



# Resident Handbook

Welcome home



# Welcome home

101 S Main St. Lombard, IL 60148

Dear Resident:

Welcome home to Lilac Station, home to a community of 118 apartments located in the heart of downtown Lombard. This handbook includes everything you need to know from your upcoming move in day to everyday life as a Lilac Station resident. Our dedicated on-site team is here to help shall you have any questions. We look forward to serving you.

Sincerely,

The Team at Lilac Station





# Meet the Team

(630) 581-0714

Autumn D'Amico

Property Manager

Kyle Meek

Maintenance Technician

Kari McNicholas

Assistant Property Manager

Ana Herrera

Porter/Housekeeper



L-R Ana, Kyle, Autumn & Kari





# Handbook Directory

5-6: Move In Checklists

7: Utility Services

8: Internet

9: Gas

10: Apartment Decorating

11-12: Parking Garage & Bike Storage Map

13-19: RENTCafé: Resident Portal, Paying Rent, Maintenance Requests

20: Community Events

21: Amenities

23: Pet Policy

24: Key Fob

25-26: ButterflyMX Intercom System

27: Lockouts

28: Noise Policy

29: Guest/Overnight Parking Policy

30-31: Recycling Accepted Materials

32: After Hours Maintenance

33: Apartment Maintenance

34-38: EcoBee3 Smart Thermostat

39-45: Appliance Manuals

46: Grilling

47-51: Valet Living Trash and Recycling

52-54: Emergency Response Plan

55: Lease Renewal & Vacate Procedures

56: Move Out Checklist

57: Acknowledgement



# Pre-Move In Checklist

1. Reserve the freight elevator in your RentCafe Resident app.
2. Pay your move in rent online RentCafe Resident app.
3. Submit your renters insurance documentation to the Leasing Office.  
Requirements include: maintain a policy with \$300,000.00 minimum general liability limit.; Provide the office with a copy of the Declaration Page designating HP Lilac Station LLC. and Holladay Property Services Midwest, Inc. as “Additional Interested Parties” with P.O. Box 3687 Coppell, TX 75019.
4. Activate electric service effective on your lease start date with ComEd.





# Move In Day Checklist

1. Pick up your key fob and mail key from the Leasing Office.
2. Complete Move In Inspection (if not previously completed).
3. Elevator Reservation- Check in with the Leasing Office to begin your reservation. The elevator needs to be programmed by the management team before use. Make sure elevator pads remain in place during the duration of your move in to prevent damages.
4. Parking- Park your moving truck or vehicle in the 15 minute loading zone on Parkside. Do not park in the white stripped area - this is a fire lane.
5. Download the Butterfly MX app, and set up your video intercom account. Read the user guide [here](#).
6. Flatten all moving boxes and recycle them in the Garage Trash Room. No boxes in the trash chute. Fees apply starting at \$50/un-flattened box.
7. Enjoy your new home and join us at the next resident event!







# Utility Services #'s

ComEd Electric:

(800) 334-7661

Zentro Internet:

(877)-Zentro-1

Please contact Zentro directly if you are experiencing internet issues. The office does not have access to help.



# High-Speed Internet with Zentro



Your utilities bundle includes 1 gig of high-speed internet. You should have received a text or email giving you access to your Zentro Resident Portal where you can view your password and contact the help center. If you did not receive an email or text message, please let the leasing office know. Should you experience any internet outages or problems, please contact Zentro directly through the Zentro Resident Portal.



# YES Energy Management (Gas)

Gas sub-metering service will be automatically activated upon your move in, and no action is needed from you.

The first billing statement will arrive in 2 months arrears and include a one time activation fee, and a monthly Admin Fee charge per your lease agreement. Payments shall be submitted on RENTCafé and are due on the 1st of each month. Costs associated to your gas usage will be posted to your resident ledger as: TENGAS= tenant gas (variable amount), and ADMIN= monthly admin fee



**YES ENERGY  
MANAGEMENT**



# Apartment Decorating

Here are some helpful tips to get settled and avoid damages:

- Hanging artwork and mounting TV's on the walls is permitted, however nail holes cannot exceed the size of a dime. Any damage to the wall larger than a dime size will be billable.
- Do not nail the baseboards, door frames, or cabinets.
- Door wreaths and decorations are permitted. Door decorations can be hung with 3M adhesive hooks on the door only.
- Floor mats in the corridors are not permitted.
- Painting- Interior walls of the apartment can be painted with prior written approval only and resident will be responsible for the paint and expense of returning the apartment to the original color prior to move out should the apartment not be returned to the original color,

All modifications to the unit must receive prior written approval by the Property Manager, and be returned to the original condition upon moveout. Fees apply for damages and modifications per the lease agreement.





