

# THE TERRACES

ON THE GREEN

A STARK LIVING COMMUNITY



## WELCOME HOME!

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
SUITE #: \_\_\_\_\_

**LEASING OFFICE:** 330.645.6071

**OFFICE HOURS:**

MON - FRI: 8:30am - 5pm

SAT: 10am - 4pm

SUNDAY: CLOSED

**STARK  
LIVING**

A STARK ENTERPRISES COMPANY



# THE TERRACES

ON THE GREEN  
A STARK LIVING COMMUNITY

## YOUR NEW HOME

UNIT: \_\_\_\_\_

BUILDING: \_\_\_\_\_

## LEASING OFFICE

330.645.6071

## OFFICE HOURS:

MON - FRI: 8:30AM - 5PM

SAT: 10AM - 4PM

SUN: CLOSED

**PLEASE SUBMIT  
MAINTENANCE WORK  
ORDERS TO THE OFFICE  
DURING BUSINESS  
HOURS OR SUBMIT  
VIA THE RESIDENT  
RESOURCE CENTER 24/7**

## EMERGENCY MAINTENANCE:

330.760.0434

(AFTER HOURS ONLY)

## 60 DAYS' NOTICE DATE:

\_\_\_\_\_

## LEASE EXPIRATION:

\_\_\_\_\_

## CLUBHOUSE WIFI

USERNAME  
**The terraces on  
the green guest**

PASSWORD  
**Bestliving**

# WELCOME HOME!

## PARKING

Parking is available on a first come first serve basis. There are handicapped spaces provided throughout the property which require a handicap placard or license plate for use. Garage spaces are available for an additional monthly fee. Terms, conditions, and availability will be managed via the leasing office.

Garage Space \_\_\_\_\_

## MAILBOXES

Each building has a mailbox. Your mailbox is located on a street-facing sidewalk on the perimeter of your building numbered as mailbox \_\_\_\_\_ on the property map. Your slot number is \_\_\_\_\_ (last 1 or 2 digits of suite #).

## RUBBISH

There are 6 dumpsters available throughout the property which are accessible to all residents. Dumpsters will be emptied every Monday, Wednesday, Friday & Saturday. All trash must be placed inside the dumpster. For recycling options please contact Summit County, [cityofgreen.org/recycling](http://cityofgreen.org/recycling).

## CLUBHOUSE

The clubhouse is located next to the leasing office. Plenty of available space to use our free wifi to work, enjoy the complimentary coffee bar or use the communal kitchen.

## RENT THE CLUBHOUSE

The clubhouse is available for rent for private parties for \$150 +fee (\$100 deposit) during the week after 5pm, after 4pm on Saturdays and all day Sunday.

## FITNESS CENTER ACCESS

Located inside the clubhouse, 24/7 access with your gate card.

## RENT

Rent payments are due on the 1st of the month (grace period until the 5th). Payment can be made via Aptexx (see page 3 for more details).

## LAUNDRY

Each suite has individual hook-ups available for electric only washers and dryers. You can bring your own, or rent a washer and dryer as available through the leasing office. There are also coin operated washer & dryer located on the 24 hour side of the clubhouse.

## PET WASTE

For your convenience, pet waste stations are installed across the property. All pet waste MUST be picked up and disposed of properly; if the pet waste station is out of waste bags this does not relieve you of your obligation to pick up your pet's waste.

## POOL

The pool is open, weather permitting, from Memorial day through Labor Day from 10am-8pm. There will be an attendant on duty as well.

## CAR WASH/VACUUM STATION

The car washing and vacuuming station is available in the summer months and located on the east side of the Maintenance Garage.

## GUEST SUITE

We have a guest suite rental available for \$150 (\$75 deposit) a night for guests of our residents. Please call the leasing office to reserve it or for more details.

# RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The **Resident Resource Center** is your online one-stop-shop for everything you need as a resident of The Terraces on the Green. This all-encompassing page makes it easy to connect to where you need to go! **You have quick access to your resident portal, payments, service requests, chat with management, & more!** Please follow the steps below for ease of use with all our services

## STEP 1: RESIDENT RESOURCE CENTER

BOOKMARK THIS URL!

