

# Your Guide to Parkway Manor

1609 SW Park Ave  
Portland, OR 97201

Parkway Manor was built in 1931 and is located on the Park Blocks. This building features sleeper units, full studios, as well as one and two bedroom apartments. All units (except sleepers) have full kitchens and bathrooms with tubs only. For sleeper units, all located on the first floor, there are community bathrooms and a community kitchen.

## Important Phone Numbers

University Housing Office	(503) 725-4375
Montgomery Help Desk	(503) 725-4385
Residence Life Office	(503) 725-2450
RA After Hours On Call	(971) 246-1585
CPSO Non-Emergency	(503) 725-4407
CPSO Emergency	(503) 725-4404

## **Laundry**

Laundry facilities are located in the first floor laundry room, to the left of the main entrance. Washers and dryers are card-operated and require residents to purchase a card and load money onto it prior to its use. This can be done at one of several kiosks located on campus. There is one in the Montgomery Court lobby across from the Help Desk, another in the Smith Student Union Viking Court on the first floor, and in the first floor lobby of the Ondine Building.

Access to the room can be gained by using the front door key given to residents upon move-in.

## **Bathtub Only**

Parkway is a 'bathtub only' building. Shower attachments are not allowed because they may damage pipes, floors and walls. Residents found using shower attachments in bathtub only rooms may be charged a Housing fine, as well as any and all damage costs.

## **Fuses**

The electricity in each apartment is operated by fuses. Occasionally, one may blow and require replacement. Most are located inside an access panel behind the stove or refrigerator. Residents only need to replace the fuse that has blown. Simply unscrew the old fuse and screw in the new one.

Fuses are available at the Montgomery Help Desk at the cost of \$2 each if you do not have your own. If you require maintenance technician to come in to change it for you, your account may be charged \$18 for the service.

## **Community Bathrooms**

There are three community bathrooms on the first floor of the building. There are two full bathrooms with shower, toilet and sink in the South wing, and one in the North wing of the building. These are intended for the use of all first floor residents who do not have their own private bathrooms. University Housing requests that residents with private bathrooms only use these in cases where their own bathrooms are out of order (in which case, please notify University Housing Maintenance immediately via a work order).

## **Community Kitchen and Lounge**

There is a community kitchen and lounge on the first floor in the South wing of the building. This space is a gathering space for all Parkway residents. However, residents of the first floor, who do not have private kitchens, should be given first access to the cooking area. Cleaning staff do clean the kitchen and lounge daily, but residents are responsible for cleaning any of their own things. Any personal items or food left out will be disposed of.

The front door key can be used to access the laundry room, kitchen and front door.

## **Pests**

University Housing strives to maintain a pest-free environment, but pests are an unfortunate part of life, especially in large communities. This can include cockroaches, rodents, fleas, and bed bugs, which are becoming more and more prevalent on college campuses throughout the country. Please report any pest problem you have immediately to University Housing, as early detection is the key to elimination of most pests.

## **Garbage and Recycling**

Dumpsters for trash are in a fenced area in the parking lot behind Parkway. If you leave trash, abandoned furniture, and other goods in common areas (including the laundry room or hallways) you or your community will be charged for the cost of removal. Recycling bins are located in the laundry room. Items contaminated with food particles cannot be recycled (example: pizza boxes). Please do not dump your non-recyclable garbage in recycling areas.

## **Bike Storage**

There are bike stands located in the laundry room, where residents may choose to store their bikes. University Housing recommends locking them at all times. The University is not responsible for any lost or stolen bikes. **ONLY** bikes and child strollers may be stored here. Other items left in the room will be removed and discarded, for which the community may be charged.

Bikes and/or strollers may not be stored inside or around stairwells and hallways. The laundry room bike racks are the **ONLY** designated area where residents may store their bike. Bikes stored in other common areas may be removed by University Housing at any time.

## **Maintenance**

University Housing has a staff of trained maintenance technicians to maintain our buildings. Residents are responsible for reporting any damage they notice through our maintenance work order system, which is accessible via the Housing website: [www.pdx.edu/housing](http://www.pdx.edu/housing). Please do not attempt to make any repairs to the room on your own.

In the event of a clogged drain, please **DO NOT** pour any chemicals (such as Drano) into the pipes. These products erode plumbing pipes and are dangerous to employees who work on the plumbing.

