



PARENT INFORMATION

2015-2016

WELCOME TO 48WEST!

Dear Parents and/or Guarantors,

Thank you for choosing 48west for your student! We look forward and encourage a rewarding relationship with both you and your student. We pride ourselves on the services we can provide you with and I look forward getting to know you and your loved one.

We have worked hard to provide your student with cutting-edge technological and social amenities to improve their ability to study, relax and create a social community for themselves all at 48west. We are pleased to provide our 2015-2016 residents with free wireless and hard-wired Internet service, free basic cable and on-site GVSU's Rapid bus pick-up to GVSU's campus, along with a multitude of other amenities. Please help us encourage your student to take advantage of all of the amenities and services we have to offer:

- The Commons - a large, upscale area designed to entice your students to *want* to study.
- The Fitness Room - a 2,200 square-foot state-of-the-art fitness facility
- The Game Room – an area to socialize, play and relax
- The Theater48 – our very own theater for movies and events
- Multi-Sports Court – a place to show off moves on the court
- Menna's Joint – fast, friendly restaurant right on-site featuring late night delivery
- Studio48 – a versatile Stretch/Yoga Studio
- Outdoor Social Lounge and Hot Tub – for relaxing and joining neighbors to help develop a strong sense of community!

Thank you, again, for choosing 48west. I am confident that our 48west team will be there to assist you throughout the year. If you have questions or need assistance, please do not hesitate to contact us at 48west@48west.com, 616.895.3030 or on Facebook by friending 'Fortyeight West.'

Sincerely,
Melanie VandenBrink
Resident Manager

CONTACT THE RESIDENT OFFICE!

We're here to help! Now that your student is considered a resident of our community, we have a whole Resident Services team dedicated to assisting them and you. The Resident Services Office is located between the Leasing Office and the Snail Mail Room in the Village Center.

Everything from checking a rental balance, working through roommate conflict, placing a work order, picking up a package or more can be handled through the Resident Services Office. We have a dedicated team here to help with any situation.



We are here to assist you in any way! Combined, we have an extremely strong background in property management and customer service.

*From left:
Lauren Vander Ploeg, Property Bookkeeper
Melanie VandenBrink, Resident Manager
Larry VanWeelden, Resident Consultant
Kristen Chan, Resident Consultant*

We're here to help!

Phone: 616.895.3030
Email: residents@48west.com

YOUR RESIDENT PORTAL

Portals are magical places! At your 48west Resident Portal you are able to...

- Visit the Resident Center at www.48west.com.
- Pay rent online by check or credit card
- Submit non-emergency work order
- Submit a resident referral
- Follow 48west on Twitter
- Check local weather
- Contact the Resident Office
- Find out details about upcoming resident events
- Meet your neighbors through Facebook
- **Check out your lease documents, rental rate and more!**

RENTAL INSTALLMENT PAYMENTS

When is my first installment payment due? Also how can I pay for my first payment?

Residents' first rental payment is due on or before their move-in date. Their 2nd full payment is due on the 1st following their move in date.

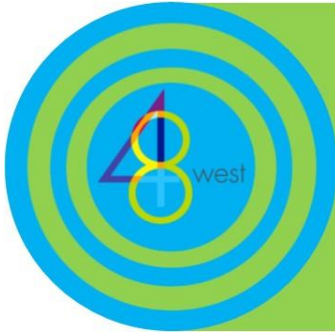
We have gone to a paperless payment system and request that all payments are made online, through their resident portal. Sorry, cash payments will not be accepted. Residents can access the resident portal at 48west.residentportal.com . Residents can now also explore the resident center. Make online payments, submit non-emergency work orders, and much more! Please let the office know if they are having any difficulties in accessing their account by calling us at 616.895.3030 or email residents@48west.com.

PAYING WITH FINANCIAL AID

Financial aid is sent to GVSU who then deducts the costs for Tuition. If you have borrowed over the amount of tuition the remainder will be refunded to you after the 2nd full week of classes. Your refund can be sent to you via direct deposit or a check mailed to your permanent address (see www.gvsu.edu "Financial Aid and Tuition Refunds" for more details). This refund will be sent from GVSU directly to you, it is then your responsibility to bring a payment to 48west.

Refunds are disbursed up to three times throughout the year, September, January, and May. We recommend you contact the Financial Aid department to get more details on your Financial Aid and expected refunds.

If paying with financial aid we highly recommend you prepay your rent through the first installment of the next semester. See the suggested payment schedule on the next page:



Financial Aid Payment Schedule

September Refund: September, October, November, December and January Installments

January Refund: February, March, April, May, June, and July Installments

A landlord letter is a form the Financial Aid Office will complete indicating the expected date and amount of your refund disbursement. You can request this form from the GVSU Financial Aid department beginning the month prior to the new semester and your form can be picked up in person or mailed to your permanent address. GVSU cannot submit the letter directly to your landlord (48west). The landlord letter can be provided to 48west prior to the 1st of September and January to delay the payment of that installment until the date the refund check should be received as indicated on the landlord letter. As a courtesy the landlord letter will be accepted to delay payment once per lease term without a late penalty. Any additional late payments will be assessed the \$50 late fee.

