Hawthorne Apartments
Property Information

OFFICE ADDRESS
275 Hawthorne Avenue, Palo Alto CA 94301

CONTACT INFO
Office: (650)321-6633

OFFICE HOURS
Monday – Sunday, 9:00 a.m. – 5:00 p.m.

MAINTENANCE & REPAIRS
- For routine maintenance requests, email property staff at rwm275@gmail.com or call (650)630-5804. For any concerns about furniture, email your HSC at ochservicecenter@stanford.edu.

EMERGENCY MAINTENANCE
- Emergency maintenance issues should be reported immediately and at any time by calling (650)630-5804.

LAUNDRY
- The Hawthorne laundry facilities are coin-operated and located in the clubhouse. Laundry room hours are 8:00 a.m. – 9:30 p.m. daily.

LOCKOUTS
- If you are locked out of your apartment Monday – Friday, 9:00 a.m. – 5:00 p.m., call the onsite property manager, Randy McGilvray, at (650)630-5804. For lockout assistance after hours but before 7:00 p.m., please call the Off-Campus Housing Service Center at (650) 721-1170 or visit the HSC. For lockout assistance after 7:00 p.m., call Stanford’s R&DE CARE Team at (650) 725-1602.

MAIL & PACKAGES
- Use your correct mailing address, your assigned mailbox and follow Hawthorne Apartments instructions for packages. Letters or packages without an apartment number will be returned to sender.

PARKING PERMITS
- There is only one assigned parking space per unit. Roommates will need to coordinate parking.

QUIET HOURS
- Everyday from 10:00 p.m. – 9:00 a.m.

COMMUNITY RESOURCES
- Visit the City of Palo Alto website for local community resources www.cityofpaloalto.org/Home

SUBLICENSING & PETS
- Sublicensing is not permitted in Off-Campus Subsidized Student Housing.
- Pets are not permitted in Student Housing. Even if the property allows pets, your contract is with Student Housing, and pets are not allowed in your unit.

RENTER’S INSURANCE
- If your family homeowner’s insurance plan does not cover your personal property from loss, damage, or theft, consider buying renter’s insurance. Stanford University does not carry insurance covering personal property, is not liable for, nor does it assume, any responsibility for theft, destruction, malfunction, failure, or loss of money, valuables, or other personal property. Two widely accepted companies that provide competitive personal property insurance coverage for students are National Student Services (www.nssi.com) and College Student Insurance (www.collegestudentinsurance.com).

CABLE & INTERNET
- Cable service is not provided. If interested in cable service, you can set up your own account with a service provider.
- For internet issues, contact your HSC at ochservicecenter@stanford.edu or call (650)721-1170

This information sheet is prepared for Stanford students residing in Stanford University-subsidized off-campus housing only.
Content of this document is subject to change without notice. For questions, email ochservicecenter@stanford.edu.

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