Intern Housing FAQ for SpaceX Interns / Co-ops

On behalf of the staff at Oakwood, we would like to congratulate you on your upcoming Internship/Co-Op. We want to do everything possible to make Oakwood feel like home. With that in mind, here are some frequently asked questions that we would like to address. Refer to your move-in letter for information about billing, community address etc.

**What role does my SpaceX recruiter play in my relocation?**
- Your Recruiter is able to answer general questions about the housing program with Oakwood. Once your name is passed to Oakwood, all the details are handled with the Oakwood contacts.

**What role does Oakwood play in my relocation?**
- Oakwood will arrange a furnished apartment for you if you choose the corporate housing option. Oakwood will be able to help you with any questions you have regarding the apartment or other accommodations.
- Oakwood will initiate contact with you before your start date. Your primary Oakwood contact will be: Lynn Ellsworth, National Account Coordinator, lellsworth@oakwood.com.

**What is provided under the Corporate Housing option?**
- You will be provided a fully furnished Oakwood apartment that includes furniture, housewares, utilities (electricity & gas), wireless internet for up to 5 devices per apartment and extended basic cable including Showtime & HBO.
- To see the “Intern Houseware Package” click here for a full list of housewares that will be included in your apartment.
- The corporate apartment will be set up with the following furniture: dining room table with four (4) chairs, sofa, loveseat, coffee table, end table, one (1) small writing desk with chair, one (1) large dresser with mirror per bedroom, two (2) beds per bedroom, two (2) nightstands per bedroom and one (1) lamp per bedroom.
- There are additional items available to rent. Please click here to see the full list.
- SPACEX does not cover long distance telephone charges, any premium cable channels or on-demand shows you order, or any other upgraded amenities that are not provided as part of the standard Intern Package.
- Any damages to the apartment are the responsibility of the intern.
- For any additional items you add and for the rent you are responsible for beyond 30 days, you will need to provide Oakwood with a credit card.

**When will I know what apartment I am assigned to and who will be my roommate?**
- Oakwood will assign the apartment based on your arrival date provided on your Oakwood Housing Registration form. You will receive an email from Lynn Ellsworth with apartment address and your roommate’s contact information 3-14 days prior to your arrival.
- Oakwood will try to accommodate roommate preferences; however, all preferences may not be honored. If your start date does not match your preferred roommate, it is likely you will not be roomed together.
- It is SpaceX’s policy that only same-sex interns be roomed in the same apartment.

**What if I do not get along with my roommate?**
- Our first request is that you try to work out the issues using open lines of communication and constructive feedback methods. If you are unable to work your issues out, please contact Oakwood and your recruiter to explore possible room changes.

**How long do I have before my internship begins and after my internship ends to move in/out of my corporate apartment?**
- Your internship will start on a Monday. SpaceX provides a grace period of 2 days at the beginning of your internship to move-in. Check-in time is after 3:30 pm on Saturday’s. You may also arrive on Sunday, again after 3:30 pm.

- Your internship will likely end Wednesday, Thursday or Friday. Because there may be new Interns arriving on Saturday, you have until 11:00 am the Saturday morning after your Internship ends to move out and return your keys to the front desk. For exceptions, please contact Lynn Ellsworth (Oakwood) before 3:00 pm the last Friday of your Internship. If no new Interns are arriving, you may be allowed to stay longer.

Besides my personal belongings, what else should I bring from home?
- While we try to think of all the necessities, Interns from previous years have found it beneficial to bring:
  - Beach towel(s)
  - TV for bedroom; cable is provided in the bedroom(s)
  - DVD/Blue-ray player

Where can I park my car?
- RESIDENT PARKING is available in two separate parking locations. The first is three levels and is located on Via Marina by the A, C, E & G buildings. The second is 2-levels and located at the rear of the building on Via Dolce by the N, P, R and S level. Both parking areas can be accessed using the access card given at move-in. There are no assigned parking spots. All residents are to have their parking permit places in the vehicle and visible. Parking is included; there is no additional cost to park at Oakwood.
- GUEST PARKING is available on the 1st level of the Via Marina parking garage. Guests may also use street parking on Via Dolce.
- DO NOT PARK IN THE HANDICAP PARKING SPACES. The parking lots are monitored by LA County Sheriff’s and you will receive a parking fine if illegally parked in a handicapped parking space.

What if I want to rent a car?
- There is an Enterprise Rent-A-Car desk located on-site at Oakwood. Be sure to call ahead to reserve a vehicle. Mention you are staying at Oakwood and work for SpaceX to get the best available price. The phone # is (310) 822-6166.

