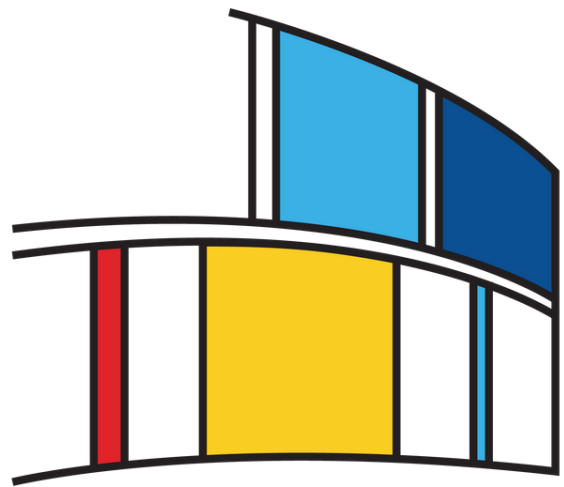




Resident Welcome Packet



REDSTONE
LOFTS

BURLINGTON

Redstone



our vision, mission & values

Mission

The Redstone team are modern place makers, who believe that work is greater than an office, and positive places empower all of us. We support communities and spaces that inspire interaction and pride, developing empathy as energy.

Vision

We strive to advance the potential of place, helping to shape the communities we serve through partnerships and progress.

Values

Our purpose as an organization trumps the individual task. Together and independently, we are flexible and adaptable, approaching our work with agility, and handling inevitable change with ease.

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welcome



WE'RE LOOKING FORWARD TO WORKING WITH YOU

Welcome to the Redstone Lofts! Our team, comprised of maintenance, administrative, and student staff, are constantly working to provide you with an optimal living experience. We hope you will feel at home in this space as we work together to promote a community you can be proud of.

myredstonelofts.com

WEELCOME



Name: Ashley Allen
Job Title: Community Manager
Fun Fact: Her favorite season is Summer



Name: Dominic Kennett
Job Title: Senior Leasing & Marketing Coordinator
Fun Fact: She has a dog named Archie



Name: Travis Young
Job Title: Maintenance Technician
Fun Fact: He has a bull mastiff named Sage



Name: Matthew Marrier
Job Title: Assistant Director of Maintenance
Fun Fact: He is a carpenter by trade



Name: Preston Stradtner
Job Title: Senior Director of Maintenance; Affiliate Housing
Fun Fact: He enjoys being in the woods on a hike with his dog Skye



Name: Erica Burke
Job Title: Director of Community Management; Affiliate & Student Housing
Fun Fact: She has two cats, Oliver & Roscoe



Name: Beth Vanderputten Perlongo
Job Title: Chief of Staff & Strategy
Fun Fact: She has a beagle named Millie-Grace

Setting Up Your New Space

01

SET UP YOUR ELECTRICITY

The electric utility must be set-up in the name of the current apartment residents. Please contact Burlington Electric at: (802) 865-7300. Only one account is required per apartment.

02

SET UP YOUR INTERNET

Login credentials will be provided at move-in for the modem in your apartment.

03

SET UP YOUR WAY-FINDING

Take some time to learn the layout of the building in case you have any questions!

04

SET UP YOUR BELONGINGS

Enjoy your furnished apartment as you unpack and stock up your cupboards. As you start to decorate, please remember to check your lease for prohibited items, like twinkle lights and candles.

What To Bring

FOR THE BATHROOM

- shower curtain, liner & rings
- cup, soap dish, toothbrush holder, toothbrush
- rug/bathmat
- towels/washcloths
- wastebasket
- toilet paper
- toilet brush
- plunger

FOR THE LIVING ROOM

- lamps
- television
- blu-ray/dvd player
- plants and other decorative items

FOR THE KITCHEN

- pots & pans
- cooking utensils
- dishes, glasses, & silverware
- dish towels
- paper towels/holder
- wastebasket
- small kitchen appliances

MISCELLANEOUS

- Full "extra-long" bed linens (exact bed size is 54x80 inches)
- alarm clock
- surge protectors/advanced power strip
- hangers

CLEANING SUPPLIES

- vacuum cleaner & bags
- mop, broom, & dustpan
- bucket, spongers, rags & duster
- cleaners: all-purpose, tub/tile, floor, glass, softener, ironing board, iron, drying rack

Need help?