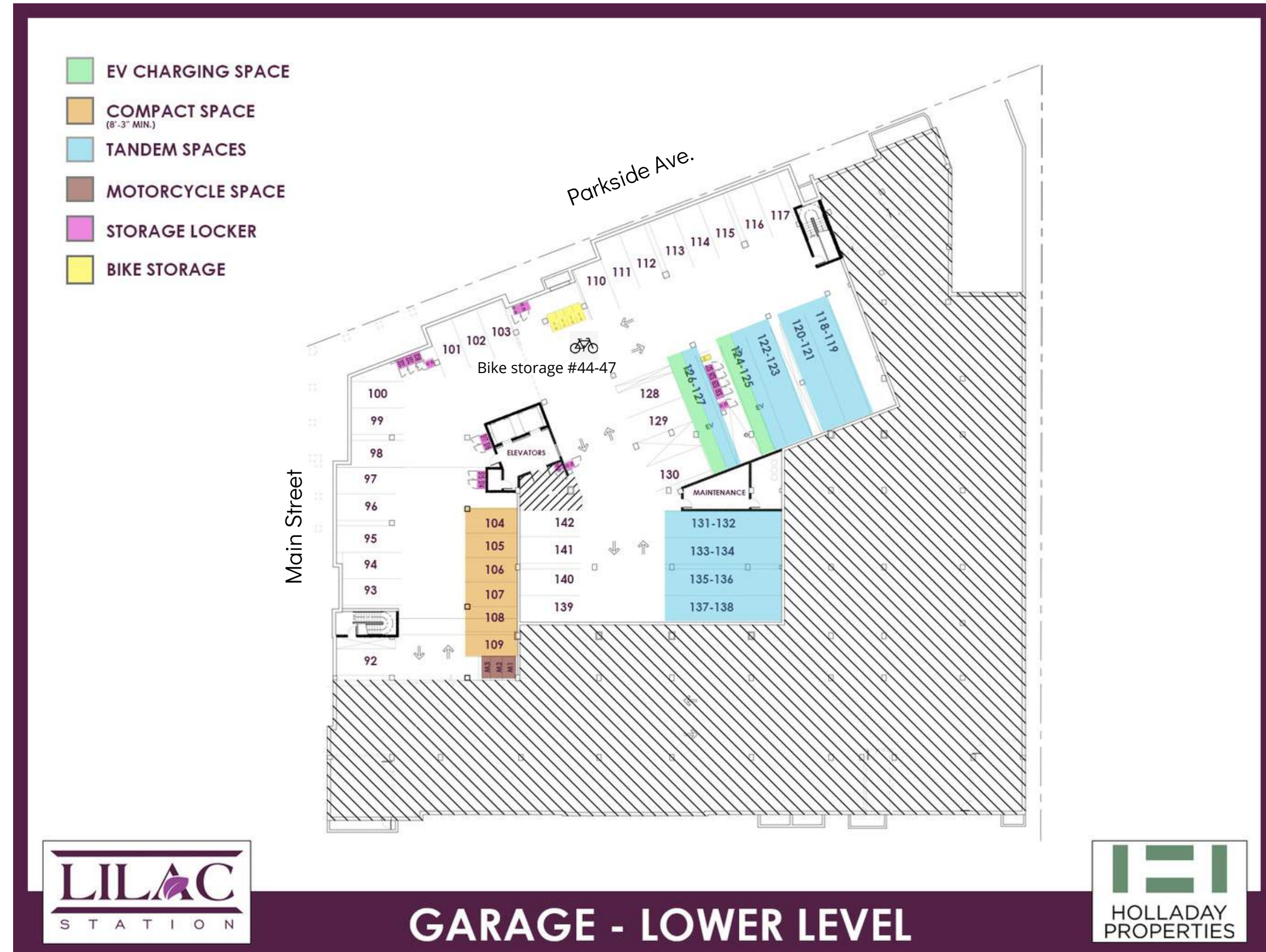
# Parking Garage & Bike Storage Map



Bike Studio #1-21



# Parking Garage & Bike Storage Map





## Your Home

We make it easy to pay rent,  
request maintenance, or reserve amenities.

# RENTCafé®

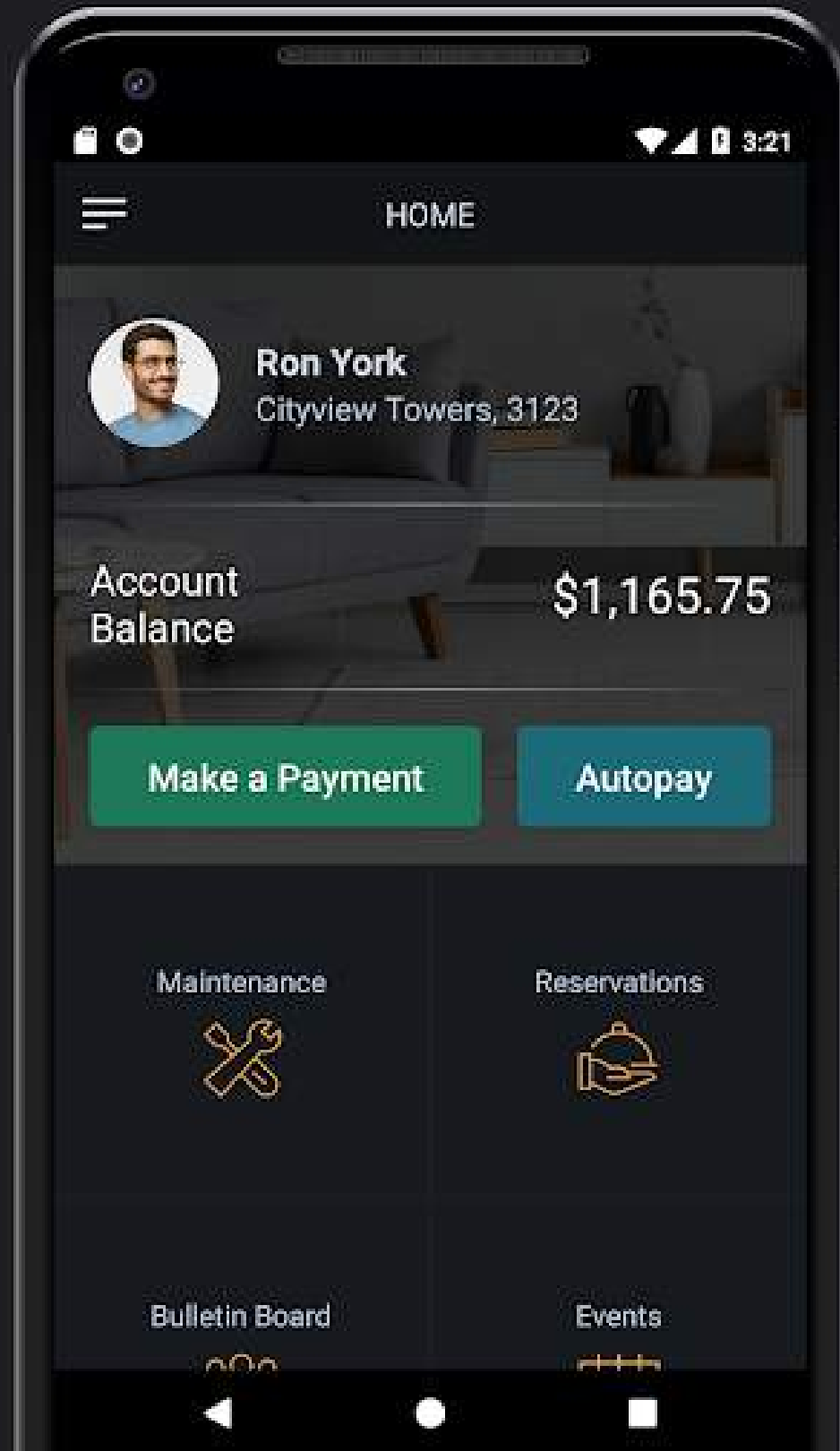
## Your Resident Account

The RENTCafé Resident app is your partner in all things related to our community, especially when you're on the go. We make it easy to make rent and gas payments, request maintenance, RSVP to community events, reserve amenities, and to receive important notices from Management such as unit inspection notices, or garage cleaning vacate notices.

RENTCafé Resident features:

- Submit one-time payments in three easy steps with various payment methods.
- Set up monthly automatic payments to help you avoid late fees.
- Share rent, utility, and other costs with roommates using monthly automatic payments
- Submit maintenance requests with photos and voice memos.
- Sign and complete your lease renewal directly in the app.
- View your lease agreement.
- Interact within your community through the Bulletin Board.

NOTE: All official notices and announcements (ex. unit inspections, garage cleaning, fire alarm testing) are delivered through RENTCafé email only. You are responsible for information sent through RENTCafé email system, so please make sure you remain subscribed at all times.





## Simplified Rent Payments

Submit one-time payments in three easy steps with various payment methods.

(Options vary based on each community.)



# RENTCafé®

## Paying Rent

Rent and gas payments are due on the first of each month and should be submitted through your RENTCafé account. RENTCafé offers automatic payments, manual payments, and even Text to Pay.

