



Granville Towers Frequently Asked Questions

1) How do I apply for Granville Towers?

We made applying to live with us fast and easy. All you have to do is go to www.granvilletowers.com. Once you are at our home page, you will select “Apply Online” at the top right corner of the screen.

Before applying, you will be asked to create an account. It will just ask you a few simple questions, and then take you through the application process.

2) What type of rooms are available at Granville Towers?

We have many different room options at Granville Towers. Below is the link to our Fall 2012/ Spring 2013 room rates. This link also includes the different meal plan options associated with each room type:

[Fall 2012/ Spring 2013 Granville Towers Housing Rates](#)

3) When do I know I have a room at Granville Towers?

The leasing process is very quick here at Granville Towers. After you have applied, we will email you the contract (as well as the parking application). When you have received the contract, looked over it, and signed it, you will then scan and email it back to us. You may also mail the contract in if you do not have scanning capabilities. Once the Granville Towers team has received your contract, we will look over it to make sure that no modifications have been made to the contract, and that the Tenant (you the student) and the Guarantor (one of your parents or guardian) has signed in all the correct places. When that is determined, the General Manager of Granville Towers will sign as the Landlord. We will then email you back your copy of the contract with all the parties (Tenant, Guarantor, and Landlord) signatures with a welcome letter. Once you have received that welcome letter, you have been guaranteed a place at *The Place To Be at UNC!*

4) How do I request a roommate or a suitemate?

Within your welcome letter from Granville Towers there will be a link to our Housing Preference Card (HPC). Only students who have applied and signed up to live at Granville Towers will be given access to fill out the HPC. The HPC allows you to request a roommate as well as a suitemate. You can also request a themed floor such as the All Female Floor, Substance Free Floor, Upper Classmen & Transfer Floor, and a Traditional Co-Ed Floor.

5) What happens if I don't have a roommate/suitemate in mind?

If you don't have a roommate or suitemate in mind, that is definitely ok! We will be happy to match you up with your ideal roommate/suitemate. The Housing Preference Card asks several questions so we can get to know what type of person you are. Based on your answers, we will place you with someone who we think will be a good fit for you.



6) Am I guaranteed my requested roommate/suitemate?

We do our very best to accommodate all of our students. If you and your friends put one another down on the Housing Preference Card (HPC), we will try our best to place you together. If one person in the party is not in agreement with the requests on the HPC, we will not put you together. While we do our best, we cannot guarantee your room request on the HPC. The Granville Towers Team works very hard to make sure that everyone's request is heard and processed.

7) Can I request a specific tower or a renovated floor?

New students may not request a specific tower or a renovated floor. Returning residents, however, can specify that they would like a certain tower and a renovated floor.

8) Who is my roommate and when will I find out my housing assignment?

You will receive your roommate assignment early to mid summer by email. The email will include your room assignment as well as what tower you will be in, your roommate, your suitemates, and their contact information. It will also inform you whether or not you are on a themed floor and/or on a renovated floor.

9) What is my address here at Granville Towers?

Your address is your room number.

Student's Name

"Student's Room Number" "Granville Towers" "Student's Tower"

Chapel Hill, NC 27514

For example, if you live in 1107 Granville Towers West, your address will look like the following:

Roy Williams

1107 Granville Towers West

Chapel Hill, NC 27514

10) Where are packages sent that are too large to fit in my mailbox?

If you have a package that is too large to fit in your mailbox, we will keep it at our Package Center at the East Tower Front Desk. Once we receive your package, we will send an email notifying you that there is a package for you at the East Desk. You can pick up during our package center hours:

Monday-Friday 8am-12pm & 3pm-7pm

Saturday & Sunday 10am-5pm



11) Are the beds extra long?

Traditional Double/Single Rooms

If you are in a renovated room, the bed is an extra long twin. If you are in a non-renovated room, the beds are standard twin. There is only a 5 inch difference between standard and extra long. Because of this, we encourage you to purchase extra long sheets regardless if you are placed in a renovated room or not. If you are placed in a non-renovated room, but happen to be a very tall student, please email Allison Kenney, at acmgranville@edrtrust.com, to request an extra long bed. Due to the shortage of extra long beds in non-renovated rooms, preference is given to students 6'2" and taller.

