



## We are very excited to have you here at VABG!

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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.
- Late fees will be charged if your payment not received as outlined below:
  - A late fee of \$35 will be charged if rent is not received by the 3<sup>rd</sup> day of the month at 9:00 am
  - If rent is not paid by the 7<sup>th</sup> of the month, you will be charged \$5/day until rent is paid in full
- 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 **989-775-7600**. 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.
- 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

- Recycling Bin for cardboard only is located by building 1 trash dumpster.
- Trash Dumpsters are located by buildings 1, 4, 7, 9, & 14

### GATE/PARKING

- Please go through the gate one at a time!
- The gate will close after every car when the courtesy officer is onsite.
- 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.
- You must register your vehicle at the Office.
- Guest must park in designated areas or their vehicles will be towed at owner's expense.

### GUESTS

- Guest must always be accompanied by the residents or the guest will be asked to leave the property.

### 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
- 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.
- Saflok is 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 \$25.