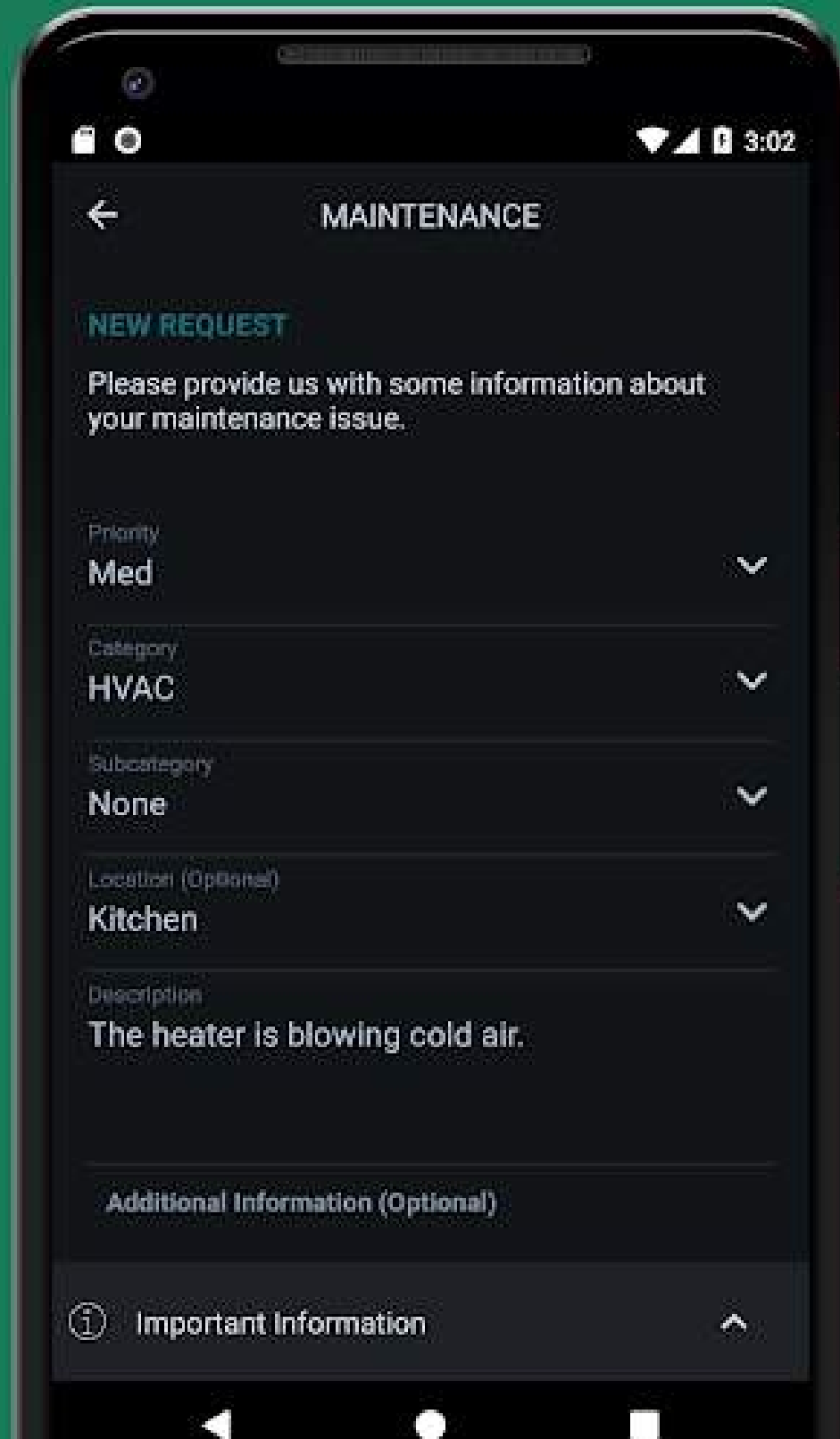
Avoid late fees by paying on time. A \$50 fee will be assessed for all payments not processed by our bank by the fifth of the month and another \$50 will be assessed if not paid by the 10th. If payment has not been received by the fifteenth, your account will be turned over for collection to all major credit bureaus.

There are no service fees by using your bank account with RENTCafé. Service fees apply to credit and debit card payments. Ask a Management representative for help to avoid service fees!



## Need Something Fixed?

Submit maintenance requests and attach a photo or voice message for the maintenance staff.



The screenshot shows a mobile app interface for submitting maintenance requests. The screen is titled 'MAINTENANCE' with a back arrow on the left. Below the title is a section labeled 'NEW REQUEST' with the instruction 'Please provide us with some information about your maintenance issue.' The form includes several dropdown menus: 'Priority' set to 'Med', 'Category' set to 'HVAC', 'Subcategory' set to 'None', and 'Location (Optional)' set to 'Kitchen'. There is a text field for 'Description' containing the text 'The heater is blowing cold air.' Below this is a section for 'Additional Information (Optional)'. At the bottom, there is a link labeled 'Important Information' with an information icon and an upward arrow.

# RENTCafé®

## Making Maintenance Requests

We love maintenance requests. Why? We hold a high standard of quality and appreciate every opportunity to improve our community. Please do not repair maintenance issues yourself, as we have a highly skilled Maintenance Technician who will handle your concerns.

All maintenance service requests must be submitted on your RENTCafe portal. Maintenance requests are completed Monday- Friday within 2 business days in most cases, but can vary depending on the issue or if any outside vendor is needed.

Requests made outside of the Leasing Office or RENTCafe portal will not be accepted. Please do not directly provide work orders to any staff outside of the Leasing Office. This allows our team to maintain a service record and enables us to take care of issues in a timely manner. This is our win win approach!



## Your Home

We make it easy to pay rent,  
request maintenance, or reserve amenities.

# RENTCafé®

## Concierge Services- Reservations

### Reservation

[Make A Reservation](#) [View Reservations](#)

Amenity\*  
Conference Room

Reason For Booking\*  
conference room reservation

Number of Guests  
3

Start Date\*  
6/22/2021

Start Time\*  
5 15 PM

Duration\*  
2 Hrs. 30 Mins.

Show Waitlist Times  
☐

Notes  


Reservation cannot be made as occupancy limit is Denied due to occupancy limit.

Email  
carapagels@gmail.com

Phone  
(773) 999-3717

CREATE RESERVATION

Conference Room

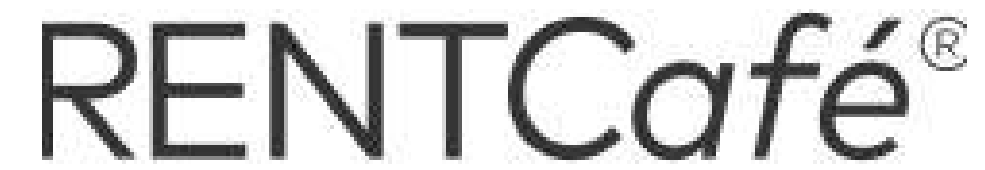


For wifi, please join DGBS-Guest network for community wifi, and accept terms and conditions to join the network. Enjoy!

Conference Room Reservations

Reservations : Self Others Waitlisted





# Concierge Services- Reservations

Reservations in RentCafe are available for the following spaces:

- Freight elevator
- Clubhouse
- Conference Room
- Private Offices

To get started, log in to RentCafe and select "Reservations" under Concierge.



