Welcome to Lake Claire! We are so excited to have you. Lake Claire is a Freshman-only community with 15 total buildings. Though it is one of our largest residence halls, you will find community around every corner. Be sure to explore the Lake Claire Recreation Area where you can check out kayaks to paddle around the lake, or games to play with your new roommates! You are steps away from the heart of campus, the Student Union, where you will find different dining options, events, and Market Wednesdays! Enjoy getting to know your new home away from home!

CONTACT INFORMATION

Community Office & RA on Call:
407-885-2138

Residence Life Coordinator,
Denis Serrano Cruz:
407-882-5002
Denis.Serrano.Cruz@ucf.edu

Office Support Assistant,
Gabrielle Jackson:
407-885-2138
Gabrielle.Jackson@ucf.edu

Mailing Address:
Student Name
Lake Claire Mail Center
12580 Gemini Blvd. N., #166XXX
Orlando, FL 32816
You are assigned a specific bedroom. Be sure you are moving into the correct room to avoid charges to your account upon check-out! If you have questions, please call the community office.

*These numbers can be found on your key packet. These will be the last digit after the letter.*
Our staff is available to you 24/7.

Your community office is your go-to when looking for resources. You can always go to your community office whenever you need help or have questions. In the office, you’ll find your community coordinator, or their office staff, who can help you with:

- Lockouts from your room
- Questions about moving in or out
- Help with submitting a work order
- Checking out cleaning supplies for your room

KEYS & COMMUNITY ACCESS

*Your UCF ID is your room key* – always keep it safe and with you!

Community access is restricted to those who live in the building. Do not hold doors open for other students – though the Knight Way is to always be a good neighbor, each resident is responsible for their own access to the building to keep us all as safe as possible.

You will also receive a key to your mailbox that must be returned at the end of the year!
You will receive an email when your packages are ready for pick up. Please do not come to the mail center prior to receiving that email!

Each community is assigned a mail center. Residents of that community will not be able to pick up their packages at any other mail center.

Grocery deliveries such as Hello Fresh are accepted by our mail centers when delivered through a traditional package carrier (USPS, FedEx, UPS, DHL, etc.)

Food deliveries like Uber Eats or Door Dash are NOT accepted at our mail centers or community office front desks. Students MUST meet the delivery driver outside of the residence hall to receive their order, such as the nearest parking lot.
ON-CAMPUS WIFI & INTERNET

Wifi is available to all students in all residence halls. Log into the wifi using your UCF NID (ex. Kn123456) and your password.

To connect to internet using a standard ethernet cable:

1. Securely plug one end of the ethernet cable into the ethernet port on your device and the other end into the orange data jack on the wall.
2. Open your web browser and enter the ResNet website.
3. Once on the website, click on the Registration link and follow the steps to register for ResNet service.
4. If you experience any problems with your ResNet registration or service, you may submit a work ticket on the UCFIT website, or you may contact the Service Desk at 407.823.5117, Monday through Friday 8 AM to 5 PM or by email at itsupport@ucf.edu.

LAUNDRY

All communities (besides Northview) operate on the Speed Queen app. Upload funds to your account using a debit or credit card, or Knight Cash.

The app allows you to check for available machines and monitor your laundry cycle with notifications when it is done.
SUBMITTING A WORK REQUEST

1. Visit fo.ucf.edu, click “Work Request Form”

2. Log into your account, click “Submit a Work Request”

3. Click “Next” if not an emergency, enter your information

4. Enter Location Info
   - Site = UCF Main or Rosen
   - Building
   - Floor
   - Room #
   - Enter description (include room # if none was available in location during step 4)
   - Skip financial info (it is not required)

5. Review and Submit

Scan the QR code to submit a request

EMERGENCY?
Call 407-823-5223

Site = UCF Main or Rosen
Building
Floor
Room #
Enter description (include room # if none was available in location during step 4)
Skip financial info (it is not required)
MAINTENANCE 101

Top 5 maintenance tips

1. Leave thermostat in AUTO. Placing the system to ON will create air quality issues.

2. Make sure you submit a work order for all issues. Do not rely on roommates or RA.

3. Bring cleaning supplies to maintain a healthy space. Clean the toilet, shower & sink weekly for best results.

4. If you experience a water event, flooding, leaks, etc. quickly pick up your belongings and put them on a higher surface such as your bed.

5. For maintenance best practices, refer to the Community Living Guide section “Your Room, Your Rights, Your Facilities.”

Housing and Residence Life
RA on Call/Community Office

Call the RA on Call/Community Office when you’re locked out, have time sensitive questions or concerns, or if there is an urgent issue. This number is answered 24 hours a day, 7 days a week if you need anything. You can find this number on the first page of this guide. If you have an emergency, call 911.

Your RA

Your RAs are here to help you when they can, but remember, they are also UCF Students. If you have general questions that are not time sensitive, feel free to ask your RA. You should always call the Community Office number if there is an elevated issue, or if it's late at night.

Work Control

You can submit work request online, but if there is a more urgent maintenance concern, you should call the number below. Examples include when there is a severe leak in your room, if your electricity goes out, or if an elevator isn’t working properly.

407-823-5223

UCF IT

For questions about the WiFi, how to set up a smart TV, and anything related to technology, you should contact UCF IT. You can submit tickets online by visiting it.ucf.edu.

407-823-5117

UCF PD

The UCF Police Department patrols and operates 24 hours a day, 7 days a week. Contact them anytime. In an emergency, dial 911.

Non-emergency line: 407-823-5555
## Local Guide

Whether you’re on or off campus there is always a place for your needs. Everything here is a short walk, bike or car ride away!

### General
- Target
- Walmart
- Big Lots
- Dollar Tree
- Dollar General

### Food
- BurgerFi
- Mac & Stacks
- Noodles & Company
- Bento Asian Kitchen + Sushi
- Habaneros
- 4 Rivers Smokehouse
- Lazy Moon
- Huey Magoo’s
- Tijuana Flats
- Domu Ramen
- Just Salad
- Fresh Kitchen
- Tin & Taco
- King Bao
- Night Owl Cookies
- White Rabbit Dessert

### Grocery
- Publix
- Winn-Dixie
- ALDI
- Walmart Neighborhood Market
- Sprouts Farmers Market
- BJ’s Wholesale Club
- Indian Market
- Eastside Asian Market
- Fancy Fruit and Produce

### Shopping/Clothing
- Old Navy
- Famous Footwear
- T.J. Maxx
- Sephora
- Ulta
- Office Depot
- Michaels Crafts
- JOANN

### Bank Services
- Bank of America
- Fairwinds Credit Union
- Wells Fargo
- TD Bank
- Chase Bank
- Regions Bank
- Trustco Bank
- VyStar Credit Union

### Technology
- Best Buy
- T-Mobile
- Verizon
- AT&T Store
- Target Electronic
- Walmart Electronic
- GameStop

### Furniture
- Ashley
- Mattress Firm
- Rooms-To-Go
- La-Z-Boy
- At Home
- Hudson’s Furniture

### Health/Fitness
- LA Fitness
- Planet Fitness
- YouFit
- 24 Hour Fitness
- Iron Body Fit
- GNC
- Vitamin Shoppe
- Max Muscle

### Postal Services
- USPS
- FedEx Print & Ship Center
- The UPS Store

### Clinic/Pharmacy
- CVS Pharmacy
- Walgreens Pharmacy
- Walmart Pharmacy
- Publix Pharmacy
- Rite Care Pharmacy
- Centra Care
- WellMed
- First Choice Urgent Care
- Ideal Dental
- Smile Dental