



THE HEIGHTS

at state college

WELCOME HOME!

THE LEASING OFFICE IS OPEN MONDAY - FRIDAY,
9:00AM - 5:00PM AND SATURDAY, 11:00AM - 3:00PM.
WE CAN BE REACHED AT (814) 861-7100.

OUR MAINTENANCE SERVICE CAN BE REACHED AT
(814) 861-7100 DURING OFFICE HOURS. FOR EMERGENCY
MAINTENANCE SERVICE AFTER OFFICE HOURS,
CALL (814) 861-7100 TO HAVE A TECHNICIAN DISPATCHED.

PLEASE LOOK OVER THE INFORMATION IN THIS PACKET
THOROUGHLY AND CONTACT THE LEASING OFFICE IF YOU
HAVE ANY QUESTIONS.

WE HOPE YOU GET SETTLED IN QUICKLY AND
EASILY. PLEASE LET US KNOW IF WE CAN
ASSIST YOU IN ANY WAY.

SINCERELY,
HEIGHTS STAFF

RULES & REGULATIONS

LOCK OUTS:

If you are locked out of your home during office hours, visit the Leasing Office with a valid photo ID. If you are locked out of your home after office hours, call (814) 861-7100 and speak to a representative. You will be charged a fee of \$65 for any after-hours lock out. It is advised that you always carry your keys.

PAINTING AND REDECORATING:

Residents MAY NOT repaint, wallpaper, remodel, or make any alterations or additions to the structure, equipment, or fixtures of the rental home. Only standard picture hangers may be used for hanging photos or mirrors. No adhesive hangers/Command strips may be used. Damages caused by noncompliance will be billed directly to the residents.

TRASH DISPOSAL:

All trash must be properly bagged and placed inside the dumpsters. Recycling containers are also available in the dumpster corral.

PARTIES:

If you are having a party, a Party Agreement Form must be completed and returned to the Leasing Office at least 24 hours in advance. Parties can only be registered during office hours, so plan ahead. Failure to complete a Party Agreement Form may result in the party being shut down, fines, and calls to the police. All guests must be inside your home with the door CLOSED. You are responsible for your guests and any damage they cause either to your home, property common areas, and neighboring homes. Our staff and security officers have the authority to break up any party or gathering, call the police, or issue preliminary eviction notices. We ask for your full cooperation in these matters. No kegs or other beverage containers more than 5 gallons are permitted on the property. Playing radios, stereos, televisions, or other musical instruments between the hours of 10:00PM and 8:00AM is prohibited.

NO PARTIES, MEETINGS, OR GATHERINGS ARE TO BE HELD IN THE CLUBHOUSE. NO PARTY AGREEMENT FORMS WILL BE ISSUED DURING THE COVID-19 PANDEMIC.

BALCONIES:

Balconies are for residential use and should not exceed maximum load standards. Only exterior lawn furniture is permitted on balconies and patios. Residents will be charged for any indoor furniture that is damaged because it was used outdoors. No trash is to be kept on balconies for any reason or any length of time.

INSPECTIONS:

The Heights staff or any person authorized by them shall have the right to enter your home at reasonable times to inspect, make repairs or alterations as needed, to enforce the lease, and to show your home to prospective residents. The Heights staff shall make every effort to contact residents and inform them of such entries.

GRILL AREAS:

Our grill areas are located within the community. Bring your own charcoal and utensils, as they are not provided. Be cautious when using the grills. Be sure your fire is extinguished and all coals are shoveled into the ash bin located between grills before leaving. Dispose of trash in the appropriate garbage bins and dispose of before you leave. PERSONAL GRILLS ARE NOT PERMITTED AND ARE A VIOLATION OF LOCAL ORDINANCES.

PETS

Cats and some breeds of dogs are permitted in 3 bedroom townhomes. Cats are permitted in all townhomes and apartments. NO DOGS ARE PERMITTED IN 2 and 4 BEDROOM APARTMENTS. You must consult with the Leasing Office concerning the pet rules and regulations before taking any steps to acquire a pet. If an illegal pet is found, a \$1,500 fine will be immediately assessed equally to all residents, regardless of whom owns the animal. Violation of this rule can result in eviction.