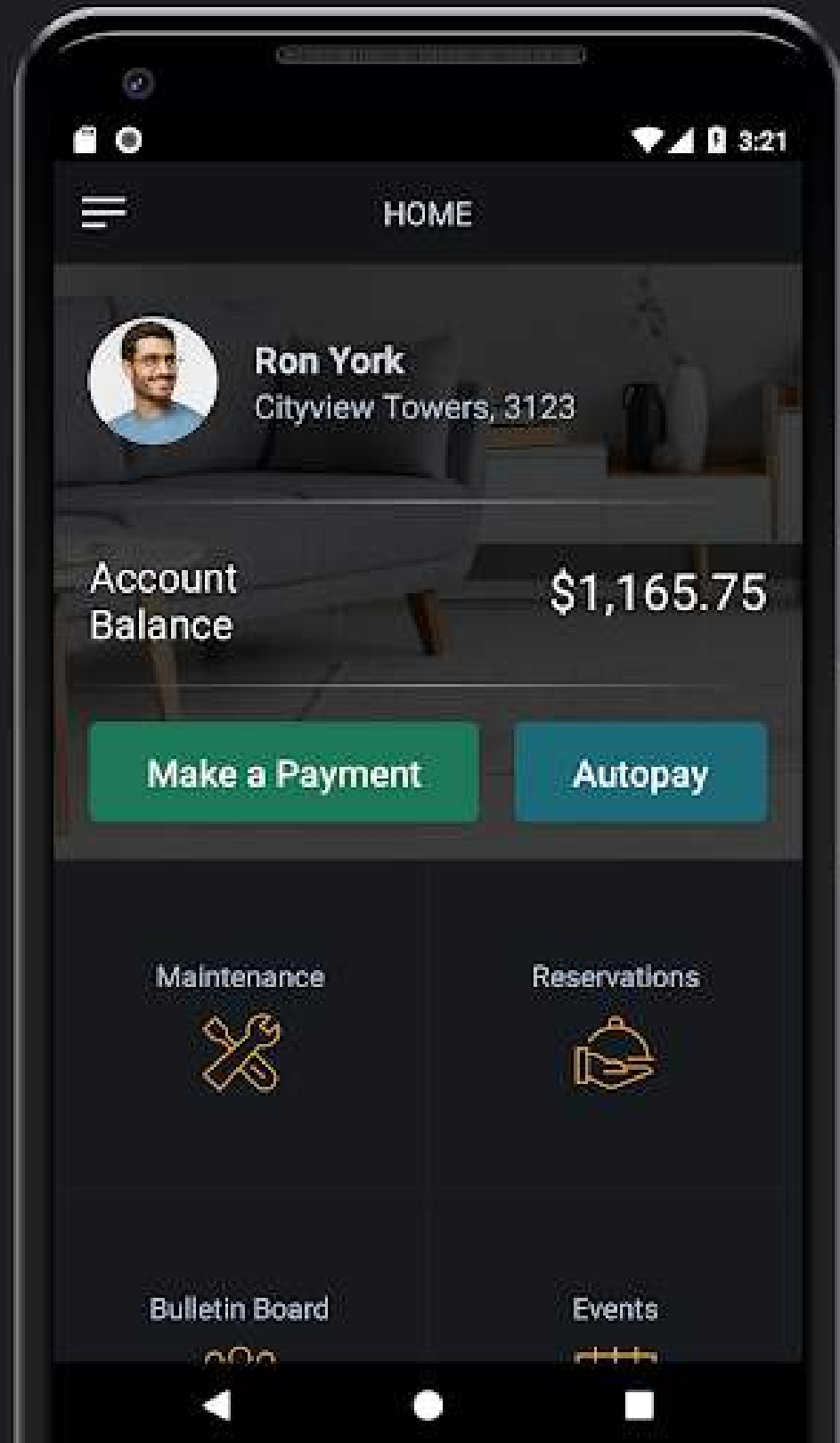
## Your Home

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# RENTCafé®

## Rewards & Referrals

Log in to RentCafe to see the current referral rewards and conditions. Ask us for details!





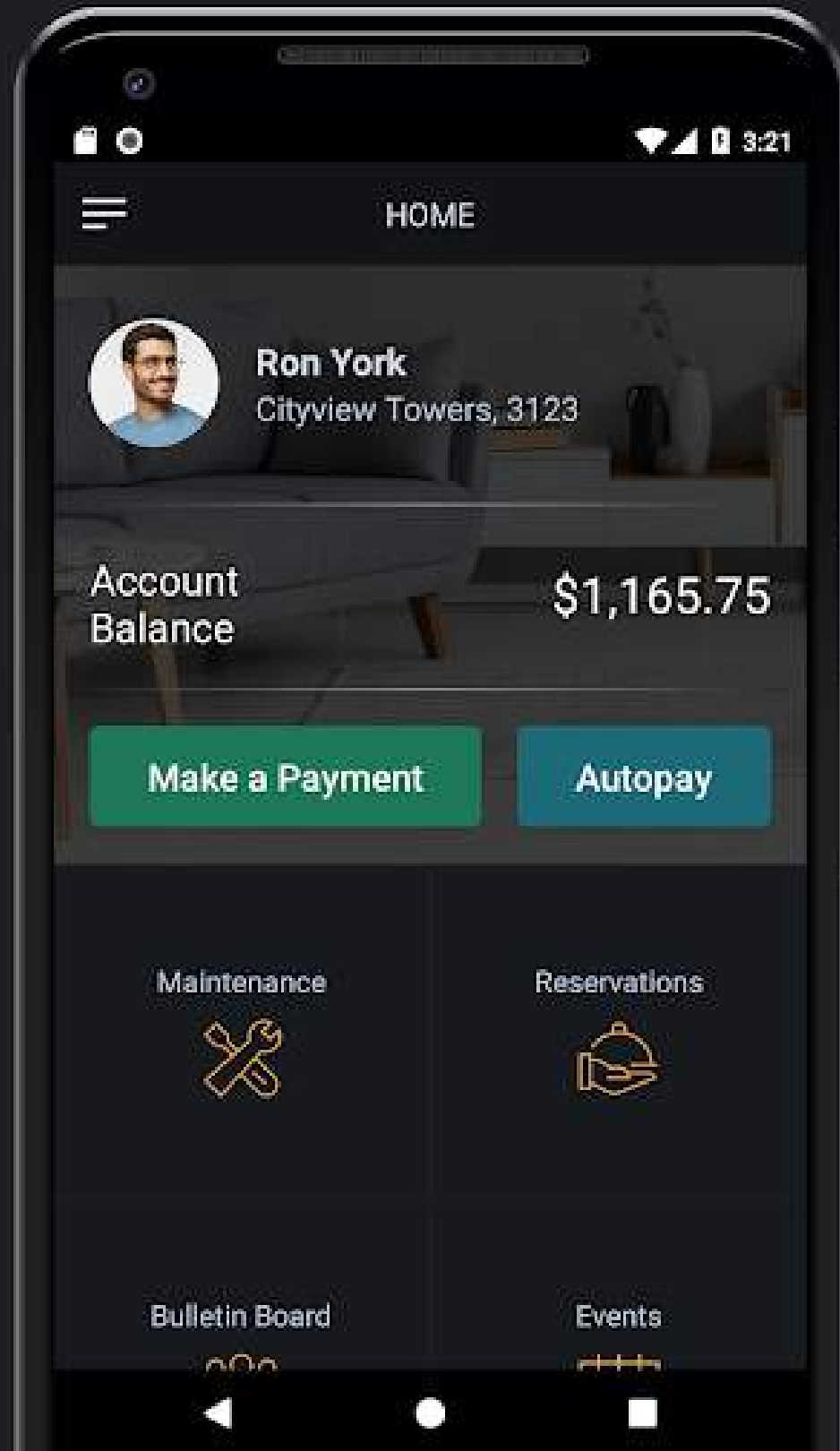
## Your Home

We make it easy to pay rent,  
request maintenance, or reserve amenities.

# RENTCafé®

## Packages

Log in to RentCafe to update your package notification preferences. Email and SMS options available. Ask us for details!



