

*(Reduced speeds after 30GB usage per line)*

**IF YOU HAVE ANY QUESTIONS OR TO LEARN MORE ABOUT UPGRADES  
CALL 1-855-326-5115**

*As a resident of this property, the many benefits of Spectrum Internet, TV, Voice and Mobile services are available to you. Spectrum may also have the right to exclusively market certain services to this property; Spectrum may not be the exclusive provider of these services at this property, services from other providers may be available.*

General Terms: INTERNET: Speed based on wired connection. Actual speeds (including wireless) may vary and are not guaranteed. TV: \*Channel availability based on level of service and not all channels available in all markets or locations. VOICE: Taxes and fees included in price. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. SPECTRUM MOBILE: Service not available in all areas. Per line activation fee, Spectrum Internet and Auto Pay required. Other restrictions apply. Visit [Spectrum.com/mobile/plans](https://Spectrum.com/mobile/plans) for details. \*\*Savings based on single-line comparison of unlimited plans among major nat'l carriers as of 05/2023; prepaid excl: data usage limits vary by carrier. \*Offer valid for new customers adding lines or for current mobile customers adding Unlimited lines to existing service. Smartwatch does not qualify as a line. Unlimited: Reduced speeds after 30 GB of usage per line. All trademarks are the property of their respective owners. ©2023 Charter Communications.

# Spectrum

## SERVICE FAQ

### Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

**A:** Your services include Spectrum Internet® Ultra up to 500 Mbps plus Spectrum TV® Essentials with 70+ channels<sup>†</sup>, MAX, and On Demand content.

You can view your channel lineup by visiting [Spectrum.net](https://www.spectrum.net) and creating an account or downloading the Spectrum TV App.

### Q: WHAT SPECTRUM EQUIPMENT WILL I NEED?

**A:** You can get one (1) modem and one (1) router at no charge.

*Please keep in mind that while there is no charge for equipment, you will be responsible for any loss, theft or damage to the equipment.*

### Q: CAN I UPGRADE MY SERVICE?

**A:** Yes, you can upgrade your Spectrum TV package, add premium channels like MAX, sign up for Spectrum Mobile™, and add reliable home phone services with Spectrum Voice®.

To upgrade, call Spectrum Customer Service at **1-855-326-5115**. You will be billed separately for any additional upgrades, services, or equipment.

### Q: IS SPECTRUM VOICE INCLUDED IN THIS PACKAGE?

**A:** No, Spectrum Voice is not included. You can upgrade to Spectrum Voice for an additional charge.

### Q: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

**A:** There are several ways to get support with Spectrum. Create an account on [Spectrum.net](https://www.spectrum.net) to view Popular Support topics and download the My Spectrum App to manage your bill, services and equipment. You can always call Customer Service 24/7 at **1-855-326-5115**.

### Q: WHERE DO I RETURN MY EQUIPMENT?

**A:** Returning equipment is easy. Bring your equipment to any *The UPS Store* location. UPS will package and ship your equipment at no charge to you, just mention that it is a Spectrum equipment return. Keep the receipt for your records.

### Q: WHAT DO I DO IF I ALREADY HAVE A SPECTRUM ACCOUNT?

**A:** Call **1-855-326-5115** to move your account to your new address. Your billing will adjust to reflect the services included in your community's service. Any service outside of that (i.e. Phone, International TV, other premiums) will continue to be billed to you directly.



**CONTACT CUSTOMER  
SUPPORT, 24/7:**

**Give us a call at 1-855-326-5115**



**VISIT US ONLINE:**

**[Spectrum.com/community-  
solutions/resident-support](https://www.spectrum.com/community-solutions/resident-support)**