



## University of Northern Iowa

### Housing & Dining

Current Quarters Resident,

Welcome to Housing & Dining at the University of Northern Iowa. We're excited to add The Quarters to our housing program and happy to have you joining our on-campus community. As mentioned in our email last week, there will be some processes that are changing due to the transition from Tailwind Group to UNI. Much of what this email will cover will be operational changes. Please hold onto this email as you may find it useful to refer back to.

*Note: Over the next several weeks, there will be numerous UNI staff on-site. This includes folks from housing, facilities, police and fire. We are all working to learn and understand the property and facilities.*

#### **WHO/WHAT/WHEN TO CONTACT**

##### **General Contact Information**

The Quarters: 319-273-3100

Office Hours: Mon-Fri, 9am-6pm; Sat, 10am-4pm; Sun, Noon-4pm

Housing & Dining Main Office: 319-273-2333

Email: [housing@uni.edu](mailto:housing@uni.edu)

Office Hours: Mon-Fri, 8am-4:30pm

##### **After Hours, Emergencies, Lock-Outs**

Call: 319-273-3100 and press #5

Please be reminded that there will be no on-site office hours February 1-2. Additionally, the hot tub will not be accessible this weekend and the tanning bed will be closed permanently due to licensure expiry.

##### **Maintenance Requests**

Students with a current UNI ID: Submit a Facility Repair Request [online](#) or via the Asset Essentials mobile app

Non-UNI students: Call 319-273-3100 and press #4

##### **RENT PAYMENTS**

The invoice for February rent will be sent via email on 2/3/25 with a due date of 2/15/25. This invoice will not include utilities, which will be billed separately. Anyone with a credit

balance will have that credit applied to their invoice in advance of the due date. Those with credit balances will receive separate communication once accounts are reconciled and prepayments are confirmed. Invoices can be paid online at [paymyinvoice.uni.edu](https://paymyinvoice.uni.edu). You will need to enter your Customer ID and Invoice Number (both found on the invoice) to make your payment.

As a reminder, the University is assuming all leases and current residents will be held to the original lease agreement terms and conditions through the remainder of the lease term.

### **PACKAGES**

Residents will receive package notifications via email. They can be picked up at the front desk in the clubhouse during office hours. A photo ID is required for pick-up.

Thank you for your patience as we navigate this transition. As mentioned previously, we will continue to communicate regularly over the next several weeks and months with information on the transition as it becomes known and/or relevant. You can also refer to [uhd.uni.edu/quarters](https://uhd.uni.edu/quarters) which will be continually updated as information becomes available.

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housing@uni.edu / 319-273-2333  
**uhd.uni.edu**

