



1. What does “Individual Leasing” mean?

Each resident has their own lease for their specific bedroom. So, if a roommate moves out, the other residents are not responsible for that person’s rent.

2. How do I pay my rent and when is it due?

Rent is due the first of each month, and may be paid by either a check or money order to the office or online by a debit or credit card through the resident portal. (Please visit the Residents tab to login.) NO CASH ACCEPTED.

3. What if I need something fixed in my apartment?

Our onsite, professional maintenance staff would be happy to help you. You may submit a work order the following ways:

- Visit or call the office and a team member will enter a service request. If it is after hours, you are welcome to leave a message through our answering service by selecting the “Maintenance” option when prompted.
- E-mail your request and a team member will enter a service request. Please remember to be as detailed as possible.
- Enter a service request through the online resident portal. (Please visit the Residents tab to login.)

***For Emergency Requests (plumbing, non-functional AC/heat during weather extremes, non-functioning refrigerators, electrical outages, and fire) we are available 24/7! Please CALL the office during office hours, or select the “Emergency Maintenance” option through the answering service if it is after hours.**

4. What do I need to bring to my new apartment?

While the furniture and appliances are included, below is a guide to help you with the personal belongings that you will need to provide:

COMMON AREA

- Electronics and corresponding cords, décor, trash can, trash bags, pots and pans, plates, cups, silverware, dishwasher detergent, laundry detergent, etc.

BEDROOM

- Linens, pillows, towels, toiletries, shower hooks and curtain, trash can, décor, electronics and corresponding cords, and anything else that makes you feel at home.