

1237 ← WEST

WELCOME HOME

Welcome home residents! Here are some helpful reminders and notes.

1237 West Team

Our mission is your safety, comfort and satisfaction. Please let us know if there is anything you need. Our main office number is 773 395 4500, and office hours are Monday-Friday (9am-5pm). Any after-hours inquiries should be made at the front security desk.

Name	Title	Phone Number	Email Address
Nori Greenstein	Director	773 661 5111	nori@1237west.com
Mary Jane Resendiz	Assistant Director	773 661 5110	maryjane@1237west.com
Laura Myren	Residence Services Manager	773 661 5106	laura@1237west.com
Reuel Abraham	Residence Life Manager	773 661 5112	reuel@1237west.com
Dan Lawlor	Chief Engineer	773 661 5108	dan@1237west.com
Kevin LaGreco	Engineer	773 661 5109	kevin@1237west.com
Mike McCracken	Apprentice Engineer	773 661 5109	mike@1237west.com

Front security desk is available at all times. They can be reached by dialing 1104 on your unit phone or calling 773 661 5104.

Email Notifications

The majority of contact with our residents and parents/guarantors is done via email, as it is faster and much friendlier to the environment. You will only receive notices regarding 1237 West. Please be sure to update management with your current email address and cell phone number.

Payments

Payments are due on a quarterly basis on the dates specified on your Housing Agreement. We will send email reminders to both residents and guarantors. Although 1237 West is affiliated with DePaul University, **your housing charge is billed separately and will not appear on your student account.** You are responsible for submitting payment to management, by either:

Check or money order. We process checks electronically in the office by scanning and converting them into electronic transactions processed through the Automated Clearing House (ACH) network—the same system commonly used for direct deposit payroll and by credit card banks. Receipt of your check authorizes us to electronically debit the bank account from which the check was written. While this may appear in a different part of your bank statement, it otherwise works like a regular check; we do not charge a fee for this service. The payment will appear as a charge from “1237West LLC” **Checks should be payable to “1237 West.”**

Automatic withdrawal from a checking or savings account. We can manually withdraw a payment from your account with a routing and account number. The management office can provide you with the Automatic Withdrawal Form that needs to be completed to process such a payment. For more information, please visit the management office or email maryjane@1237west.com.

Late Fees. Residents are given a five-day grace period to submit payment. Should payment not be received within this timeframe, a **\$10 daily late fee** will be assessed on the 6th day and any day thereafter, until payment is received.

Internet and Telephone Services

Technology services in the building include access to intra-building, local (312), (773), (847), (224), (630), (708) and (815) calls, emergency 9-1-1 telephone services, high-speed Internet connections and satellite television (DirecTV) at no extra charge. Wireless internet service is available, but only in the common areas of the building, including the lobby and study rooms..

To access the Internet in your bedroom, you must register your Ethernet port. Please visit <https://www.onshore.com/services/online/hotwire/signup/index2.php> to activate your Internet service.

Maintenance Requests

During office hours, maintenance/service requests may be reported to the management office. For after-hours or weekend service, please submit and complete a work order at the front desk.

If you prefer to schedule a specific morning or afternoon appointment for service, please provide that information in your service request. Generally, service requests will be completed as expeditiously as possible, and a note will be left in your unit if you are not present during the service call.

Guest Policies

All guests must check-in at the front security desk. They must leave a valid piece of identification with security for the duration of their stay and may gather their identification upon vacating the building.

Each resident is permitted a maximum of 14 people in their unit at one time, including roommates. Provided all roommates consent, overnight guests are permitted, and may stay over no more than 10 nights in a 30-day period.

Mail and Packages

Upon move-in, each resident is issued a mailbox key. To ensure correct delivery, please request that your unit number be used on all mail. Residents should be sure to change their address with the US Postal Service before moving in or out of 1237 West, as management has no control over mail delivery or missing mail. Please visit your local post office or visit https://moversguide.usps.com/icoa/flow.do?flowExecutionKey=cEF55F9B2-C18A-DA24-C51B-EB8BCE27B1A2_k7F4670A7-1963-23D5-C39C-6D6CCB636C70 to change your address.

Mail is delivered six days a week (except legal holidays) and distributed by the US Postal Service to mailboxes located on the first floor. Residents share a mailbox with their roommates. All packages and oversize deliveries will be held for residents at the front security desk. A notice will be placed on your mailbox to pick-up the package from the front desk.

Smoke-free Environment

To help ensure a clean and healthy environment for everyone, and pursuant to Illinois law, 1237 West is a smoke-free community. Smoking is prohibited throughout the residential and common areas of the building, parking garage, and around any doorways. Any violation of this law will result in fines.