

THE TERRACES

AT NORTHRIDGE

⌘ A STARK LIVING COMMUNITY



WELCOME HOME!

NAME: _____

ADDRESS: _____

BROOKLYN, OH 44144

LEASING OFFICE: 216.741.9559

OFFICE HOURS:

MON - FRI: 8am - 5pm

SAT: 10am - 4pm

SUNDAY: Closed

**STARK
LIVING**

⌘ A STARK ENTERPRISES COMPANY

THE
TERRACES
AT NORTHRIDGE
• A STARK LIVING COMMUNITY

YOUR NEW HOME

UNIT: _____

BUILDING: _____

LEASING OFFICE

216.741.9559

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

**EMERGENCY
MAINTENANCE:**

216.394.9443

(AFTER HOURS ONLY)

**60 DAYS' NOTICE
DATE:**

LEASE EXPIRATION:

**CLUBHOUSE
WIFI**

**USERNAME
Northridge**

**PASSWORD
1northridge1**

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 an individual 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 2 digits of suite #).

RUBBISH

There are seven dumpsters available throughout the property which are accessible to all residents. Dumpsters will be emptied every Monday, Wednesday & Friday. All trash must be placed inside the dumpster. For recycling options please contact CuyahogaRecycles.org.

Dumpster Location _____

CLUBHOUSE

We have a newly renovated clubhouse 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 any time.

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, dryer or both through the leasing office. There are also coin operated washer & dryers located on the 24 hour side of the clubhouse.

PET WASTE

For your convenience, pet waste stations are installed across the property. All pet defecation 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 a pool attendant on duty as well.

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 at Northridge. 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!

TERRACESATNORTHBRIDGE.COM/RESIDENTS



TERRACESATNORTHBRIDGE.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%

*fees subject to change

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 216.394.9443

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 216.741.9559 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 gates will close at 9PM and will reopen at 6AM daily. It will be necessary for you to use your gate access card to gain entrance to the community during these hours. The back entrance is for residents only and requires your gate card to enter the property. The card can also be used to access the 24-hour side of the clubhouse.

GUEST ACCESS

All guests will enter at the front entrance on Biddulph Rd. If your guest arrives when the gates are closed, they will need to do the following:

- Locate the call box before the guard shack at the front of the property.
- Scroll down to your name or input your gate access code number and hit the green call button.
Your access code(s) _____
- The call box # (216)-351-1469 will then call to your phone and upon answering, you will hit the #6 to grant access. To deny access, simply hang-up.
- It is important to only grant access when you are expecting a visitor or have confirmation of who is entering the property.

RESIDENT ACCESS

If you are a resident and have misplaced or forgotten your gate card, you may also use the above steps to open the gate if you have the phone that you have registered with the office on hand.

It is important that the management office has your current telephone number and last names of all residents residing on the property so guests may utilize the gate system.

If you require emergency assistance with the gate access system, please call the emergency maintenance line at (216)394-9443.

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: 216.741.9559

*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 Brooklyn's noise ordinance from 11pm-7am. 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.



EQUAL HOUSING
OPPORTUNITY

GOOD NEIGHBOR SERVICES



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.

STARK LIVING

A STARK ENTERPRISES COMPANY

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 at Northridge 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

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

PROPERTY MAP

