

Welcome to Crystal Square!

RESIDENT LIVING GUIDE

At Dweck Properties, we know that home is where life happens, so we want to be sure you have all the knowledge about your community at your fingertips. "What can I find in this handy guide," you ask? From office hours to emergency procedures, to how to submit service requests, and all the other things you need to know to truly enjoy your new home. Let's get started!



Now that you're home, be sure to follow us here:

Facebook: www.facebook.com/CrystalSquare and
www.facebook.com/dweckproperties

Instagram: @livecrystalsquare & @dweckproperties

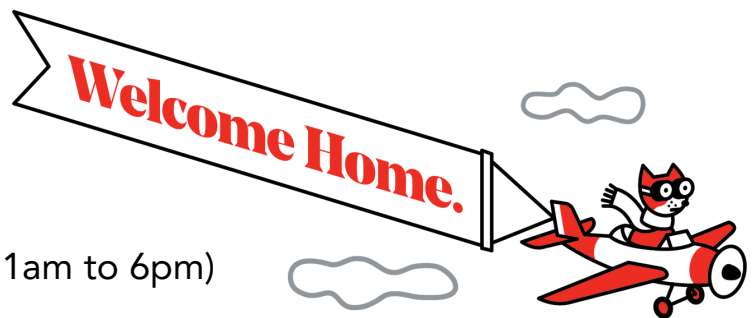
And keep an eye out around the community for resident event flyers - we love to throw a good party!

Where is the office located?

1515 Richmond Highway
Arlington, VA 22202

What are the office hours?

Monday - Friday – 9am to 6pm (*Wed: 11am to 6pm)
Saturday – 9am to 5pm
Sunday – Closed



How can I reach the office team?

Reach us by email at crystalsquare@dweckproperties.com or give us a ring at 703.350.4997. You'll be prompted to Press 1 to speak with a member of our team or Press 2 if you have a maintenance emergency (more on that below).

Don't forget to download the RentCafe Resident App to manage your account and resident experience right at your fingertips!

Apple/iOS Users Scan the QR Code Below

Google/Android Users Scan the QR Code Below



Meet the Community Team

Property Manager – Krista Ashcraft

Assistant Property Manager – Holly Barnett

Maintenance Supervisor – Kris Taylor

Assistant Maintenance Supervisor – Behzad Yazdanpanah

Maintenance Team - Mark Reynolds and James Wright

Leasing Team – Bobbie Hinton and Mona Williams

Concierge Manager – Tonia Randolph | 7AM - 3PM | M-F

Concierge Team

- Hattie Dodson | 11PM - 7AM | Sun - Th
- Jared Watkins | 3PM - 11PM | M - F
- Sharon Talley | 7AM - 3PM | Sat - Sun
- Jackie Hardrick | 11PM - 7AM | F - Sat
- Lukai Hatcher | 3PM - 11PM | Sat - Sun
- Chanell Washington | Floater
- Tangela Wikes | Floater
- Angel Villalba | Floater



Want to learn more about Dweck's exceptional team members (and more)?

Check out our blog, "The Human State," at www.DweckProperties.com/blog or scan here



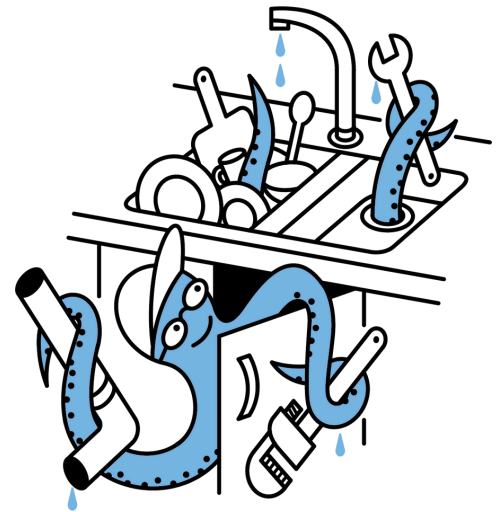
All Things Maintenance

Help! I have an emergency, what do I do?

Fire, flood, or blood?? *Call 9-1-1!* Please call 911 in case of a life-threatening emergency.

Otherwise, these are the things that are considered a maintenance emergency:

- No heat or air conditioning in extreme temperatures
- Electrical or gas failure of any nature
- Stopped-up commode in a one-bedroom apartment
- Water problems – leaks, broken pipes, flooding, overflowing commode
- No hot or cold water
- Malfunction of any essential appliance (refrigerator, stoves, and in certain cases garbage disposals)
- Any unsecured entry (please close all exit doors, and do not leave doors propped open)
- Power outage that is not the responsibility of the resident



Please note that when calling the emergency service line, 703.350.4997, select option #2 for Emergency Maintenance. Be sure NOT to use the online portal for emergency service requests since these are received via email and may not receive the immediate attention warranted by emergencies. Also, make note of where the fire extinguishers are located in your hallway.