RESIDENT CONCERNS

Need help with non-maintenance matters?



BILLING

Do you have any questions about a particular charge?



RENEWAL QUESTIONS

While our renewal process typically happens in October, we're happy to answer your questions year-round!

For all of these topics, please contact:
STUDENTLEASING@REDSTONEVT.COM

myredstonelofts.com

Maintenance Q&A

**NEED SOMETHING FIXED?
NOTICE ANYTHING WRONG?
NOT SURE WHO TO CONTACT?**



SCAN ME

HELP KEEP OUR COMMUNITY
CLEAN & FUNCTIONAL

DO YOUR PART IN
COMMUNICATING ISSUES AS
THEY ARISE. FOLLOW THIS
QR CODE OR GO TO YOUR
RENT CAFE ACCOUNT TO
SUBMIT A MAINTENANCE
REQUEST.

Maintenance Q&A

HOW TO SUBMIT A REQUEST

Please log in through your Rent Cafe resident portal. Once logged in, please click "Maintenance Request" and fill out the form. There is a box to provide information if you require advanced notice for access, otherwise we don't pre-notify once work is scheduled.

Requests are prioritized based on when they are received and emergency needs. If you'd like an update on your request, please check the status of your request in Rent Cafe. Always communicate with your roommate(s) when submitting a maintenance request so that they are aware maintenance will be stopping by.

AFTER HOURS MAINTENANCE EMERGENCY?

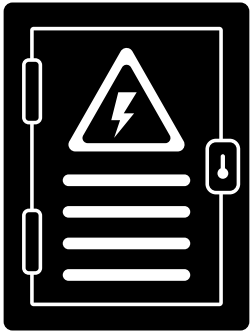
Call 802.350.6210

Not sure when to call the emergency maintenance number? Here are some examples:

- Malfunctioning smoke detector (a real alarm or fire conditions to be reported to 911).
- Lack of heat or hot water.
- A burst pipe or another form of an active leak such as overflowing plumbing fixture.
- You are locked out – please note that a lock out incurs a fee and requires our team to properly identify you are a resident under the lease. ID is required.
- A toilet that won't function (only if there is not another toilet in the apartment).
- Major appliances (fridge/stove/oven) not working.

Maintenance

Q&A



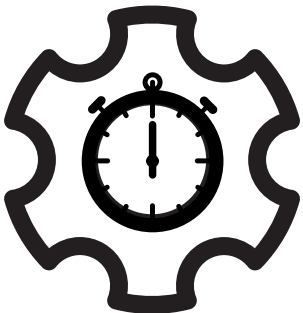
My power went out! What do I do?

The electric/breaker box is typically located near the kitchen of the apartment (exact location varies by apartment). It is gray and metal. If the power goes out in any part of your apartment, check the circuit breaker first to see if it is 'on' or has been tripped 'off.' The breaker is 'off' when it is flipped to the 'off' position. Each breaker is labeled. If tripped 'off', turn off all electrical items in the affected area, flip the breaker ALL the way to the 'off' position then flip the switch to the 'on' position.



I'm locked out! What do I do? What happens if I lost my key?

The Management Office can assist with lockouts during business hours. If you are locked out after the management office is closed, the emergency after hours on call service will assist with entrance to your apartment for a fee that will be billed to your account. If you lose your keys, contact the Management Office and a new set can be provided for a fee charged to your account.



How will I be notified when routine work is scheduled for my apartment?

We encourage you to check your email every day to stay updated about important reminders for both your apartment and the community. At times, you may receive an email from us directly to let you know about routine work that is scheduled to take place in your unit, or you may receive an email from us when there are reminders going out to the larger community. Please be sure that you are reading all communications sent from Redstone and follow up with us if you have questions or concerns. We do our best to minimize impact when we do schedule routine work.

Maintenance Q&A




I'm concerned about some aspect of my smoke detector. What should I do?

Please notify our maintenance team immediately by submitting a maintenance ticket or calling the emergency maintenance line. Residents should never remove or disable a smoke/CO detector and can be responsible for a \$500 fee as additional rent if Management finds that a detector has been removed or disabled.



My sink and/or tub drain is a little slow. What should I do?

We always advise that if your unit has a pre-installed drain catch to leave this in and clean it regularly. If you are worried about a larger maintenance problem, please submit a maintenance ticket.



Do you have any suggestions for setting my thermostat?

