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.

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.

Who is my primary contact at Oakwood?
- 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 included in the SpaceX Intern Apartments at Oakwood Marina del Rey?
- You will be provided a bed in a fully furnished Oakwood apartment that includes furniture, housewares, utilities (electricity & gas), wireless internet (one wireless internet code supports up to 5 devices) 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.

What is not covered / included?
- SPACEX does not pay for long distance telephone charges, any premium cable channels or on-demand shows you order. In additional, any other upgraded amenities that are not provided as part of the standard Intern Package are your responsibility.
- 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 the first 30 days, you will need to provide Oakwood with a credit card.

When will Oakwood charge my credit/debit card?
- SpaceX is paying for your first 30 days of rent. As of the 31st day, you are responsible for rent.
- **Your rent will be charged for the prior calendar month dates of stay, between the 1st and 7th of each month.** Because everyone is billed at the same time, but Intern(s) may arrive on different dates, you may be billed a pro-rated amount based on the dates you occupied the apartment.
- **Important Note:** An Invoice will not be sent to you every month before your card is charged. It is your responsibility to ensure you have a month’s rent available in your account between the 1st and 7th of each month. A receipt will be sent to your email after the charge is complete.
- Your last month’s rent will be pro-rated based on occupied days, but you MUST give a confirmed departure date to ensure a pro-rated charge. You will only be charged the days that you occupy the apartment, as long as ample notice is given - **14 days notice to vacate is requested.**
If you have questions about charges to your credit card, please contact Lynn Ellsworth. The charges occur at an off-site location and the front desk will staff does not have access to those records.

When will I know what apartment I am assigned to and who will be my roommate?
- Oakwood will assign your apartment based on your arrival date provided on the Intern 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 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 anytime on Sunday.
- 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
  - Bicycle

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

- Before shipping, please advise Lynn Ellsworth of the expected delivery date and # of items you are shipping.

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?**

- Enterprise delivers cars to Oakwood Marina del Rey. To make a reservation, contact Kathleen Shalvoy at Kathleen.shalvoy@ehi.com or (714) 841-2766.

**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.

**How much does it cost to do laundry 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 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 costs vary, 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 am locked out of my apartment?
- 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.
- 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.