### Guest / Package / Notice / Preference

Authorized Guest

**Package Delivery**

Away Notice

Preference

Status: Pending

Pick-Ups

Search:

Delivery	Shipper	Delivery Date	Pick-Up Location	# of Items	Status	Tracking Number	Contactless PickUp
3	Amazon	05/14/2021 1:31PM	Mailroom	1	Pending		Authorized By: Self 05/21/2021 1:45PM
40	USPS	06/03/2021 11:40AM	Mailroom	1	Pending	00009999990382852848	Authorized By: Self 06/03/2021 11:43AM

Showing 1 to 2 of 2 entries





# Community Events

Lilac Station organizes regular community events from movie nights, to cocktail classes, to yoga/workout classes, to balcony decorating competitions.

If you have an event or club that you would like to introduce, let us know. We would love to help create more opportunities to connect you with neighbors.





# Amenities

Ask the Leasing Office to learn more about our full service amenity offerings including:

- Complimentary Printing Services
- Common Area Wi-fi
- Pet Spa Appointments
- Fitness Center with Infrared Sauna
- Envoy Tesla Model 3 Car Share
- Greener Cleaner Dry Cleaning Valet
- Bicycle Studios & Repair Shop
- Complimentary Bicycle Storage
- Clubhouse Reservations
- Concierge Services
- Discounts to local businesses





# Pet Policy 🐾

We welcome your furry family members to move in with you. There are no weight or breed requirements for pets. A maximum of 2 pets are permitted per apartment.

Pets cannot be left on balconies, porches, or patios. These areas are to be kept free of pet waste. If pet defecation occurs anywhere on the property, the pet owner shall be responsible for the immediate removal of pet waste. Please dispose of waste in tied baggies in the pet waste stations around Lilac Station. Please do not dispose of pet waste in regular communal trash receptacles.

Ask the Property Manager for further information on the Pet Policy.





# Key Fob

To unlock your door, scan your key fob then turn the lock to the right.

To lock your door, scan your key fob and turn the lock to the left.

If your fob pad starts flashing red, contact the office immediately so we can replace your batteries.

Each leaseholder will receive 1 key fob. If you have lost your key fob, please report the loss immediately. Additional fobs and replacement fobs are available for an additional fee.





# ButterflyMX Intercom: 101



For more information, view the [ButterflyMX User Manual](#).

# ButterflyMX: Virtual Keys

For more information, view the [ButterflyMX User Manual](#) here.





# Lockouts

Hey, it happens! If you need us after hours for a lock out, please call (866) 226-3120 and a maintenance technician will be contacted. Only residents on the lease, or with written permission on file, may obtain keys. Proof of ID must be presented.

Lockout fees apply for after-hours calls only. Fees do not apply for lockouts during office hours while our office is staffed.





# Noise Policy

Do you want to know an easy way to have all your neighbors love you? You guessed it- by being considerate of noise. In community living, we need everyone's participation to ensure happy and peaceful neighbors.

Here are some tips on being a noise conscious neighbor:

- Remove shoes indoor especially on LVT flooring.
- Use area rugs on LVT flooring if you are a heavy walker.
- Use daytime hours for activities that cause more noise.
- No subwoofers, and make sure speakers are at reasonable volume.
- Be solution-oriented if you have a noise complaint against you.

Quiet hours for the common areas, including the Amenity Deck, are from 10 PM- 7 AM/7 days a week. Excessive noise disturbances are not permitted at any time of the day.

If you are disturbed by excessive noise, please contact the Property Manager. If you believe that someone is in harms way, call 911.







# Guest /Overnight Parking Policy

Overnight parking on Village streets between the hours of 2:00 a.m. and 6:00 a.m. is prohibited by Village ordinance. Residents with a need to park overnight on the street must obtain permission from the Police Department. Fill out the request online by clicking on the form:

[Overnight Parking Request Form](#)

Please observe all posted Village signage to avoid ticketing, and the above listed public parking ordinances are subject to change at any time.

Residents shall be responsible for conduct of their guests. No guest may stay with you for longer than (14) consecutive days within a 6 month period without being considered an occupant needing approval and leaseholder status. Any violation of the lease agreement or community policies by the guest is deemed to be a breach by the resident.





# Recycling

Did you know 50% of the 254 million tons of trash thrown away by Americans each year is recyclable? Let's make a difference together by recycling.

Boxes must be flattened and disposed of in the Garage level Trash Room recycling bins. Please do not put boxes in the trash chute.





# Accepted Materials

Ensure items are Empty. Clean. Dry.™

Asegúrese de que los artículos estén vacíos, limpios y secos



## Paper & Cardboard

Cardboard (flattened), office paper, file folders, magazines, catalogs, newspaper and inserts, junk mail, telephone books, etc.

Cajas de cartón (desarmadas), papel de oficina, carpetas de archivos, revistas, catálogos, periódicos y folletos, directorios telefónicos, etc.



## Aluminum/Metal

Aluminum, tin or steel cans, foil, pie tins

Latas de aluminio, hojalata o acero, papel de aluminio, bandejas de papel de aluminio



## Plastic

Plastic bottles, containers

Botellas y envases de plástico



## Glass

Glass jars, bottles

Botellas y envases de vidrio

**DO NOT put your recyclables inside plastic bags**



## NOT ACCEPTED IN RECYCLING CONTAINER

NO ACEPTADOS EN CONTENEDORES DE RECICLAJE

**No plastic grocery bags**  
Bolsas de compras de plástico

**No food waste**  
Restos de alimentos

**No yard waste**  
Desechos de jardín

**No light bulbs, window glass or mirrors**  
Bombillas de luz, vidrio de ventanas o espejos

**No batteries**  
Baterías

**No ceramics or dishes**  
Cerámica o vajilla

**No cellphones, computers or electronics**  
Celulares, computadoras o productos electrónicos

**No clothing**  
Ropa

**No Styrofoam**  
Poliestireno

**No hazardous waste containers**  
Recipientes de desechos peligrosos

**No garden hoses**  
Mangueras de jardín

**No construction waste**  
Desechos de construcción

**No oil containers of any kind**  
Recipientes de aceite de cualquier tipo

[RepublicServices.com](http://RepublicServices.com)

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We'll handle it from here\*





# After Hours Maintenance (866) 226-3120

What is considered an emergency work order?

1. Inoperable toilets (if only 1 toilet in the apartment). Please try using a plunger first.
2. Major uncontrollable plumbing leaks.
3. No heat (below a 50 degree outside temperature)
4. No A/C (above a 80 degree outside temperature)
5. Lockouts. \$75.00 charge after office hours.
6. No hot water.
7. No electricity. Please check the circuit breaker first.
8. Parking garage emergencies.
9. Security concerns.

If you have a maintenance emergency work order and it is after office hours or on the weekends, call immediately. Please do not email or leave emergency work orders on the answering machine as they will not be received until the next business day.

If you have a fire or a life threatening emergency or excessive noise complaint, call 911.





