



## National Instruments Interns FAQ's and Policy

Oakwood Temporary Housing is National Instruments preferred temporary housing provider. Oakwood currently partners with the Relocation and Travel divisions of National Instruments and NEI Global, and will manage housing for the 2016 National Instruments Internship Program.

### Overview

Interns will be housed at a fully furnished corporate apartment in a National Instruments approved community. National Instruments will cover a portion of the total rent, furnishings, utilities (electricity, water, gas, sewer, and garbage removal), high speed internet, local telephone service, TV, basic cable, and other applicable fees such as parking. Your Oakwood representative will work with you on your roommate assignment. Your primary Oakwood contact is Leslie Roberson vanWickle, Account Manager, [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

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## Your Oakwood Apartment and Amenities

### ***What does my apartment include?***

Your apartment includes everything you need in your home away from home.

- Shared Bedroom in a fully furnished apartment with complete housewares (twin bed to include linens)
- Shared living room, bathroom (towels provided) and fully equipped kitchen (bake-ware, cookware, silverware etc)
- Utilities included and hooked-up prior to move-in, such as local telephone service, high speed internet, TV and basic cable
- Full sized washer and dryer in your apartment
- Dedicated 24/7/365 Customer Service Reps for all service issues
- Property amenities may include outdoor pool, Jacuzzi, sauna, gym, BBQ areas, tennis courts, basketball courts, and business center



For an itemized list of items included in your apartment, please see the Furnishings List. Oakwood will be able to help you with any questions you have regarding the apartment or other accommodations. Your Oakwood team is reachable at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

***What is not included in my apartment?***

- Long distance telephone charges
- Housekeeping
- Any premium cable channels you elect to subscribe to
- An upgraded internet package
- Renters Insurance
- “Non-standard” parking options such as covered parking (if free, uncovered parking is already provided)
- Any other upgraded amenities that are not provided as part of the standard apartment rental agreement or deemed to be necessary utilities.

For these additional expenses, the personal card you provide Oakwood with will be charged for any expenses actually incurred. For a complete list of optional upgrades to purchase on your own, please see the Furnishings List.

***Are all the utilities paid for?***

Yes, Oakwood’s rates are all-inclusive. Monthly rent is split between you, your roommates and National Instruments and covers utilities such as electricity, water, gas, sewer, and garbage removal, high speed internet, local telephone service, TV, and basic cable. Additionally, Oakwood does not place utility or local phone service caps upon our clients and their guests. These utilities and services are connected prior to move in so they are available immediately upon arrival. It is important to note that Oakwood is required to charge separately for pet fees.

***Where will the apartment community be located?***

We strive to house interns in locations as close to the National Instruments campus as possible. All apartment communities used for intern housing are approved by National Instruments, and decisions for placement and roommate matching depends on how many travelers will have a vehicle with them. You will be notified of your assigned apartment community approximately 14 days prior to your internship program start date.

**Making Reservations**

***What is the registration deadline for my housing?***

The deadline for reserving your housing is 7 days after receiving the initial e-mail from Leslie Roberson vanWickle, unless told otherwise. [Click here](#) to submit your Housing Request.



### ***What role does National Instruments play when securing housing?***

National Instruments is responsible for approving the housing selected, and forwarding your contact information to Oakwood Corporate Housing once you are accepted into the internship program. Receipt of this information serves to confirm you as a National Instruments intern, and Oakwood will initiate the housing process. Shortly after receiving the relocation kick-off e-mail from National Instruments, Oakwood will send an introduction email to each intern containing the link to the Oakwood Landing page and instructions on completing the online Housing Request Form. From that point, Oakwood will handle the entire housing process.

### ***How do I make a reservation?***

To submit your housing request, complete the [Housing Request Form](#) on the National Instruments Landing page. Once you submit your housing request your housing reservation is considered confirmed and you will receive a reservation confirmation via email.

### ***How will I receive my confirmation?***

An Oakwood representative will email you confirming your reservation.

### ***When will I know my address?***

Your Oakwood Apartment Community and Roommate(s) will be assigned approximately 14 days prior to your program start date. An Oakwood Representative will e-mail you the name and address of the apartment community, as well as your roommate's name and contact information. Your unit number, detailed arrival instructions, and where to collect your keys at the property will be e-mailed to you approximately three business days prior to your move-in date. Should you have any questions about your reservation, please contact your local Oakwood team at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

### ***Do I need to sign a lease agreement?***

No, National Instruments has guaranteed your apartment and no additional lease needs to be signed once you agree to the terms and conditions when submitting a housing request.

