



We hope this FAQ helps you get to get to know The View ABQ!

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 (505)-312-8185 and you can contact us at our website, www.theviewabq.com. You may also email ca.theviewabq@pepshmgmt.com

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

- Installments are due on the 1st of each month.
- Installments are considered late on the 5th.
- On the 6th at 8AM, 10% of your payment in Late Fees are added to your account.
- Payment can be made online by e-check, credit/debit cards, or Moneygram. If necessary, a check or money order can be left during office hours only. 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 Resident Services Manager at rsm.theviewabq@pepshmgmt.com

WHAT IS THE RESIDENTPORTAL?

The **ResidentPortal** is accessible through our website www.theviewabq.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 CAN I DOWNLOAD THE RESIDENT PORTAL APP AND WHAT DOES IT DO?

Download the ResidentPortal app via the Apple Store or Playstore. Use your resident portal credentials to log in. Use the app to quickly:

- Reserve an Amenity
- Submit Work Orders
- Make Payments and Review your Ledger

WHAT IS MY MAILING ADDRESS AT THE VIEW ABQ?

3003 Transport Street SE Apt #____
Albuquerque, NM 87106

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 west of the front entrance.
- Packages are 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).

WHERE DO I TAKE MY TRASH?

There is a trash compactor located on the South side of the property ("F" on the property map). Please be sure to place all trash in the trash compactor, we want to keep the community clean!

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

In addition to community flyers and social media posts, The View ABQ will send out notifications and news via email and text alerts. We will use the email you provided through the application process.

WHAT ARE THE HOURS FOR THE AMENITIES?

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

We will notify you if any of the 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 by placing a work order through the app.

HOW DO I PUT IN A MAINTENANCE REQUEST?

You can put in a maintenance request by:

- Opening your ResidentPortal app and clicking “Submit Work Order”
- Logging in to your ResidentPortal and click “Submit Work Order”
- Calling the office at 505-312-8185

WHO DO I CONTACT FOR MAINTENANCE REQUESTS AFTER OFFICE HOURS?

In the event of an after-hours maintenance emergency, our maintenance team is available on an on-call basis. If you experience a maintenance emergency, please call 505-312-8185. 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.

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

- The View ABQ does not have assigned parking
- All spaces are on a first come first serve basis.
- **Vehicles must be registered with the office.**
- Your parking permit can be found in your move in packet and must always be displayed on the front windshield, passenger side window of your car.
- Any unauthorized vehicles will be tagged and are subject to towing at the owner’s expense. 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!
- The first time you log in you will be required to enter a username and password.
- Please read over the attached document from Boingo to assist with your connection.
- If your internet is not working properly, or you have questions regarding your internet set up **please contact Boingo Support at 1-800-611-9837 or text SUPPORT to 66749.**

HOW DO I CONTACT THE VIEW ABQ’S 24 HOUR SECURITY TEAM?

The View ABQ offers 24-hour security that can be reached by calling 505-255-6063. A security officer is on sight every night from 7pm to 7am patrolling the property and parking lot. Security can assist with noise complaints and can even offer you an escort to your car at night. They are on call 24 hours of every day even when they are not physically on property.

IN THE EVENT OF A LIFE-THREATENING EMERGENCY PLEASE CALL 911.

If you or someone you see is in danger, please call 911.

WHAT IS THE POLICY ON PETS?

- We do allow pets at The View ABQ!
- All pets must be registered with the office 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 \$300 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.