

Stanford Villa Apartments

Property Information



OFFICE ADDRESS 3375 Alma Street, Palo Alto CA 94306
CONTACT INFO Office: (650) 493-3303
OFFICE HOURS Monday – Friday, 9:00 a.m. – 5:00 p.m. Weekends by appointment only.

MAINTENANCE & REPAIRS	<ul style="list-style-type: none">For routine maintenance requests, email property staff at stanfordvilla@wres.com or call (650) 493-3303 during business hours.For broken or missing furniture, email offcampushousing@stanford.edu.
EMERGENCY MAINTENANCE	<ul style="list-style-type: none">Emergency maintenance issues (fire, flood, hazardous materials, etc.) should be reported immediately and at any time. For emergencies Mondays through Sundays, 9:00 a.m. to 6:00 p.m., please call (650) 493-3303; for after-hours emergencies, call (877) 365-4301.
LAUNDRY	<ul style="list-style-type: none">Stanford Villa has a laundry facility that accepts debit or credit cards, or can be operated via a smartphone app. Download the ESD® CyclePay app from Google Play or the App Store and follow instructions.
LOCKOUTS	<ul style="list-style-type: none">Contact your onsite property manager at (650)493-3303 from 9:00 a.m. to 5:00 p.m. Monday through Friday. If you are locked out after office hours and before 7:00 p.m., contact the Off-Campus Housing Service Center at (650) 721-1170 or visit the HSC at 735 Campus Drive. For lockout assistance any other time 24/7, call Stanford’s R&DE CARE Team at (650) 725-1602. The first lockout is complimentary, and a \$45 fee is charged after that.
MAIL & PACKAGES	<ul style="list-style-type: none">Please ensure you use your full and correct mailing address with your apartment number.
PARKING PERMITS	<ul style="list-style-type: none">There is only one assigned parking space per unit. All parking is assigned parking. Roommates will need to coordinate parking. Violators of this parking policy will be towed without warning.Additional street parking is available.
QUIET HOURS	<ul style="list-style-type: none">Everyday from 10:00 p.m. – 9:00 a.m.
COMMUNITY RESOURCES	<ul style="list-style-type: none">Visit the Stanford Villa website for local resources www.stanfordvilla.com
SUBLICENSING & PETS	<ul style="list-style-type: none">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	<p>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).</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 account with a service provider.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.

October 2021