What do I do for all other maintenance needs?

The Maintenance team is available to assist all residents with general work order requests. We promise a 48-hour response (not necessarily completion based on the type of repair) to any work orders from our residents.

Please submit all non-emergency maintenance requests through your resident portal.

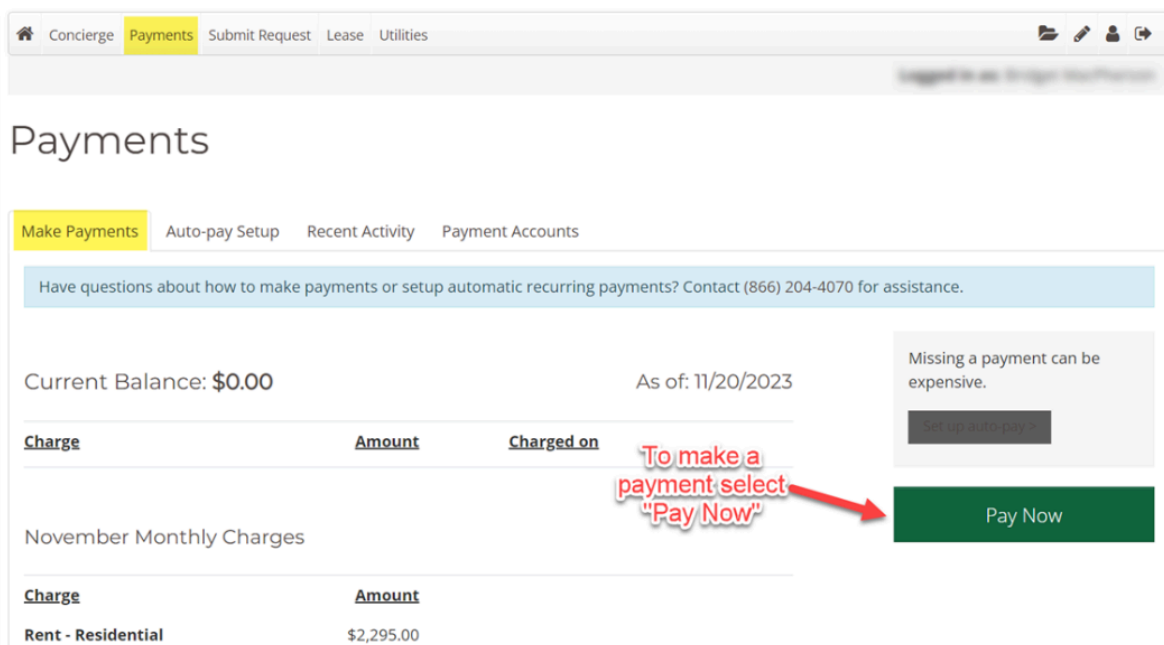
Here are a couple of quick maintenance tips to keep in mind...

- If the garbage disposal stops working, try pushing the RESET button (it can be found on the underside of the disposal).
- Remember, the disposal is not intended for food disposal (reach out to us for a Disposal Do's and Don'ts brochure).
- Additionally, when you run the disposal, you should continue flushing cold water through for 30 seconds after you switch it off.
- Should you ever experience a leak in your sinks or toilets, locate the water shut-off valve, usually found directly behind the toilet. Be sure to turn the water off when the leak is first discovered to avoid further damage to you or your neighbors. Call 703.350.4997 and Press 2 for Emergency Maintenance immediately.
- Need help navigating your appliances? Give us a call, we're here to help!
- Pest control needs? Give our team a call and we'd be happy to schedule a service for you.
- Don't forget to clean the clothes dryer lint trap after each use. That will reduce drying time. Also, for HE (High Efficiency) washing machines, only use HE detergent.
- Fire extinguishers are located on each floor.

Rent, Parking, Concierge Services, Packages, & Pets

So now that I live here, how do I pay my rent?

As a reminder, rent is due on the 1st of each month. Please set up a rent payment account through the Resident Portal (same location you created your online application, link found on the community website). From here you'll be able to submit your monthly payments or set up auto-pay, enter maintenance service requests, reserve amenities, sell items, and view all lease documents.



Where should I park my car? What about my guests?

