

# Arbor Glen

## MOVE IN INFORMATION

### DON'T FORGET:

#### PARKING PERMITS

- Pick up your parking permit right away.
- Cars must have a valid permit to park at your community
- Bring your license and registration to pick up your permit
- The vehicle must be registered to you or your parents
- Vehicles without a permit may be ticketed or towed
- Verify and use your proper carport space
- Replacement passes needed due to loss/damage may be available for \$35

#### BICYCLE PARKING

- Be sure to pick up a bike permit for your bikes and mopeds
- Permits are available in the office
- Bikes must be kept on the bike racks
- Mopeds must be parked in designated areas only

#### MAILBOXES

- Put all roommates' names on the inside of your mailbox to ensure delivery
- Return your inventory checklist within 7 days of picking up your keys to get your mailbox key

## IMPORTANT PHONE NUMBERS:

#### EMERGENCY MAINTENANCE

- Please call **517.507.3836** and follow the prompts for Emergency Maintenance

#### PARKING OR LOCK OUT ISSUES

- Please call **517.507.3836** and follow the prompts for On-Call Resident Manager

#### OTHER IMPORTANT NUMBERS

- Arbor Glen Leasing Office: **517.507.3836**
- Emergency Police and Fire: **911**
- Non-Emergency Police and Fire: **517.332.6526**

## FIND US ONLINE

Please refer to [www.ArborGlenApartments.com](http://www.ArborGlenApartments.com) for current office hours and to set up your resident portal

#### With the resident portal, you can...

- **Make payments**
- **Check the status of payments**
- **Review payment history**
- **Submit maintenance request**

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## MOVE IN REMINDERS

### AMENITIES:

#### CLUBHOUSE RULES

- The Clubhouse and fitness center are open 24 hours a day - You must have a key in order to access the facilities
- No alcohol is allowed in the clubhouse
- Management can limit the amount of people and is not responsible for any loss or damage to personal property
- Guests must be accompanied by a resident at all times when using the pool, clubhouse, or fitness center

#### MISCELLANEOUS

- 48-hour guest parking is available in front of the clubhouse
- All vehicles must have a parking pass and be parked in designated areas
- Patio furniture is allowed on balconies and patios - NO BBQ GRILLS
- Do not prop open exterior doors
- For additional rules and regulations, refer to your lease agreement

### HELPFUL REMINDERS:

#### GRILLS

- Grills are not permitted on your balcony, patio, or common areas
- Grills are supplied by management at select communities

#### SMOKE DETECTORS

- Do not remove the battery, disable, or cover your smoke detector for any reason
- Check your smoke alarms once a week

#### OUTLETS

- Some outlets in the apartment may be controlled by a light switch on the wall

#### POOL RULES

- Residents are allowed up to 2 guests at the pool
- No glass containers, pets, diving, or alcohol are allowed at the pool
- Pool is open 9AM - 10PM

### PETS:

#### PET POLICY

- No pets of any kind are allowed to be kept on the premises without DTN's prior written consent
- Dogs and cats must be kept on a leash at all times
- Pet waste must be picked up and properly disposed of immediately

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### COMMUNITY NOTES:

#### EAST KNOLLS CEDARS BUILDING AND THE LINDEN

- Please keep your garage door closed at all time when not in use

#### EXTRA PARKING

- Unfortunately, we do not have extra parking available in our parking lots
- We recommend contacting the City of East Lansing if interested in additional parking accommodations

#### PAYING RENT

- Rent is due on the 1st of each month
- No cash or credit card payments are accepted in the leasing office
- Online rent payments are highly encouraged

#### TEXT NOTIFICATIONS

- We recommend you do not unsubscribe from receiving texts as we use this to communicate important notices, maintenance emergencies, and much more

### ONLINE PAYMENTS:

#### HOW TO

- Create an online account at [www.dtnmgt.com](http://www.dtnmgt.com) using the email address provided on your application
- After move in you may set up recurring payments for rent

#### EXTRAS

- Through your online account you can submit maintenance requests, email the office with questions and leave a review about your community

#### NEED HELP

- More detailed instructions on creating your online account are in your move in folder
- You may also call or stop into the office for additional help

### STAY IN TOUCH:

#### GET SOCIAL

Follow us to stay in touch and learn about things happening in your community

Facebook [@ArborGlenApartments](https://www.facebook.com/ArborGlenApartments)

Twitter [@ArborGlen\\_Apts](https://twitter.com/ArborGlen_Apts)

Instagram [@ArborGlenApts](https://www.instagram.com/ArborGlenApts)