Always make sure the switch on your thermostat is set to heat in the winter and cooling in the summer. The fan option should always be set to "Auto." Always have your thermostat set to at least 60 degrees in the winter.



My Wi-Fi is down; what do I do?

Not having access to Wi-Fi can be frustrating- to quickly resolve issues, call Burlington Telecom at (802) 540-0007.



Where does trash go?

We have dumpsters for trash and recycling in the parking lots. We also provide compost bins for each apartment and have a container near the dumpsters where you can bring compost. If you did not get a compost bin, let us know and we can provide you one.

Maintenance Q&A

Redstone Property Management Elevator Outage Plan

Purpose & Background

All elevators at properties managed by Redstone have contracted preventive maintenance plans with the elevator manufacturer or other qualified elevator repair company. These contracts usually have not less than monthly service visits. Elevator inspection certificates also posted within each elevator cab. Safety and accessibility are the goals of ongoing preventive maintenance of the equipment. In the event of an elevator outage, we ask that the outage be reported to us immediately via our office telephone [802-658-7400] or 24/7 maintenance line [802- 350-6210]. We will respond to elevator outages promptly. Availability of the repair technician and ordering of any required parts may take hours or even days.

Reasonable Accommodations During Elevator Outage

Redstone is committed to making reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to give an individual with a disability an equal opportunity to use and enjoy their dwelling.

Examples of possible reasonable accommodations can include:

- providing assistance with getting medications, groceries, trash removal, etc
- relocating temporarily to another unit or apartment on a lower level if one is available
- relocating residents to a hotel or other accessible lodging during the repairs

Steps We Ask Residents To Take If An Elevator Is Out

- Contact us immediately to ensure that the elevator outage has been reported
- If having a safe and operational elevator is a necessity based on your disability, please communicate with us when there is a reported outage so we can discuss any accommodations you may require.
- Keep in mind that it may take 24+ hours for an elevator technician to respond to the outage. Unfortunately, a broken elevator does take time to repair.
- If the repair results in a lengthy delay, you may wish to request a reasonable accommodation from us to relocate temporarily to another unit or apartment on a lower level if one is available.
- You can also contact your local emergency services department (e.g., Fire Department or equivalent) to alert them that you could be unable to evacuate in the event of an emergency.

Steps Redstone Takes If An Elevator Is Out

- We will promptly contact the elevator vendor to have repairs scheduled.
- We will notify building residents that we are aware of an outage and we are working on resolving.
- We will keep you updated and let you know when it is complete.
- We will respond to requests for Reasonable Accommodation during an elevator outage. Please keep in mind that response times may vary depending on the length of the outage

Safety & Security

01

Locking Your Apartment Entrance Door

Entry doors are locked by activating the deadbolt by using your key on the outside lock or by turning the knob when inside. Bedroom doors are locked by pushing in the button on the doorknob when inside the room. If you want to lock your bedroom while you are away, you will push in the button and turn a quarter of the way, this will keep your door locked 24/7 and only accessible by your key. To keep unlocked continuously, with the door open, twist the doorknob until the button pops up.

Bike Security

We encourage all residents to utilize U-Locks for maximum security while storing their bikes at the Redstone Lofts. We also encourage residents to check on their bikes frequently. Bikes can be registered with UVM at <https://bikeindex.org/organizations/uvm/embed>.

If you experience any damages to your bike, immediately file a report with UVM PD.

02

Car Security

03

Please be sure to always keep your vehicle locked while it is parked at the Redstone Lofts. We encourage you to remove all personal belongings and valuables from your vehicle when it is unattended.

