



Helping you get to know more about your new home, South Duff!

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

WHAT ARE THE OFFICE HOURS?

Monday - Friday: 9:00 am to 6:00 pm

Saturday: 10:00 am to 4:00 pm

Sunday: 12:00 pm to 4:00 pm

HOW DO I CONTACT THE OFFICE?

Our main office number is 515.956.7660 and you can contact us from our website, www.southduffatisu.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 at 9:00 am on the 3rd.
- On the 3rd at 9:00 am, \$24 in Late Fees will be added to your account, then an additional \$12 late fee will be added at 9:00 am on the 4th, 5th, and 6th for a total of \$60.00 in late fees charged.
- 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 Executive Director, Ashley Early, at manager.southduff@pepshmgmt.com.

WHAT IS THE RESIDENTPORTAL?

The **ResidentPortal** is accessible through our website www.southduffatisu.com or you can download the app to your mobile device. You can use the ResidentPortal to pay rent, view your lease documents, reserve amenity times and enter maintenance requests.

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

- The mailboxes are located in each building:
 - 416 and 510 located in the North entrance
 - 528 and 614 located in the South entrance
 - 616 located in the East entrance
- When residents are not home, packages will be left at their front door or delivered to our main office and can be retrieved during office hours.
- You will be notified via text 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, South Duff 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.

Also be sure to follow us on Instagram to keep up on weekly events, flash giveaways, and property reminders!

WHAT ARE THE HOURS/RULES FOR THE AMENITY CENTER?

Due to the current pandemic all amenities are available by reservation only through your online ResidentPortal.

We will notify you when the reservations are lifted, and the amenities are open 24 hours again. But at this time, they can only be accessed during office hours and during your reservation time.

WHAT IS THE POLICY ON PETS?

- We do allow pets at South Duff!
- All pets must be registered with the office and fees paid before the pet comes home with you.
- Pet fees include a \$200 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 and we have many Pet Waste Stations located throughout the property for your convenience. 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 4 large dumpsters located on the South side of the buildings, between the garages. Please be sure to put all trash items inside the dumpster and not beside it. We want to keep the property free of debris as well as keep critters out of the bins!

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

HOW DO I RENT A GARAGE?

- South Duff 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.
- Garages are available for \$60.00 a month on site
- We have limited availability for Fall 2020 so please contact our main office to receive the Garage numbers that are currently available.

HOW DO I CONNECT TO THE INTERNET?

- High-speed internet is provided to all residents free of charge!
- Each bedroom and common area has an internet jack.
- You will need an Ethernet cord to access the internet and will need to provide your own router for WiFi services in your unit.
- The first time you log in you will be required to enter a username and password which you can receive from ICS.
- 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 ICS Advanced Solutions at 515.268.4000.**

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.
- If your cable is not working properly, or you have questions regarding your cable service, **please contact ICS Advanced Solutions at 515.268.4000.**

HOW DO I PUT IN A MAINTENANCE REQUEST?

- You can call the office at 515.956.7660 and our staff can assist in getting a work order entered for you
- You can Login into your ResidentPortal and select "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 515.450.4210. You can also call our main office at 515.956.7660 and 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.