



We are very excited to have you here at The Connection Huntsville!

Here is some information we think you'll find helpful as you get settled. Please do not hesitate to call the Office if you have any questions.

RENT

- Rent is due on the first day of the month.
- Lates fees will be charged if your payment not received as outlined below:
 - A late fee of 10% of your outstanding balance will be charged if rent is not received by the 4th day of the month at 12:00 pm, midnight.
 - Personal checks are not accepted for your August installment. Personal checks are also not accepted after the 10th of any other months.
- You can pay your rent online through your **ResidentPortal**.

WORK ORDERS

Need something fixed in your apartment? Simply submit a work request online through your **ResidentPortal**. Just login, click "Submit Work Order" and fill out the form. Our maintenance team will contact you or come to your unit as soon as possible.

LOCKED OUT?

If you are locked out after hours, please call the office at **936.291.1777** Our After Hours Call Center will take your information. A staff member will be in contact with you shortly to let you into your unit. *Keep in mind there is a \$25 charge for afterhours lockouts.*

MAIL/PACKAGES

- Packages must have a resident name and apartment number on the label. We will not accept packages for non-residents, visitors, guests, etc.
- When residents are not home, packages will be delivered to the clubhouse/office and can be retrieved during office hours.
- You will be notified via email when a package is ready for you to pick up in the clubhouse.
- It is important to remember we accept packages as a courtesy. We have limited space to store packages, so it is important you pick your package promptly.
- A government issued ID is required when picking up your package(s).

TRASH

Trash Dumpster are located throughout the property. You are responsible for taking your trash to the dumpster.

GATE/PARKING

- Please go through the gate one at a time!
- The gate will close after every car.
- If you try to go through the gate after another car, you run the risk of damaging your car or breaking the gate.
- You will be fully liable for any damages to the gate or your car if this happens.
- You must register your vehicle at the Office.

GUESTS

You are responsible for the actions/conduct of your guest. Guests can visit but must abide by all rules and regulations stated within the Lease and posted within the Community. Furthermore, no guest can stay overnight more than three (3) days every 30 days.

PATIO/BALCONIES

- Only patio furniture may be placed on patio.
- DO NOT put trash or indoor furniture on your patio or outside your door.
- We provide a grilling area for you in the pool area, please do not grill on your patio/balcony or elsewhere on the property.
- Please keep our property looking nice: do not hang towels or clothing over the balconies.

GENERAL SAFETY TIPS

- Remember to keep your patio door locked.
- Don't forget to lock your vehicles.
- Do not leave anything in your vehicle that can be seen from the outside and do not leave anything of value in your vehicle.
- If you are going out at night, use the buddy system. Always let a friend or roommate know where you're going and when you'll be home.
- Saflok is a great tool to assist in keeping your apartment secure. However, a tool is most effective if it is used properly. Please do not prop the doors open and always carry a key with you. If that key is lost, we can easily deactivate it and get you a new one for \$50.