The Carolinian, Franklin, Rameses, and Granview Rooms

These rooms have double (full) size beds in them. They are not extra long.

12) Is there wireless internet in the rooms?

Yes, there is wireless in all of our rooms. Please make sure to bring an Ethernet cord to have as a back up. We don't intend on having internet issues, but it is always good to bring just in case. Plus, if you haven't registered your computer with the UNC system, you will need to have an Ethernet cord to hook up your computer, enter your ONYEN, and then you will be registered, and have access to the wireless on property.

Please DO NOT bring your own wireless router. Personal wireless routers interfere with our wireless signal.

13) How far is UNC's campus from Granville Towers?

Granville Towers is right across the street from UNC. We have the perfect location! We are only a 5- to 10-minute walk from main campus. We are approximately 15 to 20 minutes from UNC's School of Business, which is on the opposite side of campus.

14) Is there a bus that picks students up from Granville Towers?

The Chapel Hill Transit can pick up students at bus stops (many with shelters and benches) that are located throughout Chapel Hill and the University. There are two bus stops very close to Granville Towers which provide access to all main bus routes. They are located on Columba St. and Pittsboro St.

15) Is there housekeeping at Granville Towers?

Yes, there is weekly housekeeping! Housekeepers will visit your room weekly to vacuum and/or sweep, clean your vanity, clean your bathroom, and take out your trash.



16) What type of safety does Granville Towers offer?

The University of North Carolina at Chapel Hill Public Safety (DPS) Department is an accredited agency dedicated to the welfare of the University community as well as Granville Towers. DPS security walks the Granville Towers property in the evenings from 10pm to 6am. We have several staff members who live on property. Our Resident Advisors live on each floor with our residents, and we have two full-time Community Directors who reside in the halls also. In addition, our Operations Manager and Assistant General Manager both live at Granville Towers. Students must use their provided key fob to gain access to the buildings.

17) Can I nail pictures to the wall?

You may use small picture hanging nails to hang decorative items to the wall. You can also use thumb tacks, sticky tape, sticky putty, and stick hooks to mount items to the wall. You may not mount your television to the wall.

18) Can I loft my bed?

No, you may not loft your bed. However, you can bring approved bed risers. Many places like Target®, Walmart®, and Bed Bath and Beyond® sell approved bed risers. Renovated rooms have new beds that stand 22 inches off the floor, so no need for bed risers. Beds in the non renovated rooms stand 7 inches off the floor, so we would definitely recommend you purchase approved bed risers if you plan on buying extra storage bins for under your bed.

19) Where can I rent a minifridge and microwave for my room?

If you would like to rent a minifridge and microwave for your room, please contact Collegiate Concepts® at www.collegefridge.com.

20) How does my meal plan work and can I increase/decrease it?

Every time you enter the Agora (which is our on-site dining facility), you will have to swipe your card. That swipe will use one meal, regardless of the amount of food you get. If you enter the Agora and only want a cup of coffee, it will use one meal on your meal plan. Your Granville Towers meal plan only works at the Agora.

Weekly meal plans start over every Sunday. For example, if you have our 8 meals per week meal plan, and only use 7 in one week, the extra meal does not roll over to the following week.

The guest meals associated with our weekly meal plans may be used for a friend of the residents, a sibling, or kept for their own personal use. Guest meals start over every semester.

If you would like to increase your meal plan during your stay with us, you most certainly can within your specific meal plan type (weekly to weekly/ block to block)! We would just have you sign a revised lease. It is a very easy process. Your meal plan is only accepted in the Agora. It is not accepted at on-campus dining facilities. If you would like to purchase a meal on campus, you may use cash.

Once the semester has started, you cannot decrease your meal plan. The only time you can decrease your meal plan is before the fall semester has started or during the winter break



before the spring semester has begun. As stated before, you can increase your meal plan at any time.

21) If I live at Granville Towers, should I purchase an additional meal plan on campus?

Since Granville Towers is so close to where classes are held, we do not encourage residents to get an additional meal plan on campus. Because we have a Dine Anytime philosophy, students can come back to Granville Towers, and there will be food available.