# Common Apartment Maintenance

- Plumbing- Please DO NOT flush foreign objects as (ex: paper towel, grease, food, diaper wipes, cleaning wipes, or feminine hygiene products) down the toilet. We highly recommend you purchase a toilet plunger to have on hand for emergencies. If the only maintenance required is to plunge your toilet, you will be charged a minimum of \$50.00 fee. If your toilet overflows, shut off the water immediately (shut off is behind the toilet). If we have to pull your toilet for a clog due to foreign objects, there will be a fee. If you cause a backup by flushing anything other than toilet paper and human waste down the toilet, you will be charged for the plumbing service to repair the lines. The p-trap drains in your utility room need to be rinsed with a gallon of water seasonally to prevent odor from the drain drying up.
- Heating & Cooling- furnace filters are replaced by management at semiannual unit inspections. If you would like your furnace filter replaced every 3 months, submit a work order through RENTcafe. DO NOT stack boxes or personal belongings around your furnace or water heater. This is a fire hazard and will interfere with the airflow of the furnace. DO NOT turn off your heat in the winter. Make sure your heat is set at 62 degrees with your thermostat turned on if you leave town.
- Utility Closets- The utility closets house water heaters and HVAC equipment only. Utility closets are not to be used for storage. The p-trap drains in your utility room need to be rinsed with a gallon of water seasonally to prevent odor from the drain drying up.
- Light fixtures- If you have a light bulb go out, please submit a work order for replacement. Management replaces all LED bulbs.
- Window Screens/ Shades- window screens and shades must remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner. Addition of window shades must be approved by management in writing.
- Inspections- Apartments are inspected by Management twice per year with written notice through our community email system.
- Damages- Resident will be charged for damage to the property as a result of negligence, carelessness, or misuse. The resident shall at all times maintain the interior of his/her apartment in a clean, orderly and sanitary condition. No interior alteration or redecoration of any kind may be done without the written consent of the management. The resident shall be liable for all damages to the building caused by moving furniture or other articles of the resident. The resident is required to report any damages, any accident, changes to water pipes, toilets, drains or plumbing fixtures, electrical wires or light fixtures, roof leaks, glass breakage, or loss of any kind to Management immediately.



# Ecobee3 Smart Thermostat: 101



For more information, view pages \_\_\_\_ and the Ecobee3 User Manual [here](#).



# Ecobee: Scheduling



For more information, view the Ecobee3 User Manual [here](#).



# Ecobee: Home/ Away



For more information, view the Ecobee3 User Manual [here](#).



# Ecobee: Alexa



ecobee Support - How do I control ecobee wit...



How do I pair ecobee with  
Amazon Alexa enabled devices?



Watch on  YouTube

For more information, view the Ecobee3 User Manual [here](#).

# Ecobee: Pair Room Sensor



For more information, view the [Ecobee3 User Manual](#) here.



# Appliances- Garbage Disposal

## To operate:

Turn the cold water on. Turn disposal on and slowly feed items into the disposal. Continue to run cold water for about 30 seconds following the shut off of the disposal

## To clean:

baking soda, lemon/limes, and ice cubes are great natural cleaners that keep blades sharp and eliminate odors.

## Tips:

The garbage disposal will take only soft food items. Do not put bones, paper, rubber bands, or eggshells in the disposal. Grease and drain cleaner should never be poured into the disposal.

## Learn more:

Six Common Mistakes You Make When Operating Your Garbage Disposal.





# Appliances- Gas Range with Boiler

For the range (Model: WFG320M0BS ) manual, [click here](#). For range (Model: WEG515S0FSS) manual, [click here](#).

## Tip:

If the range is not working, first check the circuit breaker. If the breaker is not the cause of the problem, please call maintenance. Clean ventilating hood frequently. Grease should not be allowed to accumulate on the hood or filter.

## Cleaning Stove Top:

Clean the stovetop regularly in order to keep from grease accumulating; pay attention around burner. Cleaning burner grates use a non-abrasive scrubbing pad and mild cleaner or soap/water. Affresh Cooktop Cleaner, Affresh Stainless Steel Cleaner Spray, Affresh Cooktop Cleaning Wipes are also recommended for cleaning.





# Appliances- Dishwasher

## ENERGY STAR®

For the dishwasher (Model: WDF320PADS ) manual, [click here](#).

### Tips:

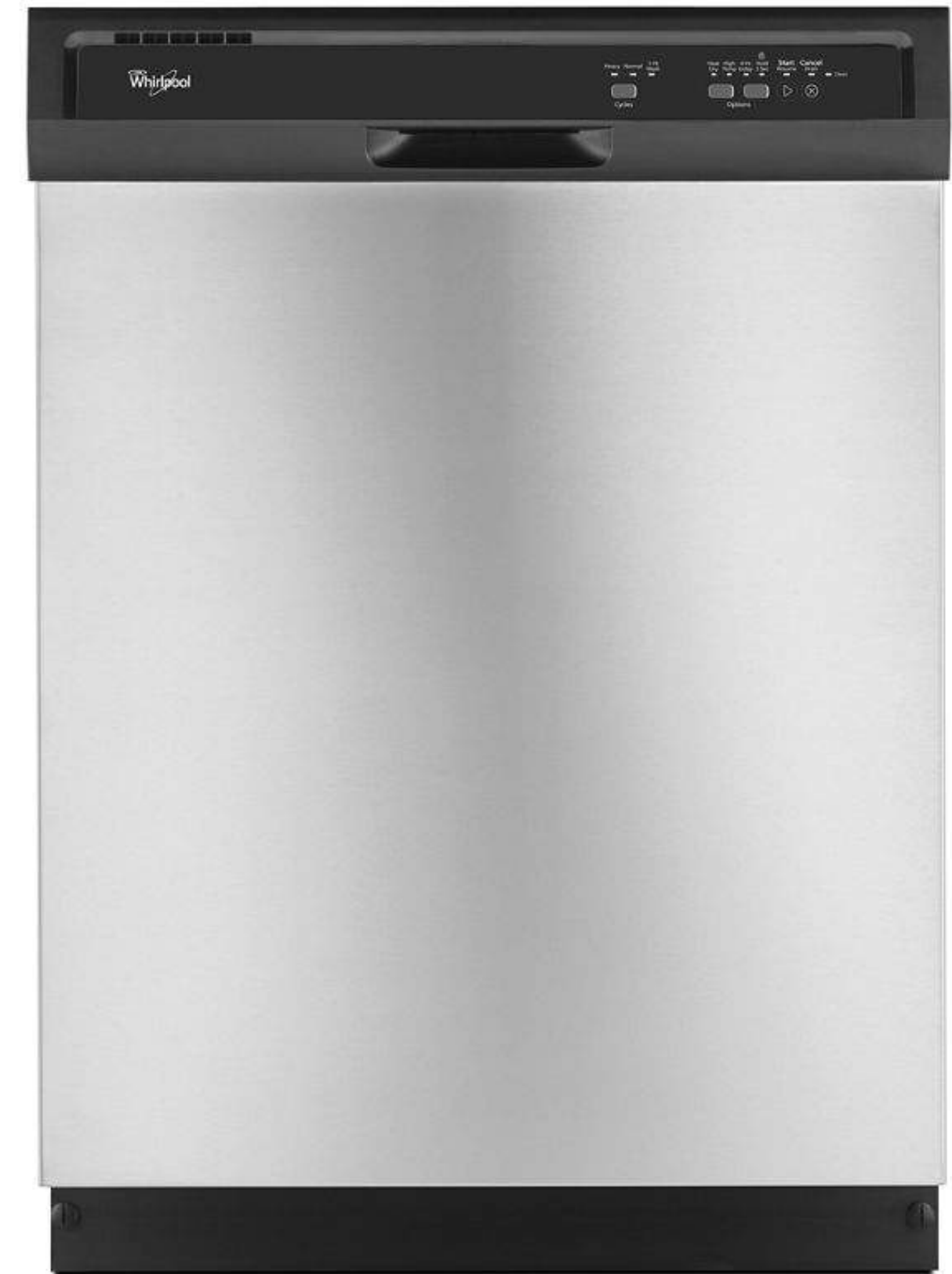
Pre-rinse dishes before loading them into the dishwasher. Dishes should be free of food particles. Excess food particles from rinsed dishes can cause flooding. Rinse aid is essential! Without rinse aid your dishes and dishwasher interior will have excessive moisture. The heat dry option will not perform as well without rinse aid.