### ***May I see my apartment prior to move in?***

Oakwood apartments resemble one another by design; regardless of the actual apartment complex you are assigned. Each apartment includes a furniture package, kitchen package, linens, towels and other home items you would need while staying at your home away from home. Please visit the Oakwood Photo Gallery or take a Video Tour of a standard Oakwood Apartment to see a sample selection of your future Oakwood apartment. If you have any questions about what is included with your apartment, please see the Furnishings List. Should you have any further questions, please contact your Oakwood team at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).



### ***Are smoking apartments available?***

All Oakwood apartments are non-smoking. Smoking is only permitted outside or in designated areas.

### ***Can I bring a pet?***

No pets are permitted, with the exception of documented service animals. Exceptions are dealt with on a case by case basis and require National Instruments approval with signed documentation as well as your roommate approval. Guests are financially responsible for non-refundable pet deposits (\$400 per pet), rent (\$4/day per pet), cleaning fees, and damages. Please contact your Oakwood team at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com) to get approval for your documented service animal.

## **Payment Arrangements**

### ***What is my portion of rent?***

Each apartment will have double occupancy in each bedroom, each intern is responsible for a fourth of the rent for their bedroom and National Instruments will pay for half of the overall rent, therefore if you are in a 2-bedroom apartment you will be responsible for 1/8th of the rent.

### ***Can I have my own room?***

If you want your own room it must be requested on the initial survey, if you request to have your own room at a later date there is no guarantee of this happening. If you opt to have your own room you will be responsible to pay for 3/4th of the rent for that room.

### ***What are my payment method options?***

A personal credit card will be required from you upon making your reservation; the first charge will be made approximately 14 days prior to move in and your portion of the rent will be automatically deducted every 30 days there after. If you would like to change the card on file you may do so by contacting the Oakwood team at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com). Your rent can NOT be deducted from your paycheck.

### ***When will I be charged?***

Your first month's rent will be deducted 7-14 days prior to move in, you will be billed in 30 day increments there after.

### ***What if I do not have money in my account when the charges are processed?***

You are responsible for the payment of your portion of the rent, if you do not have the money in your account when we deduct the rent (every 30 days) and incur fees from your bank, Oakwood will not reimburse you for these costs. If you know you will not have the money in your account on a specific day but are certain you will have it a day or two later, you may contact us and request, with out a guarantee, that we hold billing until the date your funds are available. To make these arrangements contact Leslie Roberson vanWickle at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).



## Roommates

### ***What is Oakwood's method for matching roommates?***

Roommates are assigned based on a set of specific criteria outlined by National Instruments. National Instruments roommate policy allows for same-sex roommates only. Assignments will be primarily based on internship program start and end date, and secondarily based on the degree level of each intern so you may begin to develop a network of colleagues close to your graduation year. Lastly decisions are made on what school you attend, if you are bringing a vehicle and other specifications listed in the survey. The Housing Request Form includes a short set of survey questions, which will be used to further match roommates with similar preferences.

### ***May I request a roommate?***

Yes, interns may request a roommate to live with during their internship program. The request for a roommate must be mutual between both parties. The program start date for both interns must be the same. Please remember, National Instruments roommate policy allows for same-sex roommates only.

### ***Can I have a relative or friend who is not a National Instruments intern be my roommate?***

If you would like to bring a relative or friend with you to stay in the apartment, we will first have to gain the approval of your roommates. If we find roommates that are OK with this then you are responsible for paying for ¾'s of the rent designate for that room. Last minute decisions to bring your relative or friend can not be guaranteed, this must be noted on the initial questionnaire.

### ***What if I want to bring my girlfriend/boyfriend along with me to my internship?***

If you would like to bring a girlfriend/boyfriend or significant other with you to stay in the apartment, we will first have to gain the approval of your roommates. If we find roommates that are OK with this then you are responsible for paying for ¾'s of the rent designate for that room. Last minute decisions to bring your significant other can not be guaranteed, this must be noted on the initial questionnaire.

### ***How many people will there be per apartment?***

There will only be two people per bedroom in an apartment. The number of bedrooms per apartment may vary however two-bedroom, two-bathroom apartments are generally what is provided.

### ***Will I have my own bathroom?***

Standard apartments have two bedrooms and two bathrooms, you will be sharing a bathroom with one additional person.

### ***When will I know who my roommate is?***

Your Oakwood Apartment Community and Roommate(s) will be assigned approximately 14 days prior to your program start date. Your Oakwood Representative, Leslie Roberson vanWickle, will e-mail your roommate's name and contact



information, as well as your internship apartment community address. Your unit number, detailed arrival instructions, and where to collect your keys will be e-mailed to you three business days prior to your move-in date. Should you have any questions about your reservation, please contact Leslie Roberson vanWickle, [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

### ***What if I do not get along with my roommate?***

Our first request is that you try to work out the issue using open lines of communication and constructive feedback methods. If you are unable to work out your issues, you should contact your Oakwood Representative, Leslie Roberson vanWickle, she and the rest of the Oakwood team will work with Human Resources at National Instruments to seek possible solutions (changes are not guaranteed).