VISITING PETS ARE NOT PERMITTED. OUR STAFF WOULD BE HAPPY TO SUGGEST A LOCAL KENNEL FOR ANY GUESTS WITH PETS.

FOLLOW THIS HANDY CHECKLIST TO BRING YOUR NEW PET HOME:

1. Talk to your roommates and make sure everyone agrees that a pet will be welcome in your home. We will need confirmation from all roommates authorizing the pet.
2. When selecting a pet, make sure it meets the requirements of the community. One pet per apartment is permitted. Unfortunately, dogs are NOT PERMITTED in the 2 or 4 bedroom apartments. The following dog breeds are not permitted on the property: PITBULL (aka Staffordshire Terrier or Bull Terrier), GERMAN SHEPHERD, HUSKY, MALAMUTE, DOBERMANN PINSCHER, ROTTWEILER, OR CHOW CHOW. Additionally, any pet may not exceed 40 pounds in weight at full growth.
3. Pets must be up-to-date on all required immunizations and dogs must have a valid dog license per Centre County law. A copy of your pet's vet records, proof of licensing, and a photo of the pet must be provided at the time of registration.
4. Once all necessary information and documentation is received, you will be sent a Pet Addendum. This form must be signed immediately. A \$300 non-refundable pet fee and \$30/month pet rent will be added to the pet owner's rental account. No animal may be brought onto the property until it is properly registered.

You are responsible for cleaning up after your pet and picking up pet waste immediately. There are pet stations located throughout the property. Any resident seen not picking up their pet's waste will be fined.

RENTAL PAYMENTS

- Rent is due ON or BEFORE the first of every month. Residents are expected to pay on time and no bill will be sent. A late fee of \$50 is assessed on the 6th of the month. An additional \$25 fee is assessed on the 10th of the month. Anyone with an outstanding balance after the 25th of the month will be subject to court action/possible eviction.
- All payments will be recorded as received on the day they arrive in our office. If a check is mailed, the official postmark date will be the date of payment. Postdated checks will not be accepted. No cash will be accepted in the Leasing Office for any reason. Checks or money orders can be left in our drop boxes after hours.
- Delinquency notices are sent to the residents on the lease via email or delivered to the rental home. Notices may be sent to guarantors as well.

HOW TO PAY RENT ONLINE WITH A CREDIT CARD OR E-CHECK:

You can access your Resident Portal at www.heightsatstatecollege.com. Follow the steps below to pay online:

- Under the 'Residents' tab, enter your email address and password to log in. If you are unsure of your login credentials, please contact the Leasing Office.
- Click 'Submit Payment' on the Dashboard.
- You may make rental payments using one of 3 methods: credit/debit card, e-check, or Money Gram. Credit and debit card payments will have a service fee, but e-checks can be used at no additional charge.
- You may use the Resident Portal to view your current balance and schedule monthly auto-payments.



MAINTENANCE REQUESTS:

MAINTENANCE REQUESTS CAN BE SUBMITTED VIA THE RESIDENT PORTAL OR BY CALLING THE LEASING OFFICE. IF YOU NEED EMERGENCY MAINTENANCE AFTER THE LEASING OFFICE IS CLOSED, PLEASE CALL (814) 861-7100.

EMERGENCIES THAT MAINTENANCE WILL BE DISPATCHED FOR INCLUDE:

- Fire - Call 911 first
- Fire Alarm
- Loss of power to the apartment or building (Check the circuit breaker in your home before calling.)
- No heat (if the temperature is below 60 degrees.)
- Broken doors, windows, or locks causing immediate danger.
- Sewer backup and/or toilet overflowing. Turn off the main water valve at the base of the toilet to limit flooding.
- No water or loss of hot water.
- Lack of A/C (if the temperature is above 80 degrees.)