### Cleaning the Dishwasher:

Clean the exterior of the dishwasher with a soft, damp cloth and mild soap. Stainless steel cleaner is recommended for the exterior - Whirlpool Stainless Steel Cleaner and Polish Part Number 31464. Clean the interior of the dishwasher, with a paste of powdered dishwasher detergent and water or use liquid dishwasher detergent on a damp sponge to clean the cooled-down interior.

### Cleaning the Filters:

For best performance and results, the filter assembly must be cleaned regularly at least once a month. The filter efficiently removes food particles from the wash water, allowing water to recirculate during the cycle. For this reason, it is a good idea to remove the large food particles trapped in the filter frequently by rinsing the Main filter, metal strainer and Fine filter under running water.



# Appliances- Microwave Hood

For the microwave (Model: WMH31017FS ) manual, [click here](#). For the ADA compliant microwave (Model: ), [click here](#).

The vent fan will automatically turn on when high heat is sensed.

If the microwave won't operate, first check the circuit breaker. Then, submit a work order if the circuit breaker doesn't resolve the issue.

Cleaning Supplies: affresh® Kitchen Appliance Cleaner, affresh® Stainless Steel Cleaner, or mild soap and water with a soft cloth or sponge to clean interior.





# Appliances- Refrigerator

For the refrigerator (Model: WRS325FDAM ) manual, [click here](#).

## To Clean:

1. Unplug refrigerator or disconnect power.
2. Hand wash, rinse, and dry removable parts and interior surfaces thoroughly. Use a clean sponge or soft cloth and a mild detergent in warm water.
3. Wash stainless steel and painted metal exteriors with a clean

Do not use abrasive or harsh cleaners such as window sprays, scouring cleansers, flammable fluids, cleaning waxes, concentrated detergents, bleaches or cleansers containing petroleum products on plastic parts, interior and door liners or gaskets. Do not use paper towels, scouring pads, or other harsh cleaning tools.

## Filters:

Maintenance replaces fridge filters annually in Autumn inspections. If you would like to replace your filter more often, filters are available.



# Appliances- Washer

## Energy Star®

Designed to use only HE High Efficiency detergents

To prevent damage, do not overload your washer. Do not wash or dry items soiled with any type of oil of any kind as a fire or explosion can occur.

For a washer (Model: WTW4816FW) manual, [click here](#). For an ADA compliant front load washer manual (Model: WFW75HEFW), [click here](#).







# Appliances- Gas Dryer Energy Star®

Clean the lint filter after every load. Clogged lint filters could cause overheating and result in a fire. If the dryer is not working, check the circuit breaker located in your Utility Room.

For a dryer (Model: WGD4815EW) manual, [click here](#). For an ADA compliant front load dryer manual (Model: WED75HEFW), [click here](#).





# Are grills permitted?



Local fire codes (as well as your lease agreement), prohibit open flame gas grills on your apartment balcony. However, electric grills with no open flame are permitted with written permission from the Property Manager. For your convenience, we have 2 commercial built-in gas grills on the Amenity Deck.

For the user manual, [click here](#).





Valet Living trash and recycling service is now available at Lilac Station.

- We recommend obtaining trash bags that can fit a 13 gallon container.
- Please place your TIED trash bag (no loose trash) into the provided container outside your front door between the hours of 5:00 PM – 9:00 PM
- All recycling must be placed in a clear or blue plastic bag
- Your trash will be picked up from the container at your front door at or shortly after 7:00 PM.
- Please bring your container in by 9am the next morning so we can ensure the community remains free of containers sitting outside during leasing hours. Violations will be issued if your container is left outside of unit after 9AM.

## Valet Living Doorstep Collection Guide

Sunday

7 PM

Monday

7 PM

Recycle only

Tuesday

7 PM

Wednesday

7 PM

Recycle only

Thursday

7 PM

Friday



Saturday



Place bin outside between 5 PM – 7 PM and leave out until your trash has been collected.



### PREPARATION

- Bag and securely-tie all trash
- Bags must not be ripped or leaking
- Do not include sharp objects like broken glass or needles
- Double-bag pet waste and place in bin
- Do not include liquids
- If you recycle with us – all recycling must be bagged and placed inside the bin



### COLLECTION

- **ALL** trash must be in tied bags that fit inside your bin with the lid securely closed
- To meet fire-safety requirements, bags cannot be placed on top of or around the bins

#### No-Service Holidays

New Year's Eve & New Year's Day  
Memorial Day  
Juneteenth  
Fourth of July  
Labor Day  
Halloween  
Thanksgiving Day  
Christmas Eve & Christmas Day



### THAT SAME NIGHT

- After your doorstep collection service has been completed, **bring your Valet Living provided bin back inside your residence**



Scan the code to  
download the  
Resident App



A Fire-Rated Container

Everything must fit inside your bin with the lid closed. To help keep your community compliant with state laws, nothing may be outside of the bin



ValetLiving.com | (844) 807-9196





# MIXED

## Recycling Guidelines

All items must be clean, dry and empty.



### Paper

Paper, flattened cardboard and cartons



### Plastic

Plastic bottles, rigid plastic containers



### Metal

Metal cans, lids and foil



### Glass

Bottles & jars-clear, brown, or green, remove lids or caps

### Preparation

1

Bag and securely tie ALL recycling in a see-through bag.

2

Place your securely-tied recycling bag(s) in your bin outside your home on the days of service. (See other side.)

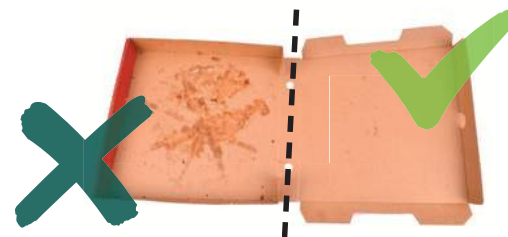
## Contaminations include:

**Food Waste:** Rinse out food from recyclables

**Liquid:** Keep liquids out of recycling

**Soiled Paper:** If grease stained, paper is not recyclable. For pizza boxes, the lid may be recyclable if it is clean, not stained.

**Coated Cardboard:** If it's "aseptic," food containers that do not require refrigeration until opened, it can't be recycled. Most milk containers and freezer boxes can be recycled



## When in Doubt – Toss it Out



details



**Valet Living**  
Setting the Standard

Support@ValetLiving.com | 877-574-2587 | ValetLiving.com/Recycling

RM-RECWW

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# Turn Your Living Room into a Gym — and Your Kitchen into a Cafe!

Connect to easy living by downloading the Valet Living Home app today!



## Workout!

We've all been stuck at home for too long (admittedly eating too many snacks!). Now that Valet Living Home is at your community, get connected to live trainers with dozens of **FREE fitness classes** per week, specifically tailored for apartment spaces. Let's get moving!