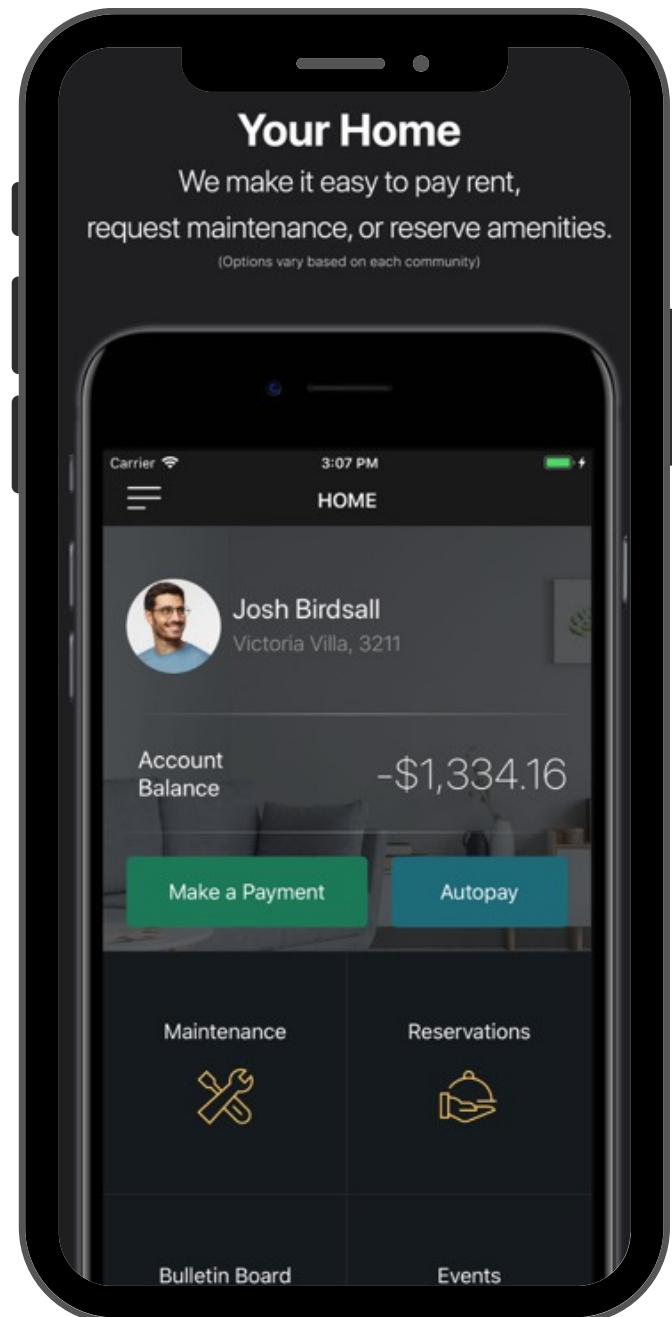
If you experience any damages to your vehicle, immediately file a report with UVM PD.

Rent Payment Q&A:

Rent Cafe App

In order to stay up-to-date on all things related to your lease, be sure to download the Rent Cafe app.

Here, you can pay rent, submit maintenance requests, see important documents, and more.



Rent Payment Q&A

How to add a payment account in your Resident Services Account:

- Log in and navigate to the 'Payments' section.
- Select the 'Payment Accounts' Tab.
Here you can choose to add either a bank account or credit card. Credit card processing fees apply when using a card for payment. There are no fees for an ACH payment made directly from a bank account.

There is a verification process when adding a bank account:

- A trial deposit amount will appear in your bank account within 24 to 48 hours (excluding weekends and Holidays).
 - Once you receive the trial deposit amount, you will log back into your Rent Cafe resident portal and navigate to the Payment Accounts page.
 - Here you will select the 'Verify' button next to the account which will take you to a new screen to enter the trial deposit amount to complete the verification process.
-

How to set up autopayment in your Resident Services Account:

- Once you have added a payment account, you will be able to set up recurring automatic payments. Go to the Payments section of the portal and navigate to the 'Auto-pay Setup' tab.
- Enter the information. Note that if you put an end date your automatic payments will not be processed after that date if you choose to renew. You can see a preview of your upcoming monthly charges on the Make Payments tab.
- Select Next to preview and submit. You should receive a confirmation email when your autopayment has been successfully set up. myredstonelofts.com

Rent Payment Q&A

When is rent due?

Rent is due on the 1st of every month. Please note, insufficient funds and payments not received by the 6th of each month will incur a \$50 late fee.

How can I pay my rent electronically?

All electronic payments must be paid utilizing Redstone's online resident portal or mobile app, Rent Cafe.

How do I pay my rent with a check?

Checks can be dropped off in our convenient rent drop box located on our office door at the Redstone Lofts. Checks should be made out to Catamount Redstone Apartments LLC. PLEASE INCLUDE YOUR NAME AND UNIT NUMBER ON THE CHECK. We do not accept cash.

I'm mailing a check, where do i send it?