EMERGENCY NUMBERS:

EMS, FIRE, POLICE EMERGENCY SERVICE: 911

POISON CONTROL: (800) 222-1222

FERGUSON TWP NON EMERGENCY: (800) 479-0050

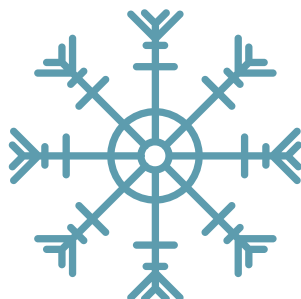
TIPS TO KEEP YOUR HOME CLEAN:

1. Residents will be held liable for any damage to the home, the building, or the furnishings caused by negligent acts or misuse whether intentional or not.
2. Residents are required to immediately notify The Heights of any water leaks or water damage so that remedial measures can be taken to avoid any further damage that may result from either water or mold. Additionally, residents must notify The Heights immediately if any mold or mildew is noticed in the home. Residents are required to take all steps to avoid mold accumulation including keeping all areas free of any water buildup and to run all ventilation fans as needed to prevent the accumulation of steam or condensation.
3. Carpets will be cleaned by a professional cleaning company hired by The Heights upon your departure. Carpets can be kept fresh by regular vacuuming and should be shampooed at least annually by you. Spots and stains may be cleaned with a commercial spot remover. Notify the Leasing Office immediately if you encounter spills or stains you are not sure how to remove. Residents will be held liable for any rips, stains, tears, burns, or other carpet damage that is irreversible.
4. We recommend the use of commercial oven cleaner to keep your oven clean, efficient, and clear of hazards. For very stubborn food residue or grease, scrub gently with soap and steel wool pads, do not use knives or other sharp objects to remove residue. DO NOT WRAP BURNERS WITH ALUMINUM FOIL, PLASTIC WRAP, ETC. AS THIS IS A FIRE HAZARD.
5. Baking soda and warm water make an excellent solution for cleaning your refrigerator. If your refrigerator is not cooling properly, check the temperature controls and the circuit breaker in your home. If the issue persists, contact the Leasing Office.
6. The smoke alarms in your home are a valuable safety device. Law requires that they always be kept in working condition. It is your responsibility to change the batteries when necessary. When the alarm beeps periodically, a new battery is needed. When ringing is constant, check for smoke or fire and contact the Leasing Office.
7. A dumpster is located in your parking lot. To keep the community attractive and clean, make sure that all trash is properly disposed of in the dumpster. If trash is left in common areas, on patios, or outside of your front door, you will be charged \$25/bag to remove it. There are also recycling bins in the dumpster corrals.
8. We recommend that windows and doors be closed and locked anytime you are away from home to avoid water damage from rain storms.

9. You have a circuit breaker panel in your home. If the circuit breaker is tripped, turn off electrical appliances before turning the reset switch to 'on'.
10. Residents must supply and replace their own lightbulbs.
11. Additional locks, including security chains, dead bolts, etc. are not permitted.

HOME PREPARATION FOR BREAKS: (FALL, WINTER, SPRING, SUMMER BREAK)

- Remove all trash from your home and dispose of it in the dumpsters.
- Unplug all appliances EXCEPT FOR the refrigerator.
- Remove perishable foods from refrigerator. Management is not responsible for any food left in your refrigerator or freezer in the event of power failure.
- Make sure all windows and doors are locked.
- Set thermostat to low heat, but never below 60 degrees. DO NOT TURN OFF YOUR HEAT DURING THE WINTER MONTHS. If the heat is off and your pipes freeze and burst, you will be financially liable for all damage to your own home as well as neighboring homes. In the warmer months, A/C should remain on, set to a maximum of 75 degrees.
- Make sure furniture is away from any heat source.



MANAGE CLOGGED DRAINS:

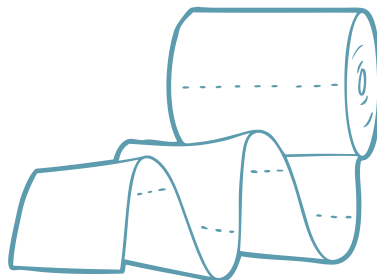
Misuse of your sink and toilet can cause serious problems, but you can help prevent this. Never pour cooking grease, insecticides, household paint, gasoline, acids, kerosene, or any toxic chemicals down the drain. Not only are they hard on drains and pipes, but they make the job of treating sewage more difficult, which can increase operating costs.