**THETERRACESONTHEGREEN.COM/RESIDENTS**



THETERRACESONTHEGREEN.COM/RESIDENTS

**SCAN TO VIEW  
YOUR RESIDENT  
RESOURCE CENTER**

## STEP 2: RESIDENT CONNECT PORTAL



Personal Portal

Here you can access and edit your information you have on file and view all your available forms. Please note that you log in with your email and password that you used when you applied. You do not make a new account!

## STEP 3: APTEXX



Payment

**Aptexx** is our secure preferred payment partner. You will go through them to make payments, submit service requests(see step 4) and chat with management.



Chat With Us

When first accessing their site, you will be asked to enter in your information to verify your status as a resident. Then you will be required to create a 4-digit pin upon registration, each time thereafter when you log in you will be required to enter this pin.

## STEP 4: MAINTENANCE REQUESTS

### HOW TO SUBMIT A SERVICE REQUEST



Service Requests

1. Go to your online **resident resource center**
2. Click **Service Requests**
3. Enter your **name and unit number**
4. Start creating your **service request**

Scan to sign up for live updates on your service requests!



**NetVendor** MAINTENANCE | formerly **ServusConnect**

# APTExx™

**CHOOSE WHICH  
PAYMENT OPTION  
WORKS BEST  
FOR YOU!**

**CHECKING ACCOUNT  
(ACH) FEES**  
NO FEE - FREE!

**DEBIT CARD FEES**  
\$5.95 PER PAYMENT

**CREDIT CARD FEES**  
VISA, MASTERCARD,  
DISCOVER: 3.00%  
AMERICAN EXPRESS:  
3.50%

# AFTER HOURS & EMERGENCY MAINTENANCE POLICY

In order to provide you with the best quality after-hours maintenance service, please call our Emergency Maintenance Line at 330.760.0434.

Your call will be directed to an on-call maintenance technician who will be able to assist you. If your call is directed to voicemail, it is imperative that you leave a message with your name, phone number, suite number, and emergency maintenance concern. Our team member will return your call promptly.

**As a friendly reminder, after-hours maintenance concerns are limited to the following:**

- **Flooding and active leaks**
- **No water or hot water: any loss of water**
- **Temperature control**
- **Fire - call fire department or emergency services first if needed**
- **Non-functioning toilet (if a secondary toilet is not available)**
- **Weather related damages: that expose or threaten your home**
- **Dangerous physical conditions that threaten the life and/or health of resident of guest**
- **Lockouts**

Any issues outside those stated above will not be considered an emergency and we kindly ask you to follow our standard policy on maintenance request submissions by either calling the leasing office at 330.645.6071 or entering the requested work through the resident portal of Aptexx. Our maintenance team will tend to your request the next business day in the order of which it was received.

It is our desire to provide you with the finest possible service within the bounds of our guidelines. Cooperation and compliance with the after-hours Maintenance Policy is greatly appreciated.

## GATE ACCESS

The gate will close nightly at 7pm and reopen at 7am. To open the gate, you must present your key card. This card will also provide you 24/7 access to the fitness center and laundry room that are located in the clubhouse.

## RESIDENT ACCESS

Your gate code is: \_\_\_\_\_

Please program the following numbers as contacts in your cell phone:

**Front Gate: 330.645.1042 | TOG After Hours Emergency: 330.760.0434**

If you forgot your key card or your key card is not working:

- Dial your gate code at the call box and provide yourself access by following the below visitor instructions
- Call a neighbor (who you know) through the call box to provide you access
- Move your car to a safe location outside of the gate and walk to your unit to retrieve your key card
- As a last resort, contact the After-Hours Emergency Maintenance Number listed above to request assistance

It is very important that our records contain a current phone number for this system to work as intended.  
Please contact the leasing office should your phone number change.

