

Oak Creek Apartments

Property Information



OFFICE ADDRESS 1600 Sand Hill Road, Palo Alto CA 94304
CONTACT INFO Office: (650)321-1701
OFFICE HOURS Monday – Friday, 8:30 a.m. – 5:30 p.m. Saturday – Sunday, 9:00 a.m. – 5:30 p.m.

MAINTENANCE & REPAIRS	<ul style="list-style-type: none"> During business hours on weekdays, call (650) 321-9761 for routine maintenance requests. After business hours on weekdays and on weekends, call (650)321-9761 and Press Option 2. For missing or broken furniture, email offcampushousing@stanford.edu.
EMERGENCY MAINTENANCE	<ul style="list-style-type: none"> Emergency maintenance issues should be reported immediately and at any time by calling (650)321-9761 and follow prompts.
LAUNDRY	<ul style="list-style-type: none"> Laundry rooms accept credit cards, coins, and pre-loaded laundry cards from WASH. The room is open during the week from 8:00 a.m. – 10:00 p.m. and on Saturday and Sunday from 9:00 a.m. -10:00 p.m. Laundry rooms are located on the 4th floor of most buildings. Laundry rooms are not accessible after 10:00 p.m. If there are any broken machines or machine problems, please report this to maintenance at (650) 321-9761.
LOCKOUTS	<ul style="list-style-type: none"> If you are locked out of your apartment during business hours, call the property manager at (650) 321-9761. For lockout assistance after 5:30 p.m. 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	<ul style="list-style-type: none"> Use your correct mailing address and follow Oak Creek instructions for packages.
PARKING PERMITS	<ul style="list-style-type: none"> Parking permits are required for long-term parking at the property. There is only one assigned parking space per unit. Roommates will need to coordinate parking.
QUIET HOURS	<ul style="list-style-type: none"> Everyday from 10:00 p.m. -8:00 a.m. during each weekday and from 10:00 p.m. -9:00 a.m. on Saturday and Sunday.
COMMUNITY RESOURCES	<ul style="list-style-type: none"> Check out the Oak Creek website for fun events, places to eat and shop and activities! www.oakcreekapts.com Oak Creek ID: Visit the Leasing Office in Bldg. 1600 to obtain an ID. This ID card will allow access to all the amenities the complex has to offer. The ID must be returned at check-out, or a \$75 unreturned card fee will be applied. Register bicycles at the Oak Creek Administration Office, Monday – Friday, 8:30 a.m. - 5:30 p.m. and be sure to ask about a bike cage key to secure your bike at night.
SUBLICENSING & PETS	<ul style="list-style-type: none"> Sublicensing is not permitted in Off-Campus Subsidized Student Housing. No Pets Permitted in Student Housing: Even if the apartment complex allows pets, your contract is with Student Housing, and pets are not allowed in your unit.
RENTER'S INSURANCE	<p>If your family's homeowner's insurance plan does not protect your personal property from loss, damage, or theft, consider buying renter's insurance. Stanford University does not carry insurance covering personal property, and 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).</p>
CABLE & INTERNET	<ul style="list-style-type: none"> Cable service is not provided. If interested in cable service, you can set up your own service with Comcast Xfinity. For internet issues, contact the OCH Operations Team at offcampushousing@stanford.edu.

*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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