If you find that you would like to pick up a snack or meal occasionally on campus, an option would be to add Flex Dollars to your UNC One Card. You can then grab something from Chick-fil-a, Alpine Bagel, etc. using the Flex Dollars. We would advise that you wait until you get to UNC to see how often you will be back and forth from Granville Towers to campus. Most of you will find that it is very quick and simple to get back to the property to get food. If you find that you would like a little bit of money on your One Card, then at that time add your Flex Dollars.

22) What are dining hours?

The Agora, our on-site dining facility, is open the following days and times:

Monday-Friday

Breakfast	7am-11am
Lunch	11am-2pm
Dine Anytime Grill	4:30-8pm
Dinner	4:30-8pm (7:30pm on Fridays)

Saturday-Sunday

Brunch	10am-1:30pm
Dine Anytime Grill	12pm-7:30pm
Dinner	4:30pm-7:30pm

Late Night Grill

Sunday-Thursday	8:30pm-11pm
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23) Can I cook in my room?

No, you may not cook in your rooms (unless you have a Rameses or Granview Room). You can however cook and bake in the Community Kitchen that Granville Towers has available to all residents. The Community Kitchen is located in the lobby of the East Tower. You may sign out the key to the Community Kitchen from the West Tower desk, along with pots, pans, and cooking utensils.



24) Where do I do my laundry, and how much does it cost?

There are laundry facilities in each of the 3 tower basements. It costs \$1.25 to wash and 1.00 to dry your clothes. The laundry machines are not coin operated. They take Visa and MasterCard only. This also includes Visa gift cards.

If your One Card is linked to an expense account on campus through Wachovia, it is automatically a Visa Card, which you can use in our laundry facilities. If your One Card is linked to just the Flex Plan on campus, it will not work in our laundry facilities.

The Expense Account is a financial plan that is good for basically everything on campus where the card is accepted for payment, including our laundry facilities here at Granville Towers. The Flex plan however is a financial plan that is only associated with on-campus dining. The flex plan is only accepted in locations for food purchase only on campus (not at Granville Towers).

25) What is in my room?

Traditional Double & Single Room

For each room:

- two standard twin size beds (non renovated rooms) – 6'3"x 3'3"x 7"
- two XL twin size beds (renovated rooms) – 6'7"x 3'x 1'8" (under bed measurements)
- two desks (includes hutches in the non-renovated rooms) – 1'11"x 3'6"x 2'6"
- one vanity with sink/mirror/storage – approx. 1'6"x 3'1"x 2'11"
- one window – 3'x 4'
- two closets – dimensions may vary, average is 1'9"x 3'9"x 8"
- two five drawer chests – 1'11"x 2'6"x 4'6"
- two connected overhead shelves
- one bathroom with toilet and tub

The Carolinian

For each room:

- one full size bed – 6'7"x 4'5"x 1'8"
- microwave and mini-fridge
- loveseat - 2'10" x 4'0" x 2'6"
- nightstand on casters - 1'10" x 1'4" x 2'0"
- desk - 2'0" x 3'6" x 2'5"
- Closet – 2'3" x 4'5" x 8'0" (dimensions vary)
- Window – 3' x 4'

The Franklin

For each room:

- one full size bed – 6'7"x 4'5"x 1'8"
- microwave and mini-fridge
- loveseat - 2'10" x 4'0" x 2'6"
- TV armoire - 1'6" x 2'6" x 6'3"



- nightstand on casters - 1'10" x 1'4" x 2'0"
- desk - 2'0" x 3'6" x 2'5"
- Laundry service
- Closet – 2'3" x 4'5" x 8'0" (dimensions vary)
- Window – 3' x 4'

The Rameses

For each room (measurements read W x D x H):

- one full size bed – 6'7" x 4'5" x 1'8"
- loveseat
- two 2-drawer stackable dressers (placed under the bed) – each unit = 2'5" x 1'7" x 1'7"
- 3-drawer pedestal table (can double as nightstand or under desk storage) – 1'3" x 1'7" x 2'3"
- open work table with hutch – 3'5" x 2' x 2'5" (4'5" with hutch)
- bistro table with two chairs - 30" round top x 40"h
- 1 ottoman - 2' x 1'7" x 1'4"
- mounted 42" TV
- kitchenette with two stove burners, sink, small fridge, microwave, and cabinet space
- laundry service

