



We are very excited to have you here at The Haven!

Here's some information we think you'll find helpful as you get settled. Please do not hesitate to call or drop by 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 \$50 will be charged if rent is not received by the 4th day of the month at 9:00 am
 - If rent is not paid by the 9th of the month, you will be charged an additional \$25
- You can pay your rent online through your **ResidentPortal**.

WORK ORDERS

Need something fixed in your apartment? Just 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 **765.287.1500**. 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 \$50 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 Dumpsters are located conveniently throughout the property. Please only put trash inside the dumpsters and not next to them.

GATE/PARKING

- Please have guests park in the designated Visitor Parking spaces.
- You must register your vehicle at the Office.

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. If it is a sliding glass door, use the "Charlie Bar".
- Don't forget to lock your vehicles.
- 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.
- Stratis front door key fobs are 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.