



We hope this FAQ helps you get to get to know The Connection Huntsville!

If you do not see the information you are looking for here, please stop by or call the office anytime!

WHAT ARE THE OFFICE HOURS?

Monday - Friday: 9:00 am to 5:00 pm

Saturday: 10:00 am to 5:00 pm

Sunday: 12:00 pm to 5:00 pm

HOW DO I CONTACT THE OFFICE?

Our phone number is main line and you can contact us from our website, www.connectionathuntsville.com. You may also email leasing.theconnection@pepshmgmt.com.

WHEN IS RENT DUE, HOW CAN I MAKE MY PAYMENT, AND WHO DO I CONTACT IF I HAVE QUESTIONS?

- Rent is due on the 1st of each month.
- Rent is considered late on the 4th.
- On the 4th at 12:00 pm midnight, a 10% Late Fee will be added to your account.
- Starting with your 2nd installment, payment can be made online by e-check, credit/debit cards, or MoneyGram. If necessary, a check or money order can be left in the office. Help us go paperless by making online payments!
- **Cash will not be accepted** as a form of payment and late fees will be charged until a check or money order is turned in or payment is made online.
- If you have questions regarding your rent, please call the office or email the Assistant Executive Director at aed.theconnection@pepshmgmt.com.

WHAT IS THE RESIDENTPORTAL?

The **ResidentPortal** is accessible through our website www.theconnectionathuntsville.com or you can download the app to your mobile device. You can use ResidentPortal to pay rent, see your lease documents, and make maintenance requests.

WHERE IS MY MAILBOX? WILL THE OFFICE HOLD PACKAGES DELIVERED BY CARRIERS OTHER THAN THE POST OFFICE?

- The mailboxes are located next to the clubhouse for buildings #1 - #6 & #12 and near the larger pool area for buildings #7 - #11.
- 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.
- Packages must have a resident name and apartment number on the label. We will not accept packages for non-residents, visitors, guests, etc.
- 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).

HOW DO I RECEIVE INFORMATION ABOUT UPCOMING EVENTS, COMMUNITY NEWS, AND/OR IMPORTANT NOTIFICATIONS?

In addition to community flyers and social media posts, The Connection will send out notifications and news via email and text alerts. We will use the email you provided through the application process. Please be sure to check this email account daily for important information from staff. **Don't forget to follow us on Facebook, Twitter, Instagram, Snapchat and TikTok!**

WHAT ARE THE HOURS/RULES FOR THE AMENITY CENTER?

Some amenities are available by reservation only through your online ResidentPortal app.

We will notify you if any of the above amenities will be closed for specific reasons or maintenance repairs. If you see something that is damaged or needs repaired, please notify the office immediately.

WHAT IS THE POLICY ON PETS?

- We do allow pets at The Connection Huntsville!
- All pets must be registered through PetScreening at <https://connectionhuntsville.petscreening.com>. Once registration is complete, a staff member will notify you if the pet is approved. From there, fees must be paid before the pet comes home with you.
- Pet fees include a \$300 non-refundable fee for each dog or cat, plus \$10/month for pet rent.
- Visiting pets are not allowed and owners of unregistered pets are subject to a fine.
- Pet owners are responsible for picking up after their pets. Pet Waste Stations are located throughout the property. Fines will be issued to owners not picking up after their pets.
- We do have breed restrictions so please contact the office before making your decision on a new pet.

WHERE DO I TAKE MY TRASH?

There are trash cans located throughout the property. Please be sure to place all trash in the trash cans, we want to keep our community clean!

WHERE DO I PARK? DO I HAVE TO REGISTER MY VEHICLE?

- The Connection does not have assigned open parking
- All spaces except for covered parking/carports are on a first come first serve basis.
- **Vehicles must be registered with the office.**
- Any unauthorized vehicles will be tagged and are subject to towing at the owner's expense after one (1) day. Unauthorized vehicles include, but are not limited to inoperable vehicles, out of date registration tags, and double parking.

HOW DO I CONNECT TO THE INTERNET?

- Wi-Fi is provided to all residents free of charge!
- Please follow the directions in the Internet Package to create an account and register your devices.
- If your internet is not working properly, or you have questions regarding your internet service or upgrades, **please contact Suddenlink Technical Support at 1.855.861.4168.**

DO WE HAVE CABLE? WHERE DO I HOOK UP MY TELEVISION?

- Cable is provided to all residents.
- Each bedroom and the common area have a cable jack.
- You will need a cable cord to access the channels.
- Once you plug in your television please be sure to run a channel scan.

HOW DO I PUT IN A MAINTENANCE REQUEST?

You can put in a maintenance request by logging into you ResidentPortal and click "Submit Work Order"

WHO DO I CONTACT FOR MAINTENANCE REQUESTS AFTER OFFICE HOURS?

In the event of an after-hours emergency, our maintenance team is available on an on-call basis. If you experience a maintenance emergency, please call 936.291.1777. The afterhours call center will take your information and notify the on-call staff. Routine and non-emergency requests will be completed during regular business hours.

IN THE EVENT OF A NON-MAINTENANCE EMERGENCY, CALL 911.

CAN I PAINT MY APARTMENT A DIFFERENT COLOR?

Yes, you can!

- We do ask that you **PRIME** it back prior to move out.
- If you do not prime the wall(s), you will be subject to additional charges.