## Heat

Parkway uses a steam heating system. Here is some information on how to control the heat in your apartment:

- A boiler is set to activate at a predetermined temperature. When activated, the boiler heats a tank of water creating steam. The steam rises throughout the pipes. When the valve in your unit is opened, the steam is released into your radiator unit thereby heating your unit.
- You may hear a knocking sound. This is due to a collection of condensation in the steam pipes. This is normal and not a cause for concern.
- If your unit is too warm, you can prevent the steam from entering your radiator unit by turning the knob to close the valve. The pipes that carry the steam may still emit some heat into your unit.
- Simply opening the valve will not mean that you will get heat to your unit immediately. When the temperature drops to a predetermined level (based on the temperature outdoors), the boiler will turn on. The boiler will begin to create the steam that will be distributed throughout the building. If the boiler is not activated at that moment, your radiator will not receive the steam to heat it. Please be patient.
- There are a couple of things to look out for to ensure your radiator is properly operating. Be vigilant about looking for signs of steam or water leaking out of the unit. If the valve on your radiator is closed but your radiator unit is still getting hot, the valve may not be properly closing. Please enter a work order for Maintenance staff to take a look at your radiator.

If the knocking sounds are excessive, condensation may be building up. The pipes may not be releasing water properly so please enter a work order and be patient.

Tips for making sure your heat operates efficiently:

- Do not place or leave items too close to the radiator. The heat may cause personal items to turn dark from the heat exposure.
- If your unit is perpetually too warm, close the valve by turning the knob. Some units may have more than one radiator in a unit. If this is the case, try turning all but one off. If this is not enough, consider cracking a window.
- With any heated item, don't leave the valve open when you're not there as there will be no one to monitor anything out of the ordinary.

## **Networking and Telecom Services**

### *Phone*

All units include a phone line in the room. Provide a land-line phone and connect to the ivory jack located in your room. Local calls are included in the cost of the unit. To make long distance calls either purchase a long distance card or obtain a MobileSphere Long Distance Account with OIT.

### *Internet*

Residential campus buildings have been retrofitted with a wireless network. Using your device, search the available networks for PSU or PSU Secure. You'll need your ODIN ID and password to log into the network. To obtain an ODIN account, visit OIT.

Residents are also able to connect to the internet using an Ethernet cord. Locate the Orange jack in the room to connect.

### *Cable*

Cable is not provided. However, residents may go through Comcast to install cable in their unit. The resident will be responsible for the installation and monthly bill.

Phone and Cable Questions? Call NHTS (503) 725-4434

Internet Questions? Call OIT Help Desk (503) 725-4357

# Where to go for Assistance

## **Montgomery Help Desk**

Residents visit the Help Desk located in Montgomery Court to check into University Housing, pick up keys, packages, and ask general housing questions. This desk serves the needs of all University Housing residents across campus. The Help Desk is open seven days a week from 9:00am to midnight, except during University breaks and select Holidays. The Desk may be reached by phone at (503) 725-4385 or email at [mbdesk@pdx.edu](mailto:mbdesk@pdx.edu).

## **Housing Office**

Residents may visit the Housing Office located in the Broadway Building, Suite 210 to discuss their contract, building and room options, transfer requests, and housing specific billing questions. The Housing Office is open Monday through Friday from 9:00am to 5:00pm (except for Thursday when the office opens at 10:00am). The Housing Office can be reached by phone at (503) 725-4375 or by email at [housing@pdx.edu](mailto:housing@pdx.edu).

## **Residence Life Office**

The Residence Life Office is available to answer questions about programs, provide opportunities for students to get involved, review the conduct of residents within the halls, and as a resource to solve interpersonal conflicts between roommates. The Residence Life Office may be contacted by phone at (503) 725-2450 or by email at [reslife@pdx.edu](mailto:reslife@pdx.edu) and is located in Broadway Building, Suite 230.

## **Residence Life Staff**

### *Area Coordinator (AC)*

ACs are responsible for community-building, advising and counseling, crisis management, residential education and student conduct hearings.

### *Resident Director (RD)*

RDs are responsible for assisting in the implementation of ResLife programs, residential education, community development, crisis management, student conduct, and community operations.

### *Resident Assistant (RA)*

RAs are responsible for general administration, development, and implementation of programs in the residence halls. RAs can help you find a class, submit a work order, or find the academic or emotional support you need.

## **RHA (Residence Hall Association)**

The Residence Hall Association is the governing body representing Housing residents of Portland State University. RHA is the voice of the residents within the residence halls. Residents engage with RHA in programs, social events, and leadership opportunities. The office for RHA is located on the first floor of Montgomery, around the corner from the Help Desk. To contact the RHA office by phone, call (503) 725-4514 or email them at [rha@pdx.edu](mailto:rha@pdx.edu).

## **CPSO (Campus Public Safety Office)**

The CPSO team is here to ensure your safety. Please contact CPSO if you feel unsafe or threatened while on campus. Please do not contact CPSO for noise complaints from within your building; contact your RA instead.

In case of an emergency, please contact CPSO at (503) 725-4404. For non-emergencies, please call (503) 725-4407.