## GUEST AND DELIVERIES AFTER 7PM ACCESS

Your visitors and deliveries will need to enter your gate code at the gate call box. Make sure to provide your gate code to anyone coming after 7pm. Once your gate code is entered:

- The system will dial the number provided to our office at move-in
- You will need to answer the call
- Once connected, you can communicate with the individual
- To provide access, press 6

THIS GATE IS MONITORED BY SURVEILLANCE, ANY INDIVIDUAL (RESIDENT OR GUEST OF A RESIDENT) WITNESSED BREAKING THE GATE, OR TRYING TO ENTER WITHOUT PROPERLY ACTIVATING THE GATE, WILL BE RESPONSIBLE FOR THE DAMAGE AND ASSOCIATED REPAIR EXPENSE. RECURRING DAMAGE OR FAILURE TO COMPLY WITH THE ABOVE OPERATING PROCEDURES COULD RESULT IN FURTHER ACTION AGAINST YOU.

INVITE A FRIEND TO OUR NEIGHBORHOOD &

**EARN EXTRA CASH**

AS A TOKEN OF GRATITUDE, WE'LL REWARD  
YOU WITH A REFERRAL BONUS!

**\$300 RENT CREDIT** | **CALL: 330.645.6071**

**\*NEW RESIDENT MUST SIGN A MINIMUM OF A 12 MONTH LEASE.  
THE DISCOUNT WILL BE APPLIED ONCE A NEW RESIDENT MOVES IN**

# HOW TO BE A GOOD NEIGHBOR

## INTRODUCE YOURSELF

Whether you're new in the neighborhood or new residents have just moved in on your block, introduce yourself, and share or ask about the local area.

## CONSIDER YOUR NEIGHBORS' LIFESTYLE

Get to know your neighbors! Learn what they do for a living and what their schedules are like. Similarly, give them information that will help them be more considerate of your lifestyle.

## BE AWARE OF SHARED WALLS

Position TVs and speakers away from partition walls. If you live above someone, remember that someone downstairs can hear you walking around.

## CONTROL YOUR PETS

Keep your pet on a leash in all public areas and always clean up after them.

## PRACTICE PARKING ETIQUETTE

When you park your vehicle, be sure to not block anyone's access, or make anyone pull out of a very tight spot. Don't over-rev the engine of your car or motorcycle early in the morning or late at night. Try to park only in front of your home. Avoid slamming your doors or shining your headlights into your neighbor's windows late at night.

## QUIET HOURS

Be mindful of the city of Green's noise ordinance from 10pm-6am. This applies both in and out of your home. Excessively loud music in your vehicle can also be disruptive to your neighbors.

## COMMUNICATE WITH YOUR NEIGHBOR

Check in with your neighbors regularly and keep them in the loop. If anything you are planning to do may affect them, minimize it and let

them know it advance. Keep the channels of communication open by reminding them that if you're doing anything which disturbs them, they should feel comfortable approaching you about it.

## KEEP COMMON AREAS CLEAN

Never leave garbage on your front porch or patio for your neighbor to view or smell. If you share garage space with your neighbor, keep it clean and pleasant to look at. Pick up after your pets!

## BE AWARE OF YOUR SURROUNDINGS

Keep an eye out for suspicious activity or anyone you don't know around you or your neighbor's property. When in doubt, call the police so they can curtail any criminal activity.

IT IS OUR BELIEF AND COMMITMENT THAT YOU, OUR RESIDENTS, DESERVE ALL THE CONVENIENCES OF APARTMENT LIVING. WE STRIVE TO MAKE YOUR LIFESTYLE MORE COMFORTABLE BY OFFERING YOU THE BEST SERVICES. OUR STAFF IS DEDICATED TO MAKING YOUR LIFE EASIER. OUR GOOD NEIGHBOR SERVICES ARE JUST THE BEGINNING. LET OUR ON-SITE TEAM PAMPER YOU WITH UNPARALLELED SERVICE.

# GOOD NEIGHBOR SERVICES

## NEED SOME TOOLS?

You can borrow what you need from us.

## GOING OUT OF TOWN?

We will feed your cat, water your plants, and pick up your mail.

## NEED TO MAKE COPIES?

Come to our clubhouse to enjoy a cup of coffee while we make copies or send a fax for you.



## EXPECTING A PACKAGE?

We can accept your package for you and deliver it right to your suite.