If you experience a toilet stoppage and an overflowing toilet, immediately turn off the water to the toilet by turning off the water valve. This valve is located at the base of the toilet. If you have a water leak under your sink, turn off the water by turning the valve under the sink. We strongly recommend purchasing a plunger for your bathroom. Plungers can alleviate most of the stoppage quickly and minimize inconvenience. There will be a service charge of \$28 for any toilet clog maintenance is called in to clear.

We also remind residents that you should never flush feminine care products, disposable diapers, paper towels, wipes, cat litter, food products, or rags down the toilet. This will result in sewer line backup that will not only damage your home, but neighboring homes as well. Any damage resulting from negligence will be charged to residents.

Help keep your drains in good, working condition by keeping the following in mind:

- Kitchen grease and motor oil should be collected in a container and put in the garbage.
- Coffee grounds, tea bags, potato peels, eggshells, and all food products should be disposed of in the trash, not down the drain or in the toilet. The Heights is NOT equipped with garbage disposals.
- Excess hair clogs the drains and pipes. Keep your plumbing system clean of hair by using a filter. Limit the amount of toilet paper used as it can dissolve slowly in large quantities.



FIRE SAFETY IN THE KITCHEN:

For everyone's safety, it is vital that you remain in the kitchen while you are cooking. Never leave the oven or stove burners unattended while you are cooking. Always turn off the oven and stove burners when you are finished cooking. Keep electrical cooking appliances (toaster, kettle, etc.) unplugged when not in use.

Turn pot handles inward. Pot handles that stick out away from the stove can be easily bumped. Whenever possible, use the back burners. Avoid overloading electrical outlets with too many appliances. Carefully examine electrical cords and discard any that are frayed, cracked, or damaged.

Tips to extinguish fires in your kitchen:

GREASE FIRES:

To extinguish a grease fire, turn off the heat source. Carefully use a potholder or oven mitts to slide a lid or cookie sheet over the flames. If the flames do not extinguish, immediately evacuate your home and call the fire department by dialing 911. **DO NOT USE WATER TO EXTINGUISH A GREASE FIRE.**

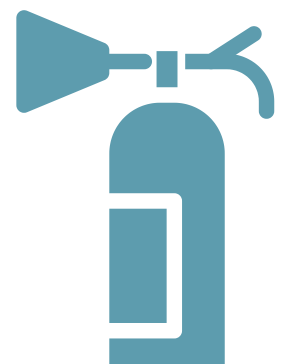
OVEN AND MICROWAVE FIRES:

If a fire occurs in your oven, close the door and turn off the heat source. For a microwave fire, keep the door closed and turn off the microwave. If the fire does not go out, immediately evacuate your home and call the fire department by dialing 911.

FIRE EXTINGUISHERS:

Fire extinguishers are provided in every kitchen. Follow the directions listed on the extinguisher and don't forget:

PULL, AIM, SQUEEZE, SWEEP!



PACKAGES:

All mail and packages must be addressed to your unit. No mail will be accepted at the Leasing Office as we do not have the capacity to store it. Any mail or packages we receive will be returned to sender. Depending on size, some packages may be delivered to the parcel lockers located by your mailbox. A key will be left inside your mailbox to access the parcel locker. If the package is too large for a parcel locker, it should be at your apartment door. Some carriers offer the option of holding packages at their facility for added security.

United States Postal Service:

237 S Fraser Street State College, PA 16801
(800) 275-8777

The UPS Store:

19 Colonnade Way Suite 117 State College, PA 16803
(814) 238-8001

FedEx Office:

1894 N Atherton Street State College, PA 16803
(814) 238-2679

Amazon Hub Locker+

134 S Allen Street State College, PA 16801
(888) 280-4331



PARKING:

RESIDENT PARKING:

One free parking permit is included with your residency. All resident vehicle information must be on file with the Leasing Office, Parking Lease Agreement must be signed, and the parking permit must be visible in the vehicle for it to be properly registered. To register a vehicle, we will need the following information:

- Driver's License
- Vehicle Registration
- Proof of Insurance
- Make, Model, Year, Color, and Plate Number of Vehicle
- Signed Parking Lease

You must be listed as an authorized driver on all documents. Registration is not complete until all required information has been turned into the Leasing Office. Parking is available on a first come, first served basis. While individual spaces are not assigned, you are only permitted to park in the community in which you live.