The Granview

For each room (measurements read W x D x H):

- full size kitchen and living area
- sleeper loveseat – 6'3" x 3' x 3' – twin mattress size
- arm chair
- one end table
- one coffee table
- mounted 42" TV (living room only)
- bistro table with two chairs
- bookcase
- full size bedroom with private bathroom
- one full size bed - 6'7" x 4'5" x 1'8"
- night table
- 6-drawer double dresser – 5' x 1'7" x 2'5"
- 2-pencil/1-file drawer desk with hutch
- two windows – 3' x 4' (one in each room)
- parking included
- laundry service

*Note: Renderings, designs, furnishings, photographs, amenities, finishes, colors, views and other information described or depicted on the 3D floor plan renderings on the website are representational only and do not necessarily depict the finished units.



26) Can I park my car at Granville Towers?

If you have signed up to live at Granville Towers, you may apply for parking. Freshmen can have their car at UNC if they live with us, and have applied and paid for parking. Parking is distributed on a first come, first served basis. Parking applications are distributed after you have applied to live with us.

After move-in day, if we do not sell out on parking, we will offer parking to non-residents. Parking for Fall 2012/Spring 2013 is \$750 for the year.

Decals will be distributed on move-in day. You will need to bring your verification documentation (driver's license, car registration, and proof of auto insurance) to the Business Office in the Agora before you receive your decal. The Business Office will be open on Saturday (8/18) and Sunday (8/19) between the hours of 9AM and 5PM. If you're unable to pick it up during this time, you can visit the Business Office from 8AM until 5PM the following week of August 20-24. Caution: vehicles failing to properly display a valid Granville Towers permit beginning on Tuesday, August 21 will be subject to towing at owner's expense.

If you have purchased parking, and no longer need it, we will refund you fully before the semester has started. Once the semester has begun, and you would like to return your parking pass, we will prorate your refund based on the date you return your parking decal to the Business Office.

If at any point during the academic year you visit your student for two (2) hours or less, you will need to register your vehicle at the South Tower desk. If you are visiting longer than two (2) hours, you will need to purchase a temporary pass. Temporary permits are \$5/day and \$20 for a weekend, 5PM Friday to 8AM Monday. All temporary permits are sold at the South Tower front desk during business hours of 8AM until 5PM, Monday through Friday.

If you have additional questions about parking, please contact Nita Skillman at rsmgranville@edrtrust.com.

27) Does Granville Towers accept financial aid?

Yes, we do accept financial aid/scholarship/loans/grants/etc... Janna Walsh coordinates payments for students receiving financial aid at Granville Towers. When a student is receiving financial aid, she asks that you send your Financial Aid Awards Summary (found through your UNC Student Portal account). Once Janna has received your Award Summary, she will then be able to determine how much money we can defer until funds enter your account. Please understand the deferred payment process is a payment extension, as such, we only provide an extension to residents receiving at least 50% of financial aid/loan coverage. If you have further financial aid questions please contact Janna Walsh at RSMgranville2@edrtrust.com.



28) How do I make a payment at Granville Towers?

Rent Payments Online:

-Go to www.granvilletowers.com and click “Pay Rent” at the top
-If you have not made a payment before or have not set up a resident portal, click “Enroll Now” to do so, and follow the directions.

-The system will then direct you on how to make a payment.

-Visa

-MasterCard

-Discover

(Please note that the credit card companies do charge transaction fees associated with your online payment)

-eCheck (\$0.99 service fee)

-Please note that statements on your bill will appear in the name of our management company, Allen & O’Hara, not Granville Towers.

-We cannot accept rent via credit card within the Business Office. Only check or cash is accepted in the Business Office

Rent Payments by check:

We accept rent by check. You may make your rent payment payable to Granville Towers. Please mail checks to the following address:

2100 Granville Towers South
Chapel Hill, NC 27514

**For further questions, please contact Erin Angel at
salesgranville@edrtrust.com.**

**Thank you for choosing Granville Towers.
We look forward to having you live with us!**