

## Wake Forest University Housing Information

### YOUR ARRIVAL

You will need to arrive at **Deacon Place Apartments (2410 Whicker Acres Lane, Winston Salem, NC 27106)** on your approved check in day by your sponsored internship in order to obtain your **WELCOME PACKET** to move in.

### CHECK IN DAY

**Check-in will be staffed from 9:00am - 5:00pm**

Follow the signs to the Clubhouse at Deacon Place, provide staff with your full name. You will be handed a Welcome Packet that has been prepared for you. **IF YOU ARE UNABLE TO ARRIVE BETWEEN THE HOURS OF 9:00AM AND 5:00PM, PLEASE CALL OUR CUSTOMER SERVICE NUMBER, 336.758.1755 AND A STAFF MEMBER WILL MEET YOU WITH YOUR WELCOME PACKET.**

Your **Welcome Packet** will have the following items in it:

- WFU Summer Guest ID (badge)\* this ID must be carried with you at all times to have access to the apartment complex.
- Apartment Keys- (1) bedroom key

The following are important to note during your stay:

- Please dial **336.758.1755** for our Customer Service line. **The phone will be staffed daily but please use it for emergencies (water leaking, lockout as a last resort) only.** If the call is not answered immediately, please leave a detailed message, and a staff member will respond.
- **All facilities related service requests must be submitted via [Wake SHIP Maintenance Request - Hospitality & Auxiliary Services](#) here.**
- IN CASE OF AN **EMERGENCY**, call UNIVERSITY POLICE **336.758.5911**, or dial **911** for local authorities.
- You can find up-to-date campus alerts on the <https://wakealert.wfu.edu/> and sign up for text alerts via <https://wakeready.wfu.edu/alert-methods/text-alerts/>
- Carry your provided WFU Summer ID with you at ALL times, without it, you will not be permitted to access the apartment complex after hours or on the weekends.
- No linens or toilet paper products will be offered, please make sure you pack accordingly.
- **No mail or packages should be delivered to your apartment location during your stay. Please have all mail sent to the address of your internship location or find an Amazon Hub locker location.**
- **PLEASE DO NOT PLACE ANY ITEMS (PICTURES, POSTERS, FAIRY LIGHTS, ETC.) ON ANY WALL OF YOUR APARTMENT**

On campus services available:

Access to [ZSR Library](#):

Day(s)	Hours
Monday-Thursday	8:00am - 10:00pm
Friday	8:00am - 5:00pm
Saturday	10:00am- 5:00pm
Sunday	4:00pm- 10:00pm

You will not have access to check out materials.

**There is a fitness center available at Deacon Place.** Please inquire at check in about fitness center hours. If you desire a more comprehensive workout facility, you may purchase a day pass or a temporary membership to the WF Wellbeing Center's fitness facility and pool. A day pass is \$10.00 and a weekly pass is \$20. If you wish to purchase a pass you will be required to set up a day and time to meet with Judy Dew to set up your membership. You will be required to show a photo ID and your WFU sponsored ID card. Judy Dew can be reached at [dewj@wfu.edu](mailto:dewj@wfu.edu).

**Pool access will be available at Deacon Place.** Please inquire at check in about pool hours. **The pool is a gated entry and there are cameras present for your safety/security. Your temporary ID/access card will grant entry to the pool.**

***DO NOT PROP THE GATE OPEN. Under no circumstances should anyone other than Deacon Place residents be allowed to enter.***

**NO GLASS IS PERMITTED IN THE POOL AREA.** If there is any broken glass found in the pool area, the entire pool will need to be drained and will be closed for the remainder of the summer.

## **KEYS, ID CARDS**

All Guests are assigned keys for access to their apartment. You will receive (1) exterior apartment door key, (1) interior bedroom door key

## **KEEP YOUR KEYS WITH YOU AT ALL TIMES**

In the event you lock yourself out of your apartment please contact your roommates first for re-entry. In the event you lose your key or access card, please call **336.758.1755** for assistance.

## **HOUSEKEEPING**

Apartments and rooms will be cleaned before your arrival. You are responsible for keeping your

apartment cleaned.

### **MAINTENANCE, WORK ORDERS**

To submit a request for maintenance or pest control please fill out the form below. Work Orders are processed **Monday-Friday from 8 am - 4:30pm**.

[Wake SHIP Maintenance Request - Hospitality & Auxiliary Services](#)

### **PARKING**

If you are bringing a vehicle, you will receive a parking pass when you arrive at the apartments. If you are a current Wake Forest student you will need to check with parking and transportation to see if your parking permit is valid for summer.

### **DEPARTURE DAY**

On the day of your departure, please place your WFU ID Badge and both of your apartment keys into the envelope provided to you on your arrival day. You must return these items to the clubhouse in order to avoid additional charges.

**UNLESS OTHER ARRANGEMENTS HAVE BEEN APPROVED. YOU ARE EXPECTED TO BE COMPLETELY MOVED OUT OF YOUR APARTMENT BY NOON ON THE DAY OF DEPARTURE.**