GUEST PARKING:

The Heights has ample guest parking located throughout the community. Most guests opt to utilize the street-side parallel parking spaces. These are controlled and monitored by Ferguson Township Police. Each side of the street has parking restrictions on different days of the week. Anyone in violation will be ticketed or towed by the township.

The Heights also offers registered guest parking spaces within each parking lot. For your guest to park here, you must obtain a guest parking permit from the Leasing Office. Guest passes can be issued for up to 3 days at a time. These can only be picked up during office hours and we will need the following information at time of registration:

- Resident Name
- Resident Address
- Guest's Phone Number
- Make, Model, Color, and Plate Number of Guest's Vehicle
- Signed Guest Parking Acknowledgement

ANY unregistered vehicle found in the parking lots at any time is subject to ticketing and towing.

WHAT TO KNOW:

SMOKING:

Smoking is NOT permitted in townhomes or apartments. It is a violation of the lease agreement and if you are smoking inside the home, you are subject to fines and/or eviction. Please smoke outdoors and dispose of cigarette butts in the smoking receptacles throughout the property.

KEYS:

Always carry your keys and lock all doors. At time of move in, you should have received a front door fob, bedroom key, and mailbox key. If you experience any issues with your keys or locks, notify the Leasing Office immediately. If your keys are ever lost, replacements can be purchased at the following costs: front door fob \$45, bedroom key \$15, mailbox key \$15.

CLUBHOUSE:

Residents have 24/7 access to most areas of the clubhouse. The pool is seasonal and has separate hours of operation. Outside of normal business hours, you will need your front door fob to access the clubhouse.

CATA BUS:

Unlimited CATA bus passes are provided as a part of residency. There are two bus stops on the property and your bus pass includes five routes: N, NE, V, W, and WE. If you have not yet registered for your CATA pass, please contact the Leasing Office for instructions.

HOW TO SET UP INTERNET AND CABLE

1. Call Xfinity Bulk Services at (855) 638-2855.
2. Let the representative know your landlord pays for your internet and cable service and that you need to set up an account.
3. You will need to order ONE Xfinity cable modem and cable boxes for all TVs in the house (ex: bed A, bed B, bed C, bed D, living room.)
4. Pick up the modem/cable boxes at the local Xfinity Store or ship to your home for an additional charge.

***YOU SHOULD HAVE ONLY ONE
ACCOUNT HOLDER PER UNIT***

Need Help?

Contact your designated Comcast representatives:

john_shuey@comcast.com

bj_clitherow@comcast.com



IMPORTANT NUMBERS:



HEIGHTS AT STATE COLLEGE OFFICE:

(814) 861-7100

WEST PENN POWER:

(800) 686-0021

COMCAST BULK SERVICES:

(855) 638-2855

COMCAST (TO REPORT OUTAGES):

(800) 934-6489

CATA BUS:

(814) 238-2282

WALK'S TOWING:

(814) 238-2886

FERGUSON TOWNSHIP POLICE (NON-EMERGENCY):