Redstone Property Management
Redstone, PO Box 790
Burlington VT 05402

Community Spaces

The Lofts has a variety of spaces for students to explore and build community

FITNESS CENTER

The Fitness Center is a 24 hour gym equipped with ellipticals, treadmills, and weights. A space for Lofts residents only, no outside guests are permitted in this area.

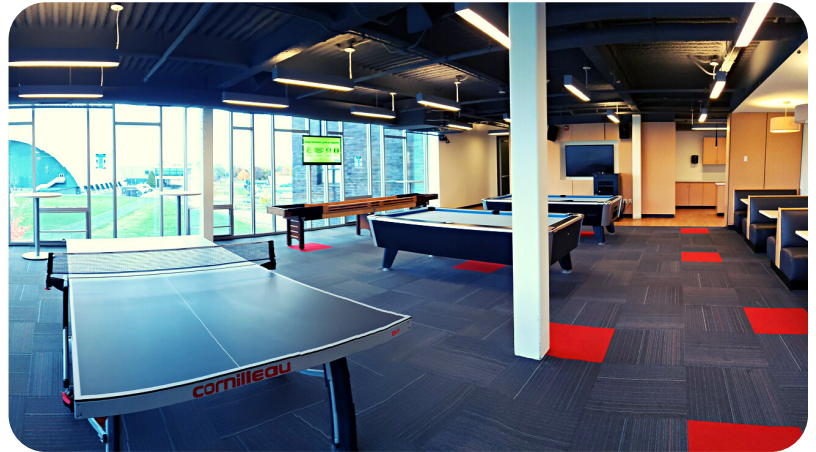
01



THE LANTERN

Located on the second floor in the center of the complex, the Lantern provides a communal gathering space to study, chat, and maybe play a game of pool, ping-pong, or shuffleboard.

02



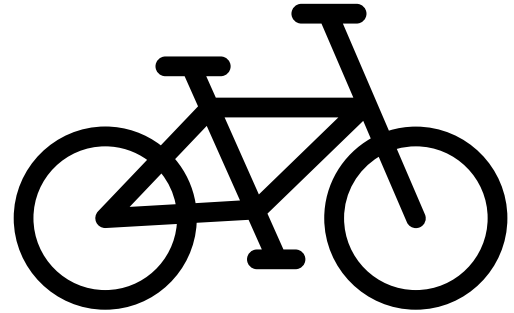
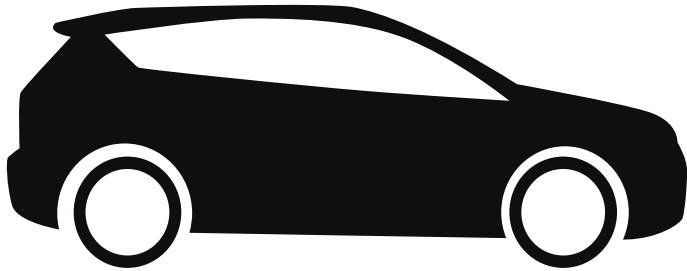
STUDY AREAS

The South Building has quiet, 24 hour accessible study rooms at the end of the 3rd and 4th floor, available for any resident of the Redstone Lofts.

03



Permits



Our parking is offered on a first-come, first-served basis. To reserve your parking or bike permit, contact our office. Metered, guest parking is available across from building 10 at the Redstone Commons.

1-12 Month Pass

**\$65 per
month**

Select the
number of
months needed.
Pay monthly or
all at once.

Bike Permits

FREE

Bike permits are
required. Bikes
without permits
may be removed
from the property.

Parking is sold until spots are filled, please secure your parking early. After we fill our lot, you can be place on a waitlist. Redstone is unable to recommend additional parking services; you will need to identify additional parking resources in the area.

Mail

A guide to mail retrieval at the Redstone Lofts

Packages:

We offer Parcel Pending for package delivery from UPS, DHL, FedEx, and USPS. Within 72 hours of moving in, Parcel Pending will send you an email to set up your account. For assistance, please contact their customer support at 855-316-4756. Parcel Pending is located in the building 4 corridor. You will have 24/7 access to the mailroom to collect your package on your schedule.

Mailboxes:

We issue one mail key to each apartment. Please coordinate with roommates to leave it in a shared location. Mailboxes are located outside in the North parking lot and are labeled with the apartment number. There are also some parcel lockers outside for when USPS delivers packages.

Address:

Below is the format for your mailing address.

