



Miami International University of Art & DesignSM

Chateau/La Villa

Frequently Asked Questions

Q. What is my new address?

A. Your new address is:

Chateau

Your Name

700 NE 23rd ST Apt # ____

Miami, Florida 33137

La Villa

Your Name

711 NE 23 Terrace Apt #_____

Miami, Florida 33137

Q. What is my new phone number?

A. Bell South (305-780-2355) is your telephone service provider. Please note that Bell South can only accept one name for billing purposes. For security reasons, it is recommended you block long distance calls.

Q. How do I establish electric service?

A. FPL (305-442-8770) is your electric service provider. If you do not have service already established, you and your roommates will have to initiate service and will share the deposit and cost of electricity. Only one name is accepted for billing purposes.

Q. How do I establish cable and/or Internet service?

A. ATT Broadband (1-888-824-8635) is your cable and Internet service provider.

Q. Where can I pick up my mail?

A. Mailboxes are conveniently located in the lobbies of both residences. There is daily pick-up and delivery except for Sundays and holidays. Your mailbox number is the same as your apartment number.

Q. How can I get to school?

A. Your fellow residents are usually generous in offering rides. However, bus service is continuous on Biscayne (Bus passes are available at the Resident Director office at discounted rates). The University is also walking distance from the residence halls.

Q. How do I notify or speak to management?

A. Resident Directors are available 24 hours a day seven days a week. The “On Duty” manager sign is posted outside the Resident Director’s door.

Q. What is an RA?

A. The Resident Assistant is a student member of the housing management team. He/she is here to assist you in all aspects of student life at our residences.

Q. Is there security at the residence halls?

A. **YES!** The properties are supervised by the Resident Directors, Resident Assistants, and Maintenance Staff. A security guard is on duty from 8:00pm-8:00am seven days a week. They are all here for you and are a great group of professionals.

Q. In case of an Emergency who should I contact?

A. If possible try to notify the Resident Assistant first, Resident Director, Director of Housing, Maintenance Staff, or the security guard on duty. If you cannot find help, call 911.

Q. What should I do if something breaks in my room?

A. Maintenance staff is on duty from 8:30 am to 4:30pm Monday thru Friday. There is a sign up sheet available in the common areas of both buildings to request maintenance repairs.

Q. What if I have an "emergency maintenance" request after hours?

A. If you have an emergency maintenance request after hours, please contact the Resident Assistant, Resident Director, or the security guard on duty; they will contact the appropriate personnel.

Q. Help! I have bugs in my room!

A. Orkin pest control services our buildings and every apartment in the early A.M. on the 1st and 3rd Tuesday of every month. Please address special problems with the Resident Assistants or Resident Directors.

Q. What are quiet hours?

A. **Quiet Hours** are those hours set aside each night for study, rest, etc. The hours are: Weekdays from 11:00 pm until 8:00 am and on weekends from 12:00 am until 10:00 am. **Loud music or loud noises of any kind will not be tolerated during these hours!**

Q. May guests and friends visit me on the property?

A. **Absolutely!** Guests and friends are welcome. However, they must leave the property during quiet hours unless prior written consent is obtained from the Resident Director. Students are responsible for their guest's behavior while they are on the property. Guests must be escorted in and out by the person they are visiting.

Q. Do we offer Housekeeping services?

A. **No**, School-Sponsored Housing does not provide housekeeping services. You and your roommates are responsible for maintaining your room according to housing standards. The Resident Directors will conduct regular room inspections to ensure hygienic standards are being met. If you wish information on low cost housekeeping services, please contact the Resident Director.

Q. Is there parking at the Residence Facilities?

A. **Yes**. Students are permitted to park one vehicle at the residences. Parking decals can be obtained from the Resident Directors at no charge. Any car that does not have a parking permit may have their vehicle towed at the owner's expense.

Q. Where can I do my laundry?

A. There are coin operated washers and dryers as well as change machines in both residences.

Q. Where can we hang out after quiet hours?

A. The recreation rooms at both facilities are open all night. You can study, watch TV, play pool etc. Vending machines are also available for your convenience.

Chateau/La Villa Management