(800) 479-0050

LET'S CONNECT



/HEIGHTSATSTATECOLLEGE



THEHEIGHTSSC

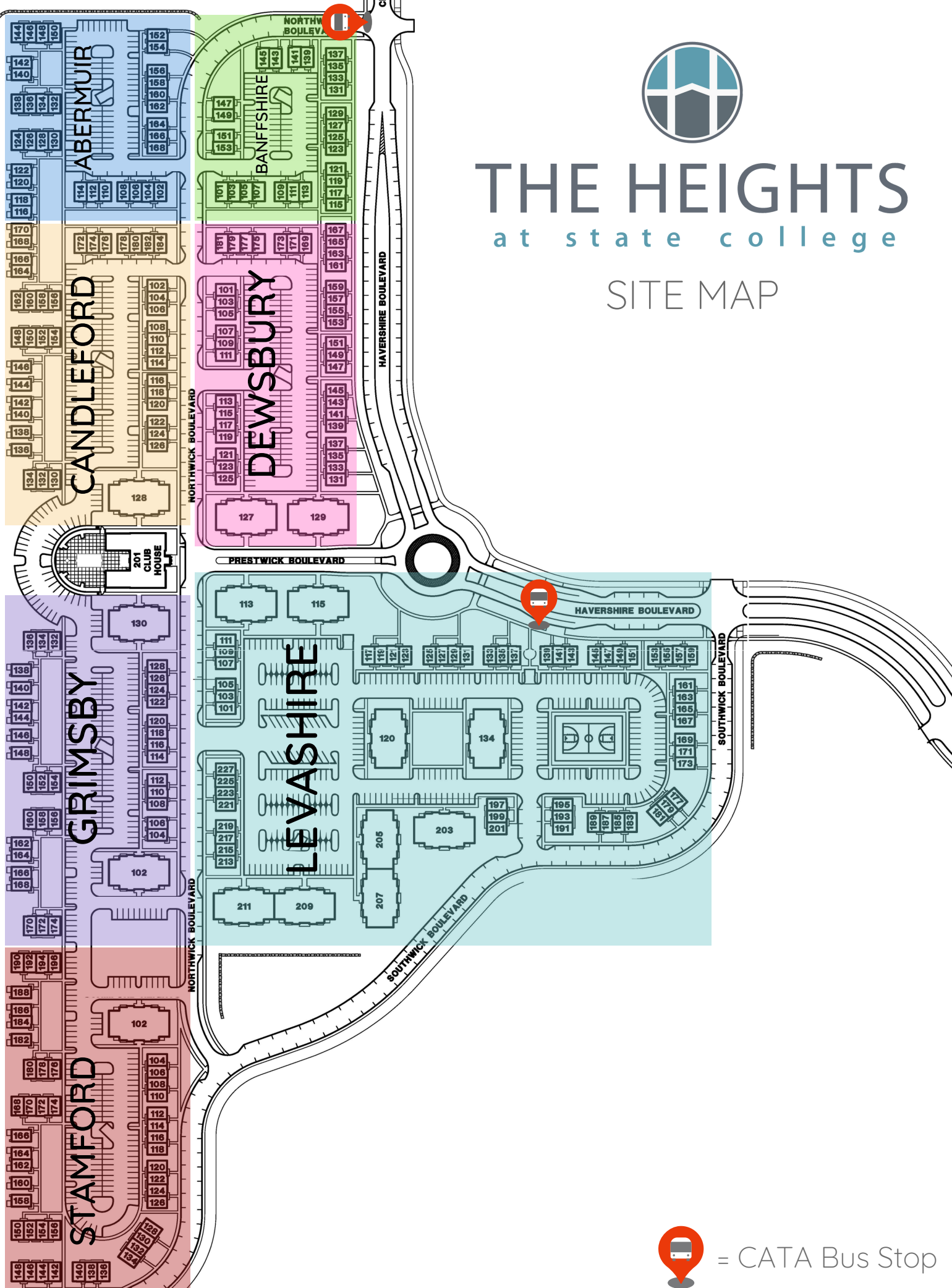


HEIGHTSATSTATECOLLEGE.COM

(814) 861-7100

201 NORTHWICK BLVD
STATE COLLEGE, PA 16803

LEASING@HEIGHTSATSTATECOLLEGE.COM



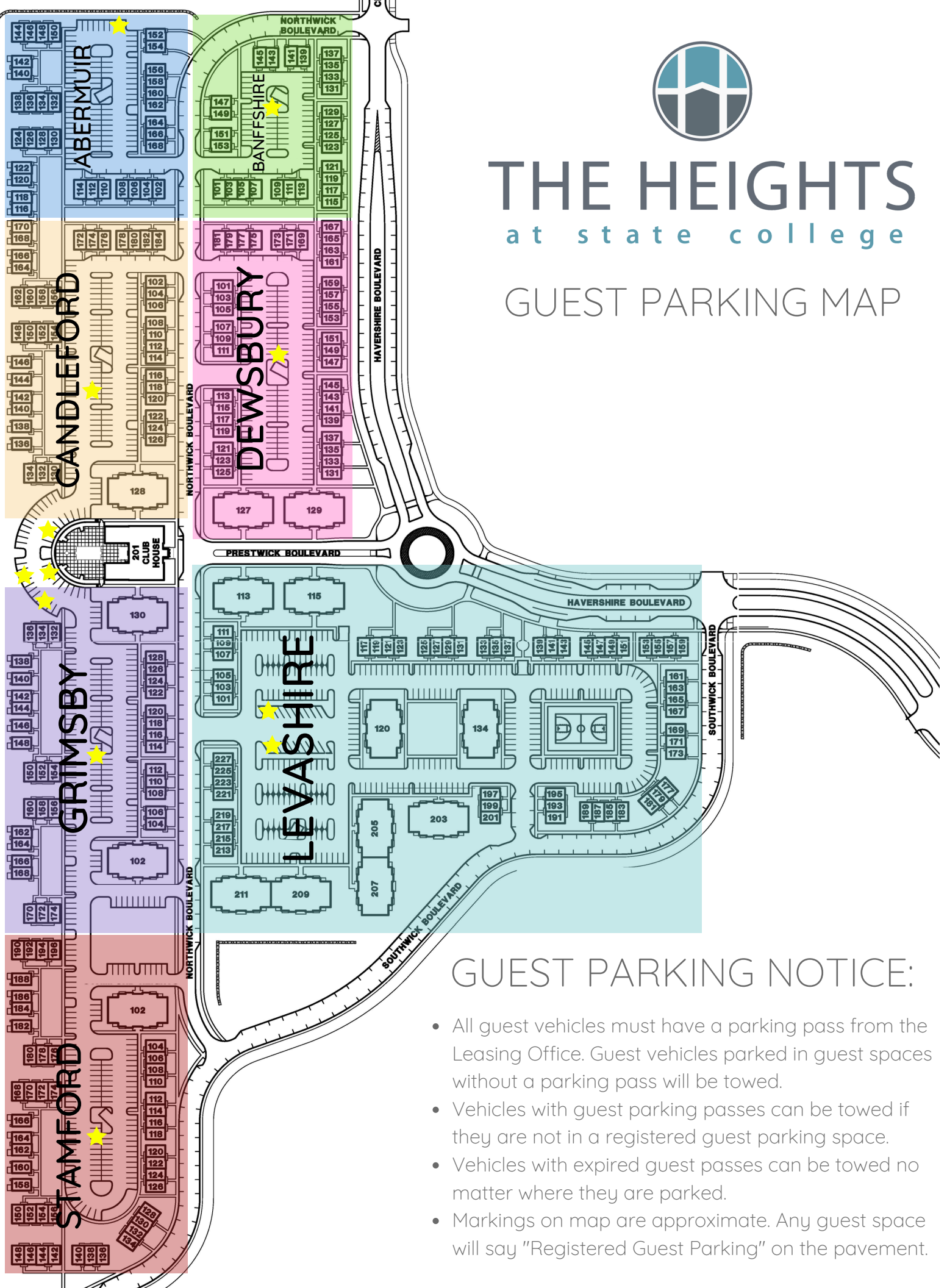
= CATA Bus Stop



THE HEIGHTS

at state college

GUEST PARKING MAP



GUEST PARKING NOTICE:

- All guest vehicles must have a parking pass from the Leasing Office. Guest vehicles parked in guest spaces without a parking pass will be towed.
- Vehicles with guest parking passes can be towed if they are not in a registered guest parking space.
- Vehicles with expired guest passes can be towed no matter where they are parked.
- Markings on map are approximate. Any guest space will say "Registered Guest Parking" on the pavement.