Fall Semester

Refund checks are sent to students mid to late September. Residents may delay their September rent installment until the date they receive their refund check by providing 48west with a landlord letter on or before August 31, 2015. This courtesy is offered only in September without penalty of a late fee.

- Landlord letters can be requested from the Financial Aid Office beginning August 1, 2015
- The August installment cannot be delayed with a landlord letter. This must be paid on or before the commencement date of your lease agreement.

Winter Semester

If you must use the landlord letter to delay your January payment there will be a \$50 late fee assessed to your account. Residents must provide a landlord letter on or before December 31st, 2015. This will serve as financial backing to the delayed payment.

Spring/Summer Semesters

Landlord letters are not accepted for the Spring/Summer semesters. Rent payments will be due on or before the 1st of each month.

If you are NOT using financial aid your rent will always be due on the 1st of each month.

**This is to be used as a resource. Information is subject to change.*

PROBLEM RESOLUTION: COMMUNICATION

It is our goal to provide you and your student with excellent customer service during their residency at 48west. To help promote a peaceful and rewarding relationship with you, we encourage you to voice any concerns, comments, or suggestions to our resident office as soon as a matter arises. While we cannot control some behaviors, we can offer mediation services as needed to assist in working through issues. We will work diligently to resolve the matter swiftly. By following the procedure outlined below, problems can be resolved quickly and thoroughly.

Step One— Bring the concern to the Resident Office, or by emailing:

residents@48west.com

Step Two—If the matter did not get resolved to your satisfaction, or in a timely manner, please contact the Resident Manager, Melanie VandenBrink, at 616.895.3030, or by emailing her at:

manager@48west.com

HOSPITALITY SUITE

Like hotels, but not the price? Now available, we have a hospitality suite available for family and friends of our residents. For half the cost of a hotel, you can stay in a fully-furnished apartment! Each bedroom is rented separately. To make your reservations, please call 616.895.3030. Call early!

POLICIES

The lease agreement and applicable policies and procedures have been designed to help promote a peaceful atmosphere for all people. As a guarantor on the lease agreement, you may be notified of any reported violations or concerns that arise during your student's residency at 48west. You can review the lease agreement through the resident Portal and Resident Guidebook online by visiting: www.48west.com under the 411 page.

PARKING

To ensure your student and their neighbors have adequate parking, parking throughout the property is permit only, including guest parking. Any vehicles without a permit are subject to be towed, ticketed or booted, at the vehicle owner's expense. Please keep this in mind when you are visiting your student and park in the designated guest parking areas only with the guest pass.

RENTER'S INSURANCE

48west highly recommends that all residents purchase renter's insurance. This form of insurance is available from almost any home insurance carrier for a nominal fee. Renter's insurance carriers can easily be found online!

DOWNTIME AND SOCIALIZATION

We understand how important it is to take a little time off from the everyday grind, and will provide your student with a wide array of recreational and socialization opportunities throughout their stay. However, the privilege of these opportunities and access to our amenity spaces may be revoked if your student does not respect and adhere to standard guidelines that are in place.

CONNECT WITH US



Facebook: Friend 'Fortyeight West' to stay up-to-date on all the amazing events you can attend (and invite your friends) and have current resident information by joining the '48west Residents 2015-2016' group page!



Instagram: Follow us @48west to enter our contest and watch for your face to appear in our event photos!



Twitter: Tweet us at @48west.



Youtube: Subscribe to our channel, The Village at 48west, for hilarious movies, commercials, and event fun!

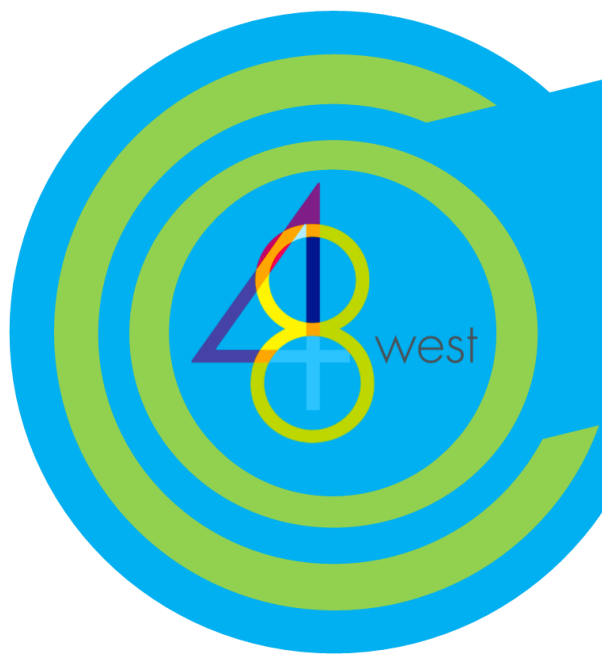


Pinterest: Follow our boards for the latest tips and tricks on decorating your apartment or townhome.

Remember to use #48west for
all of your great 48west memories!

THANK YOU FOR CHOOSING 48WEST!

DOES YOUR STUDENT LOVE 48WEST?



Refer your friends to live here
and earn FREE Money!

For every friend you refer,
YOU get \$50 and THEY get \$25!

IT'S EASY:

1. Tell your friend to come take a tour...call 616.895.2400
2. During their FIRST visit they put your name down as a resident referral...
3. Your friend applies...
4. They sign their lease...
5. You both get rental credits!