Name
165-185 Davis Road
Apartment Number
Burlington, Vermont 05401

Winter at the Lofts

**Be sure to refer to this page when
winter arrives!**

- Leave your heat on! The thermostat should be set to at least 60 degrees. Failure to do so can result in frozen pipes, flooding, and other serious maintenance issues.
- Close all apartment windows completely, including activating the window lock.
- Immediately report to Redstone any water leaks, including minor ones, through a maintenance request form.
- Report any issues with heating immediately. If it is after hours, call the After Hours Maintenance Emergency line.
- Snow plows are only able to remove snow from the driving lanes in the parking lot. If you have a car, our office can provide you a snow shovel to allow you to shovel out your car.
- If you need immediate assistance outside of business hours, please call Redstone's After Hours Maintenance Emergency line at 802-350-6210.

Roommate Communication

Below are some guided questions for you to take into consideration while reaching out to potential roommates or for communicating with the ones you have already. Communication is the key to a healthy roommate relationship.

01

STUDY HABITS

What do your student habits look like? Do you need silence? Some music playing in the background? How much time do you need?

02

TIME WITH OTHERS

How do you spend time with others? Where do you spend time with others? In your space? Exploring the community? Be sure to plan ahead with your roommate(s)!

03

ALCOHOL SAFETY

Alcohol is only allowed in Lofts units for residents over 21+. Be sure to be considerate and always be safe!

04

SETTING BOUNDARIES

Do you want to share food? Who can use which dishes? Be sure to discuss these important questions.

05

ORGANIZING SPACE

Does that go in the cupboard or in the fridge? Who cleaned the restroom last? Make a plan for keeping your space organized.

06

GUESTS

While guests can only be over for a maximum of three nights in a 30-day period, it's always important to communicate guest ground rules.



Roommate Communication

These questions are a facilitation tool that helps residents identify and communicate their needs, become aware of others' needs, and negotiate a mutually beneficial environment in their living space. This will be beneficial in helping you build healthy relationships with your roommates as you all discuss your living arrangements.

- **Question:** Ask clarifying questions instead of assuming. This will allow you to gain information and encourage others to share their story (e.g. What happened? How did you feel afterwards?)
- **Paraphrase:** After listening to your roommate's answers try and summarize what you have been told by reflecting the content of the speaker's message to them.
- **Affective Statements:** Use "I" statements that express a feeling (e.g. I am happy when you...I feel frustrated when you...I felt disappointed when you...)
- **Reflection:** Reflect on the different experiences that each person brings into the situation and the stories each person shared.

Now take the time to have an honest and open discussion with your roommate(s) on the following topics. Discussing these items thoroughly will help make living together a much more enjoyable experience.

Communication: 1. What steps will you take to communicate and resolve disagreements when they arise? 2. What methods will you use to communicate with each other when issues arise?	Sharing Space and Belongings: 1. What temperature will you keep the space? 2. Which of your belongings are you comfortable sharing and under what circumstances? What items are NOT okay for another person to use or require special permission to use?
Sleeping and Studying: 1. What are the expectations when trying to sleep (wake up/bed time, heavy/light sleeper, noise in room, lights/music/TV on/off, etc.)? 2. When will your space(s) be used as a primary place of study? What expectations do you have when studying?	Visitors: 1. How will you communicate with each other regarding visitors? How much notice is needed?
Cleaning: 1. What does keeping the space clean mean to you? Who will do the cleaning, and when? 2. Will you create a cleaning schedule? How do you keep recycling and compost areas clean and organized in the apartment?	Safety: How will you keep your space, belongings, and others in the space safe at all times? When will you lock the door? 2. It may be a good to let your roommate(s) know if you'll be gone for extended periods of time. How will you go about this?



Exploring Burlington

Scout & Co.

Espresso bar + ice cream company with online ordering and three locations!

scoutandcompanyvt.com

Pingala

Delicious food truck inspired cuisine (that happens to be vegan)

pingalacafe.com

May Day

Serves lunch and dinner Thursday through Monday, with the same menu all day.

maydayvt.com/

Taco Gordo

"Burlington's Finest Taqueria." Also offers catering, and gift cards!

tacogordovt.com

Autumn Records

Buy & sell used/new vinyl LPs + 45s, CDs, cassettes & stereo equipment. They are always looking!

<https://linktr.ee/autumnrecords>

Talmo Hair Co.