## Vegout!

We've made getting in shape easy, but we also give you reasons to relax! The Valet Living Home app connects you to more than 20 **FREE virtual events** a month — including weekly trivia with cash prizes, cooking and art classes, cocktail and DIY instructions, entertainment and child-friendly programs. Learn something new!



## Trashout!

Spending more time at home also means more trash. And it's not just at your place! We've noticed a 30% increase in trash at communities we serve across the country. The Valet Living Home app makes it easy to get rid of your trash and recycling **right outside your front door**. No more smelly trips to the dumpster!



You won't miss pick up with real-time updates before, during, and after collection. And coming home late is no longer a problem. Just use the **"Pick up my trash" feature** and your Service Valet will return to pick up your trash if he or she is still on property.

Scan to download the Valet Living Home app, visit

the Apple App or Google Play stores, or simply ensure your app is updated to connect with the benefits of Valet Living Home today!



This is Living!

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# Emergency Response Plan: Fire

The important factors in a home fire evacuation plan are:

- Immediately leave the home. Do not waste any time saving property. Call 911 as soon as possible. Take the safest exit route and follow posted fire evacuation routes located in the hallways, stairwells and near elevators. If you must escape through smoke, remember to crawl low under the smoke. Do not use the elevators in case of fire.
- Know your two ways out of every room. If the primary way out is blocked by fire or smoke, you will need a second way out. This may be a window. Practice escaping by both the primary and secondary routes to be sure that the windows are not stuck and screens can be taken out quickly.
- Feel the Door. When you come to a closed door, use the back of your hand to feel the top of the door, the door knob and the crack between the door and door frame to make sure that fire is not on the other side. If it feels hot, use your secondary escape route. Even if the door feels cool, open it slowly and carefully. If heat and smoke come in, quickly close the door and make sure it is securely closed. Use your alternate escape route. Close all doors behind you.
- Go to the arranged emergency meeting place at the Northwest corner of Lot D parking lot.
- Once out, STAY OUT! Never go back into a burning building for any reason. If someone is missing, tell the fire fighters as soon as they arrive. They are equipped to perform rescues safely. (Information provided by FEMA)

Pet owners- get a rescue alert sticker [here](#).

Emergency alerts are sent through RentCafe SMS subscription. Please make sure you are opted in to receiving SMS alerts from Burlington Station.

# Emergency Response Plan- Tornado/ Extreme Weather

If you are under a tornado watch:

- Have a radio or TV nearby so you can receive further updates in a timely manner.
- Grab your mobile devices and a portable backup battery charger.
- Take notice of the weather conditions around you.
- Secure any furniture or items that could be hazardous in high winds.
- Clouds swirling in the sky or creating shallow funnels are signs that a tornado may form.
- Be aware that even if a tornado does not form, severe thunderstorms pose a safety risk.
- Locate all members of your family and your pets.
- Review your plans for emergencies and natural disasters.
- Make sure your emergency supplies are accessible.

If you are under a tornado warning:

- Find safe shelter right away. Go to the lowest floor in the building possible (parking garage), an interior room (like your bathroom, closet, or utility room) in your apartment, under the stairwells, or in an interior hallway with no windows.
- Stay away from windows, doors, and outside walls.
- Watch out for flying debris that can cause injury or death.
- Use your arms to protect your head and neck. Crouch as low as possible to the floor, facing down; and cover your head with your hands.

Other extreme weather (floods, earthquakes, thunderstorms, extreme temperatures) information can be viewed [here](#).

Emergency alerts are sent through RentCafe SMS subscription. Please make sure you are opted in to receiving SMS alerts from Burlington Station. Pet owners- get a rescue alert sticker [here](#).



# Emergency Response Plan- Power Outage

If your electric power is interrupted, be sure to report the outage to ComEd right away [here](#) or by calling 1-800-EDISON-1 (1-800-334-7661) .

Here is what to expect during a power outage to the entire building:

- The generator will power building emergency systems such as emergency lighting, hallway lighting, alarm monitoring, fire pump, and fire suppression system. Non-life safety systems will be affected by the loss of power.
- Key fobs- your unit door operates from a battery system and will work normally. All other fab access points in common areas will be impacted during the power outage. To enter/ exit the building, please utilize the garage door entrance using the 3-button station next to the interior of the garage door until power is restored.
- Parking garage- the garage door has a backup battery. You can exit/ enter as normal.
- Elevators- Do not use the elevators during a power outage. Elevators will automatically move to the ground floor with doors ajar until power is restored for your safety.

Emergency alerts are sent through RentCafe SMS subscription. Please make sure you are opted in to receiving SMS alerts from Burlington Statio





# Lease Renewal & Vacate Notices

How do I renew my lease?

Approximately 30-60 days before your lease expires, a letter will be mailed stating your options to renew your lease. Management reserves the right not to renew your lease for any reason.

How do I provide Notice to Vacate at the end of my lease?

After the initial term of your lease, if you wish to terminate your lease, you must provide a month written notice, by completing the necessary forms in the management office. Your Notice must include your the date you plan to move, a forwarding address, and the signature of each resident responsible for the lease agreement.

What happens if you fail to give a Notice to Vacate?

After your initial lease term, subsequent automatic renewals will go into effect until you give proper notice. Unless proper notice is received or unless you renew your lease, a month to month fee will incur each month in addition to the monthly rent.

What happens if you break your lease?

If the lease is terminated before the end of the agreed upon lease term, a month written notice is required in addition to a termination fee equal to one month's rent along with paying back any concessions you may have received in your current lease term and is due prior to vacating.

Please refer to your lease agreement for full details.





# Move Out Checklists

## Pre- Move Out Day

1. Submit a month written notice to the Property Manager by filling out forms in the Leasing Office.
2. Reserve the freight elevator in Rent Cafe under “Concierge”. Reservations are required.
3. Complete the change of address card at the Post Office, or online [here](#).
4. Transfer ComEd electricity back into HP Lilac Station's name. The service termination date must be the last day of your lease as the stop date, and not before. Per your lease, fees apply for terminating utilities prematurely.
5. Deactivate Ecobee account if applicable [here](#) and deactivate any passwords set on the device. Contact Ecobee support [here](#).
6. Clean apartment thoroughly.

## Move Out Day

1. Turn in all fobs/keys/ bike tags/ garage door stickers/ parking permit tags to the Leasing Office or Rent Drop Box in the Mail Room. Do NOT leave your keys in the unit. Charged are accessed for missing items.
2. To begin your elevator reservation, go to the Leasing Office to check in and provide a copy of your photo ID to be held until the reservation is complete. When your elevator use is complete, notify the Leasing Office and pick up your ID.
3. The Move Out Inspection will occur once all possessions have been removed from your unit and keys have been turned in. If you would like to be present, please schedule an appointment ahead of time with the Leasing Office.

# Acknowledgement of Resident Handbook

Thank you for viewing the Lilac Station Resident Handbook.

Submitting the acknowledgment indicates the following:

- I acknowledge that I have received a copy of the Lilac Station Resident handbook dated May 11, 2023.
- I acknowledge that Lilac Station reserves the right to modify this handbook with or without notice.
- I understand that this handbook contains information regarding Lilac Station policy and procedures that affect me as a resident.
- I acknowledge that it is my responsibility to read and abide by the policies and procedures contained in the resident handbook in addition to my lease agreement and will ask the Property Manager if I have any questions.

To sign your acknowledgment of the Resident Handbook, click [here](#).



THANK  
YOU!