EQUAL HOUSING  
OPPORTUNITY

# STARK LIVING

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# MAINTENANCE TIPS!

A clean home is a happy home! Whether this is your first apartment or you've been living on your own for years, it doesn't hurt to have some reminders on keeping your home in its best shape!

## TIPS:

### HOMEMADE CLEANING PRODUCTS

- Two simple homemade products you can make to clean your apartment are:
  - Vinegar Spray: 1to1 solution of water and vinegar
    - Great for general cleaning needs
  - Baking Soda Paste: 1cup of baking soda and slowing mix in water until it forms a paste
    - Great for build up on fixtures, in your tub, grout, shower head, ect.

### GARBAGE DISPOSAL

- Grind food waste material with COLD water running for two minutes to prevent buildup.
- Grease and fats should never go down the drain. If grease happens to go down the drain with hot water it can stick to the blades causing a clog. Other items that should never go down the drain are hard items like bones and non-food items and starchy items like rice and pasta.
- General tip: If you can't chew it up, it's too hard to go down your disposal.

### GENERAL TIPS

- Keep dishwasher filled with jet dry to prevent spots on dishes.
- Vacuum carpets regularly and in different directions to prevent dirt from embedding into the padding.

## CLEANING OUT YOUR APARTMENT?

The Terraces on the Green has partnered with Chair-ity to collect gently used furniture and home items for aged-out foster youth! Here's how it works:

### Donate Furniture to chair-ity.

Help support aged-out foster youth transition to independent living!

2



Take a photo of the full item in good lighting, each item separately (10 pics max per submission)

4



Check your email for a message from our staff to schedule a pick up (\$15 fee) or drop off

1



Make sure items are free of rips, tears, stains, and pet residues, and cleaned to the best of your ability

3

UPLOAD

Submit your items at [www.chair-ity.org/donate-furniture](http://www.chair-ity.org/donate-furniture)

5



Meet our staff at the designated time and place, and see your furniture off to it's second life!

#### ITEMS WE ACCEPT

- Couches/sofas
- Love seats
- Armchairs
- Coffee tables
- End tables
- Dining tables
- Dining chairs
- Dressers
- TV stands
- Nightstands
- Small desks
- Bookshelves
- Lamps
- Silverware
- Plates/Bowls
- Cups/Glasses/Mugs
- Pots/Pans
- Cooking Utensils/Bakeware
- Artwork

#### ITEMS WE DO NOT ACCEPT

- Bed frames
- Mattresses
- Cribs
- Car seats
- Sleeper sofas
- Wine glasses
- Wine racks
- Stained tupperware
- Dish towels
- Curtains
- Toys
- Books
- Mirrors
- Decorative items (vases, figurines, etc.)
- Any broken items

## KITCHEN SAFETY TIPS!

### PREVENTING KITCHEN FIRES

- Keep an eye on your cooking and stay in the kitchen. Unattended cooking is the #1 cause of cooking fires.
- Wear short or close-fitting sleeves to avoid catching them on fire.
- Watch children closely. When old enough, teach children to cook safely.
- Clean cooking surfaces to prevent food and grease build-up.
- Keep curtains, towels and pot holders away from hot surfaces, and store solvents and flammable cleaners away from heat sources. Never keep gasoline in the house.
- Turn pan handles inward to prevent food spills.

### PUTTING OUT KITCHEN FIRES

- Call 911 immediately.
- Slide a pan lid over flames to smother a grease or oil fire, then turn off the heat and leave the lid in place until the pan cools. Never carry the pan outside.
- Extinguish other food fires with baking soda. Never use water or flour on cooking fires.
- Keep the oven door shut and turn off the heat to smother an oven or broiler fire.
- Keep a fire extinguisher in the kitchen.
- Keep a working smoke detector in your home and test it monthly.

Learn more at [chair-ity.org](http://chair-ity.org)

# PROPERTY MAP

KEY

APARTMENTS

DOG PARK

CLUBHOUSE  
LEASING OFFICE  
FITNESS CENTER

GARAGES

MAILBOXES

POOL

MAINTENANCE

GATE