Where can I park my bike?
- All bikes are to be locked to a bike rack located above the Via Dolce parking garage between the tennis and basketball court. Bikes must also have a bike tag which can be provided by the front desk for all residents. Any bicycle locked to a pole on property and not a bike rack will have the lock cut before moving the bike to the bike rack unsecured.
- The Marina del Rey community does occasionally experience bike thefts. If your bike is valuable, we do recommend you park your bike in your apartment.

What is the laundry situation at Oakwood?
- There are seven (7) laundry rooms on-site at Oakwood. They are located on the 1st floor of the A, D, G, K, M, N, R and S buildings. The laundry machines are pay-per-load. Laundry cards are available in the convenience store (cash only) or the business center (credit card only). There is a minimum $5 charge to start. The cost of a laundry card is $1.75. The remaining $3.25 will be added to the balance of the card. Fees to wash: $1.25, $1.50 or $1.75 depending on your cycle preference. Fees to dry: $1.50
- There is also a dry-cleaner conveniently located on-site. The cost for fluff & fold is $1 per lb if over 7 lbs. For laundry weighing less than 7 lbs., the cost is $8. The dry-cleaner is open Monday – Friday 7:30 am – noon, 4pm – 7:30 pm. Sat 9 am- 1 pm. Closed Sunday. For current pricing, please call (310) 751-3108.

Where is the nearest grocery store?
- There is a convenience store located on site at Oakwood. The store offers food items, snacks, single serving beverages, etc. The convenience store is open: Mon – Thur 7:00 AM – 9:00 PM; Fri – Sun 8:00 AM – 10:00 PM

- Other nearby grocery stores:
  - Albertson’s - 1.0 miles
  - Ralph’s - 1.0 miles
  - Gelson’s Super Market – 1.6 miles
  - Rainbow Acres Health foods – 1.1 miles
  - Whole Foods Market – 2.2 miles

**What if I need to ship items before I arrive?**

- Oakwood can accept and store 1-2 mid-size boxes for you before you arrive. Because your apartment may not be assigned with enough time to ship, please ship to:

  Your Name  
  C/O Lisa Rauch, Corporate Sales  
  4111 Via Marina  
  Marina del Rey CA 90292

**What are the general operating hours & phone number of the facilities on property?**

- Clubhouse: 9:00 AM – 12:00 AM
  - Front desk: 9:00 AM – 9:00 PM; Phone: (310) 751-4545
  - Leasing office: 9:00 AM – 6:00 PM
  - Fitness Center: 6:00 AM – 12:00 AM
  - Billiards room: 9:00 AM – 12:00 AM
    - To check-out billiards balls, please see the front desk. A valid ID is required.
  - Party Room/TV room
    - To reserve the party room (downstairs area of the clubhouse), please contact the front desk to reserve the area. If the room is not reserved, it is available to all residents on a first come, first serve basis.
    - Pool & Hydro spa: 6:00 AM – 11:00 PM
    - Playground: Closes at dusk
- Tennis & Basketball courts: 8:00 AM – 10:00 PM; Phone (310) 841-9265
  - To check-out tennis rackets, call the tennis pro-shop for racket availability.
- Convenience Store: Mon – Thur 7:00 AM – 9:00 PM; Fri – Sun 8:00 AM – 10:00 PM; Phone (310) 751-3119
- Dry Cleaners: Mon – Fri 7:30 AM – 12:00 Noon, then reopens 4:00 PM – 7:30 PM; Saturday 9:00 AM – 1:00 PM; closed on Sunday; Phone (310) 751-3108

**I have a desk-top computer; can I set it up in the apartment?**

- There is one (1) small writing desk provided in the apartment. The apartment is set-up with wireless internet only. If you prefer to have wired internet, contact Time Warner Cable at 888-796-6616 and open an account directly. There will be an additional cost to you per month to add a hard wired internet line. The cost varies, but expect to pay approximately $50/mo plus any set-up costs.
- If you want to rent an additional desk, the cost is $10/mo and is based on availability.

**What happens if I get locked out?**
- During office hours come to the front desk to check-out a temporary key to your apartment. It is important that you return this key to the front-desk. If it is not returned and another person in your apartment is locked-out, new keys will have to be programmed which will de-activate all the keys to your apartment.

- New keys will be programmed after ID has been verified. There is no cost to reprogram the keys.

- However, the cost to replace a lost apartment key is $25. The cost to replace a security card is $50.

**What if something breaks in my apartment?**

- Call the front desk at (310) 751-4545 to report a service request. You will not be charged for normal wear & tear; we understand things break. It’s important that we hear about the problem so we can get it fixed in a timely manner.