



**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. What is a guarantor?**

A person who guarantees to pay for someone else's debt if he or she should default on the lease obligation.

**3. 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.

**4. 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.**

**5. What is a “Green Cap”?**

Our Green Cap is a method used to promote responsible use and conservation of electricity, water, sewage, trash and other services. The elected Green Cap amount is stated on the Community Addendum, and it is the amount that the property will pay per resident, towards the unit’s utility bill. Bills that are over the Green Cap amount will be divided equally among all roommates and billed to each resident by their exclusive bed space on a monthly basis.

**6. 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, lighting, electronics and corresponding cords, & anything else that makes you feel at home