



We hope this FAQ helps you get to get to know Hilltop Club!

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 (270) 781-7033 and you can contact us from our website, www.hilltopclubbg.com. You may also email lp.hilltopclub@pepshgmt.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 9AM, \$25 in Late Fees are added to your account, then an additional \$5 late fee per day until the balance is paid.
- 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.hilltopclub@pepshgmt.com.

WHAT IS THE RESIDENTPORTAL?

The **ResidentPortal** is accessible through our website www.hilltopclubbg.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.

HOW DO I RECEIVE MY MAIL?

- Hilltop Club is currently receiving and sorting all mail, including USPS, UPS, FedEx, and DHL.
- You will be notified via email when mail or 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, Hilltop Club 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.

WHAT ARE THE HOURS/RULES FOR THE AMENITY CENTER?

All 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 Hilltop Club!
- All pets must be registered through PetScreening and fees paid before the pet comes home with you.
- Pet fees include a \$300 non-refundable fee for each dog or cat, plus \$30/month for pet rent.
- Visiting pets are not allowed and owners of unregistered pets are subject to a \$500 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 is a trash compactor located right outside the gate of the complex. Please place your trash all the way down the shoot, shut the door of the compactor, then press the green button so your trash can be compacted.
- **DO NOT** leave your trash outside your door, in breezeways, sidewalks, patios/balconies, in the parking lot, or on grass. If trash is found, you will be charged.

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

- Hilltop Club does not have assigned parking.
- All spaces 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 72 hours. 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?

- High-speed internet is provided to all residents free of charge!
- Each bedroom has an internet jack.
- You will need an Ethernet cord access the internet.
- The first time you log in you will be required to enter a username and password.
- Please read over the attached document from ICS for V5 Ethernet to assist with your connection.
- If your internet is not working properly, or you have questions regarding your internet service or upgrades, **please contact Pavlov Media Customer Service at (888) 472-8568.**

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

- Spectrum cable is provided to all residents.
- Each bedroom and the common area have a cable jack and you will need a cable cord to access the channels. If you want cable in your bedroom, you must go down to the Spectrum office (515 Double Springs Rd, Bowling Green, KY 42101) to get a cable box and cord at no charge to you.
- Once you plug in your television please be sure to run a channel scan.
- If your cable is not working properly, or you have questions regarding your cable service, please contact **Spectrum at (866) 874-2389.**

HOW DO I PUT IN A MAINTENANCE REQUEST?

You can put in a maintenance request by either of the following ways:

- Calling the office at (270) 781-7033.
- Login to your Resident Portal 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 (270) 780-7175. 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 paint it back to its original color upon move-out.
- If you do not paint it back to its original color, you will be subject to additional charges.