Need your hair styled or cut? Stop by Talmo Hair Co. at Chace Mill!

talmohairco.com/

Laughing River Yoga

LRY strives to provide a sanctuary where people of all body types, abilities, identities and backgrounds can find community, heal, and grow.

laughingriveryoga.com/

Golden Hour Gift Co.

A feel-good gift shop to brighten your day! Formerly known as Birdfolk Collective.

goldenhourgiftco.com

Jake's ONE Market

From local produce to prepared foods, ground beef to paper towels...Jake's will have thoughtfully chosen products across all categories.

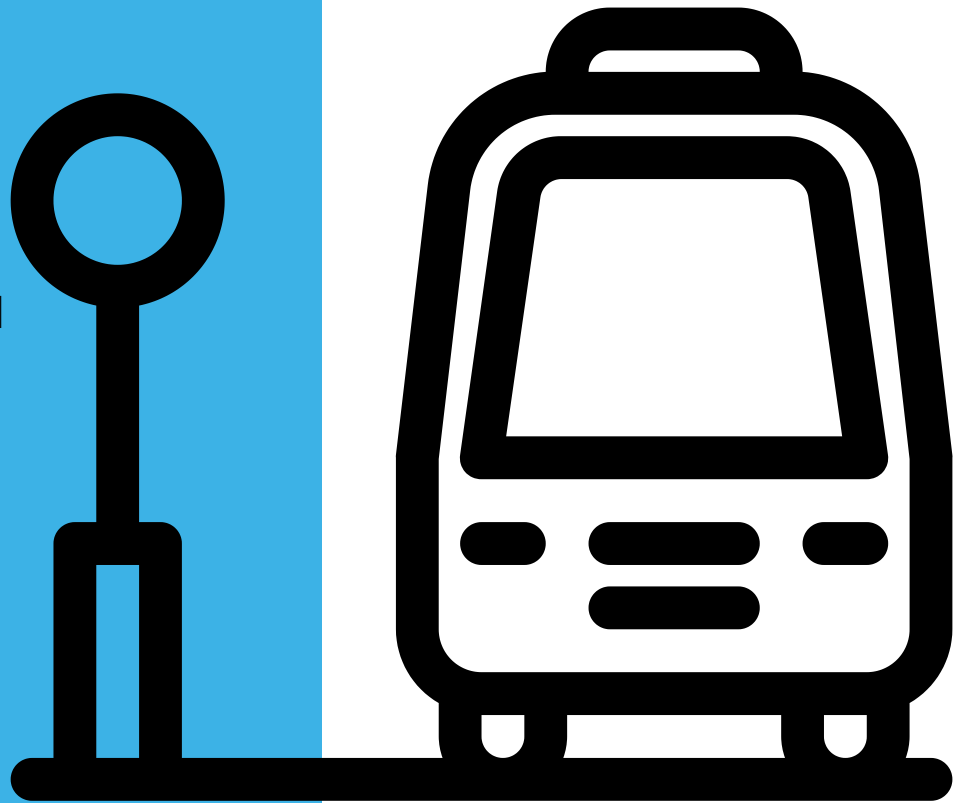
jakesonemarket.com

Green Mountain Transit

As you explore the Burlington area, be sure to take advantage of Green Mountain Transit, which provides FREE to rides with your student ID.

Go to ridegmt.com for a bus schedule or download the Transit App to track your bus in real time.

Download here.



Fun-Facts About Redstone Lofts

The Rain Garden

The Lofts has what is called a rain garden, it is a much prettier solution to handling rain water runoff, the pond which is located outside the south building is an integral part of the rain garden, helping to remove the water in an efficient and clean manner.



What is LEED?

LEED (Leadership in Energy and Environmental Design) is a voluntary, consensus-based, market-driven program that provides third-party verification of green buildings.

Leed-Certified



Sustainability In Our Community

Learn more about LEED certification and in-depth details about sustainability at Redstone Lofts here: myredstonelofts.com/leed-advantage.html



Compost-Friendly

The Redstone Lofts is proud to provide free compost bins to all interested residents. Please contact studentleasing@redstonevt.com for yours!



We're so glad you have joined us!

keep in touch



STAY CONNECTED...



