



We are very excited to have you here at The View ABQ!

Here is some information we think you'll find helpful as you get settled. Please do not hesitate to reach out to 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 10% will be charged if rent is not received by the 6th day of the month at 8:00 am
- You can pay your rent online through your **ResidentPortal** or in the **ResidentPortal App**.

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 505-312-8185. 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 \$25 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.
- Packages will be delivered to the 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 Compactor is located south of the clubhouse or "F" on the property map.
- Recycling Bins are the big blue bins located beside the trash compactor

GATE/PARKING

- Please go through the gate one at a time! You must hear a beep once your card is scanned.
- The gate will close after every car.
- If you try to go through the gate after another car, you run the risk of damaging your car or breaking the gate.
- You will be fully liable for any damages to the gate or your car if this happens.
- All vehicles on property must have a parking permit or be registered as a guest.

GUESTS

- You are responsible for any of your guest on property at all times. All guests must adhere to The View ABQ's Rules and Regulations or they will be asked to leave. Guests are not allowed anywhere on property unless accompanied by a resident.

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 three grilling areas for you all marked on the property map, 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 all house doors locked.
- 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.
- Reach out to our 24-hour security for an escort or assistance at 505-255-6063.