## **Moving In and Moving Out**

### ***How long do I have before and after my internship to move?***

National Instruments policy provides the weekend prior to and following your intern start and end date as grace period for you to move in/out of your corporate apartment. Three days may be used at the beginning of your internship and 2 days after the end of our internship may be used so you may more easily coordinate travel. For example, if your internship begins on a Monday, you may move in as early as the Friday prior to and if your internship ends on a Friday, you may stay in the apartment through Sunday. The number of days allowed must not exceed 3 days prior to your internship and 2 days after your internship, and must be used for relocation purposes only.

Your roommate matching will be based on the dates you enter in the initial questionnaire, please ensure that the dates you use are accurate, any extension or early arrival requests made after this will require the approval of National Instruments.

If you require more than the 3 days before and 2 days after your program to move, you may extend your stay at your own expense if your assigned apartment is available. Please note you will also be held responsible for your roommate/s and National Instruments portion if you are the only intern in the apartment, this is why it is critical for you to use accurate dates upon your initial request for housing. Please contact the Oakwood team for rates at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

### ***The Housing Registration Form asks for an end date. How do I know what this is?***

Your internship end date is provided in your offer letter from National Instruments. Once you have entered your end date on the Housing Request Form this date is considered FINAL. Should an internship extension occur, please notify your primary Oakwood contact the Oakwood team [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com) at your earliest convenience. Housing extensions will be most efficiently accommodated if your apartment is available. To best accommodate your extension, and continue living in the same apartment, please contact us as soon as possible.



### ***What if I want to arrive earlier or stay longer than the National Instruments policy allows?***

If the apartment is available, you are allowed to arrive as early, or extend your stay for as long as you like at your own expense. You will be responsible for the rent for days stayed outside of the National Instruments policy. Please coordinate any early arrivals or late departures through the Oakwood team [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com).

### ***How do I make changes to my reservation or extend my stay?***

Adjustments to reservations due to changes with your internship program must be approved. Please contact your Oakwood team at [Nationalinstrumentshousing@oakwood.com](mailto:Nationalinstrumentshousing@oakwood.com) as soon as you are aware of a change to your program. For personal changes to your arrival or departure dates, please contact your Oakwood team at [Nationalinstruments@oakwood.com](mailto:Nationalinstruments@oakwood.com). You will be responsible for the entire rent for days stayed outside of the National Instruments policy.

### ***The Oakwood App.***

You will be receiving an invitation to download the Oakwood app when your arrival instructions are sent via email. If you chose to download this free app, you will be able to view these arrival instructions as well as submit service requests during the duration of your stay.

### ***Required Transfers***

Occasionally, National Instruments may require you to transfer into an alternate apartment towards the end of your internship. This typically occurs for those interns staying into September or extending into a Fall internship where the majority of your assigned roommates depart early. Should this occur, you will be notified as early as possible with instructions on the transfer process and your new assigned apartment and roommate details.

## **Living in Your Apartment**

### ***Who do I contact if I have a service issue during my stay?***

Please contact the Oakwood Service Center 24 hours a day, 7 days a week, 365 days of the year at 866-344-0289 for any service issues or questions you may have about your apartment.

### ***Is renters insurance required?***

While renters insurance is not required, Oakwood strongly suggests acquiring renters insurance for your own personal protection. Neither Oakwood, nor National Instruments, is responsible for any lost or stolen personal items. Renters Insurance is not something National Instruments financially covers.



### ***Who pays for damages in the apartment?***

Interns sharing an apartment are responsible for maintaining the apartment and keeping the apartment in good condition. Should there be damages to the apartment beyond normal wear and tear, the interns living in the apartment will be held equally liable for the damages and will therefore be equally charged unless someone takes responsibility.

### ***Will I need to organize transportation to and from my new work location?***

You will be placed in apartment communities near the National Instruments campus, if you are not bringing a car with you, you will either be placed in walking distance to National Instruments or you will be placed with a roommate/s that is bringing a vehicle.

## **Roommate Matching**

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### ***What if I want to bring my girlfriend/boyfriend or spouse along with me to my internship?***

If you would like to bring a girlfriend/boyfriend or significant other with you to stay in the apartment, we will first have to gain the approval of your roommates. If we find roommates that are OK with this then you are responsible for paying for paying for ¾'s of the rent designate for that room. Last minute decisions to bring your significant other can not be guaranteed, this must be noted on the initial questionnaire.



***How many people will there be per apartment?***

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***Will I have my own bathroom?***

Standard apartments have two bedrooms and two bathrooms, you will share a bathroom.

***When will I know who my roommate is?***

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