@studentleasing

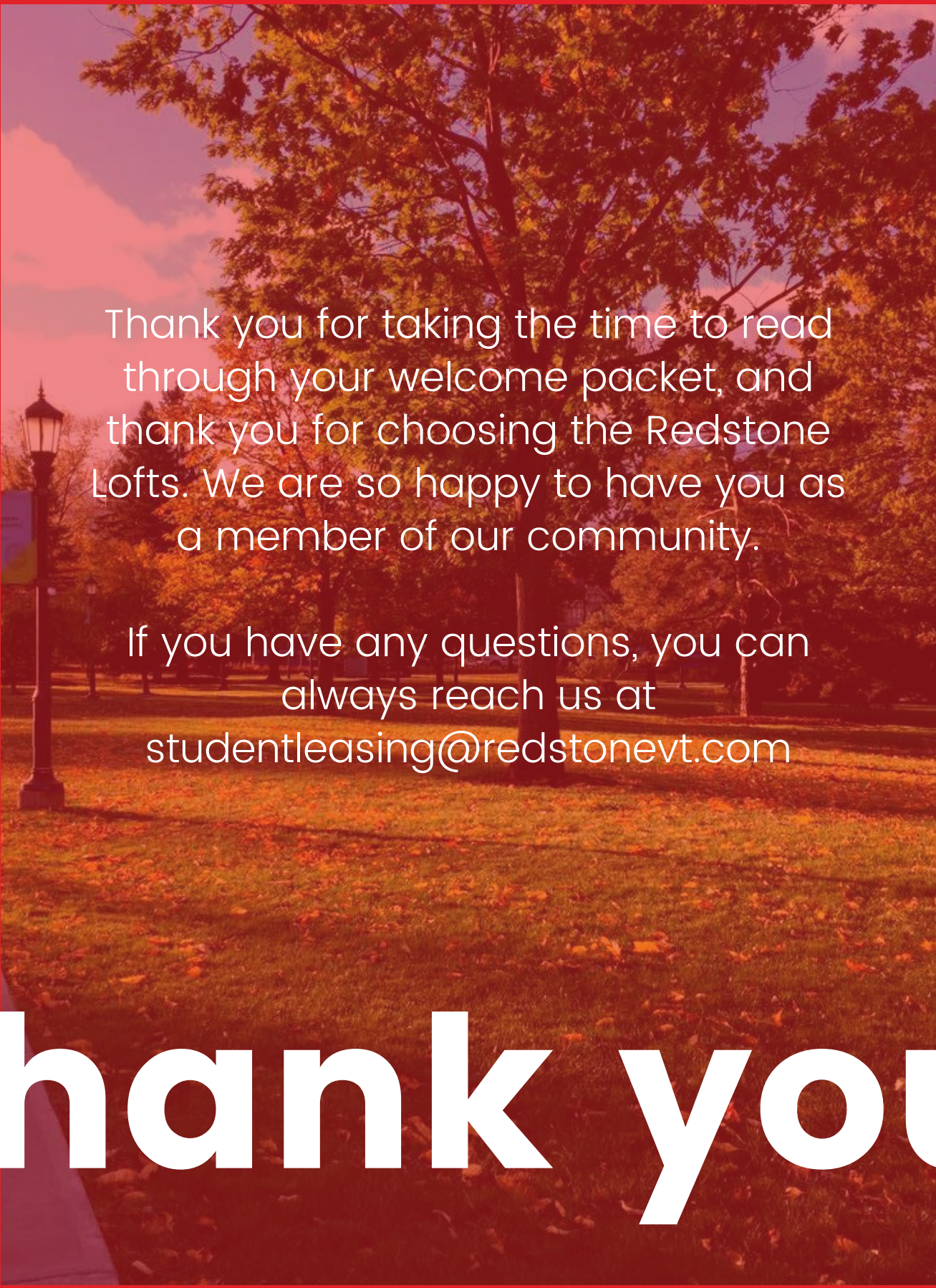
HOW YOU CAN CONTACT US:

You can contact us with your questions at studentleasing@redstonevt.com or (802) 540-1751.

OUR OFFICE HOURS

Our office is open from the hours of 8:30 A.M. to 4:30 P.M. Monday through Friday. Our office is located in the Redstone Lofts on the 2nd floor in the center of the complex. Please call (802) 540-1751 if you have any difficulties finding us.

myredstonelofts.com



Thank you for taking the time to read through your welcome packet, and thank you for choosing the Redstone Lofts. We are so happy to have you as a member of our community.

If you have any questions, you can always reach us at studentleasing@redstonevt.com

thank you