Parking is available in the garage in the designated columns labeled 1515. All vehicles must be registered with the leasing office and display the Dweck parking decal. The first vehicle rate is \$100/month and \$175/month for each additional vehicle.

Guest passes are required at all times. To obtain a guest parking pass please visit the leasing office. It is \$20/night for a guest pass. Towing is enforced 24/7 so it's important that you properly display any required parking decals and guest passes.

Concierge Services

Our Concierge Team is available for you 24 hours a day. They're here to assist you with such things as parking passes, submitting service requests, reserving rentable amenities, and much more! We even have bell carts and dollies available at the Concierge desk for your use.

Rent, Parking, Concierge Services, Packages, & Pets

I love to shop online! How does package delivery work?

All packages are delivered to our Concierge desk. We will log your package at which point you will receive an email notification from Crystal Square. Please pick up your package once you've received the email from us, instead of the carrier. That way, we can locate it quickly for you!

Is there a place to walk my pup? What about a dog park?

Yes! Our community has a Dog Park located outside the front of the building. Please remember that all pets should be always on a leash when outside of an apartment home. For the sake of your neighbors' shoes, please clean up after your pet and dispose of all pet waste in an appropriate receptacle. You can also stop by our Concierge desk to get a complimentary treat for your pet!

Balconies/Patios

Do not use your balcony or patio for storage purposes. No water, bikes, umbrellas, or grills are allowed on the patios for safety reasons.

Smoking Policy

We are a smoke-free community. All forms and use of burning, lighted, vaporized, or ignited tobacco products and any other smoking inside any dwelling, building, or interior of any portion of the apartment community is strictly prohibited. You should be 25 feet away from the building when smoking outside.

Are there quiet hours?

Arlington County quiet hours are from 9PM to 7AM on weekdays and from 9PM to 10AM on weekends. If your neighbor is excessively noisy, please contact our concierge team at the front desk at 703.350.4997. You'll be prompted to Press 1 to speak with a member of our team.

My job is transferring me out of the area. How do I submit my notice to vacate?

While we hope you never leave, we get it, life happens. Please make sure to submit your written notice either 30 or 60 days in advance (based on your lease terms). We have a great form for that you can fill out in the office! You also have the option to transfer to another one of our communities. Did you know that we have many other communities in the area? Check them out at www.dweckproperties.com.

You're welcome to transfer at the end of your lease without charges or during your lease with the payment of a transfer fee and new deposit (unless using the 30 Day Satisfaction Guarantee). We're happy to help you find your next home within the Dweck portfolio!

Moving In

When can I move in?

Please contact the Concierge team to book the freight elevator for your move (up to 4 hour blocks). Your moving truck will access the loading dock from Crystal Drive, location specified in the map below, at the entrance labeled "1770 and 1550 Groceries" between Morton's Steakhouse and CVS. The max truck height is 11 feet.



Residents can move in between:

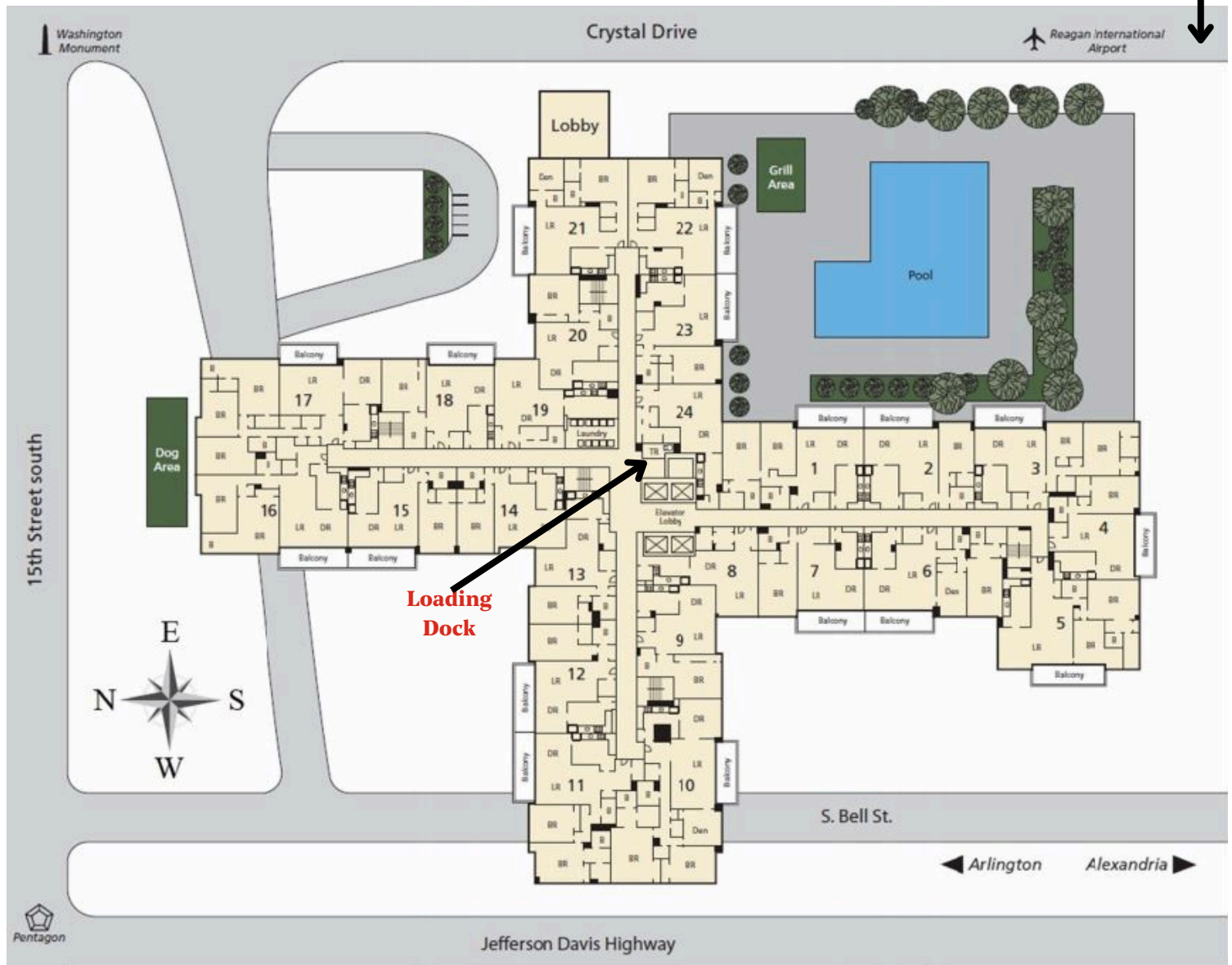
Monday – Friday from 8AM – 8PM

Saturday from 8AM – 8PM

Sunday from 8AM – 8PM

Community Map

**Loading Dock
Entrance**



Community Amenities & Rules

Fitness Center

We invite you to use our 24-hour, fob-access Fitness Center with great cardio and free weight equipment. Guests are welcome, but must be accompanied by a resident.

Coffee Bar

Our coffee bar is located in the lobby by the gym. Pick up a coffee pod from the Concierge and start brewing! There is also a hot chocolate and hot water option for tea. Cream and sugar are also available.

Pool

Our outdoor pool and lounge areas are open Memorial Day to Labor Day, 11 AM - 8 PM, weather permitting. Each resident listed on the lease will receive a pool wristband. Two guests per apartment are allowed for a fee.

Dog Park

Dogs are welcome to run and play at our dog park. Please remember that all pets should be always on a leash when outside of an apartment home.

Hospitality Suite

Guests coming to town? Our Hospitality Suite can be reserved in advance. We offer a fully furnished, studio apartment with internet connection. Please see the Concierge for more details.

Planning to be away for some time?

Our Concierge team will gladly assist you in granting access to your home while you're away (with your written authorization). We can also help water plants, collect your mail, check in on your fur babies and other request such as turning off lights, ect!



Public Transportation

Bus Routes

The ART (Arlington Transit) Bus offers Route 43 for multiple stops around Crystal City with many convenient connections. You can also catch the Metro Bus.

Metro & Train

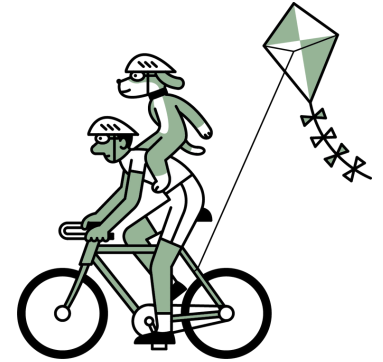
You are connected directly to the Crystal City Metro station. Just take the elevator down to the 'C' level and walk through the underground to get to the Metro. The Blue and Yellow lines connect you to downtown Washington, D.C., Reagan National Airport, Alexandria, and more.

Scooter & Bike Share

You can easily jump on a Capital Bikeshare bike or Bird/Lime scooter around National Landing for a fun way to get around or explore!

More Transportation Details

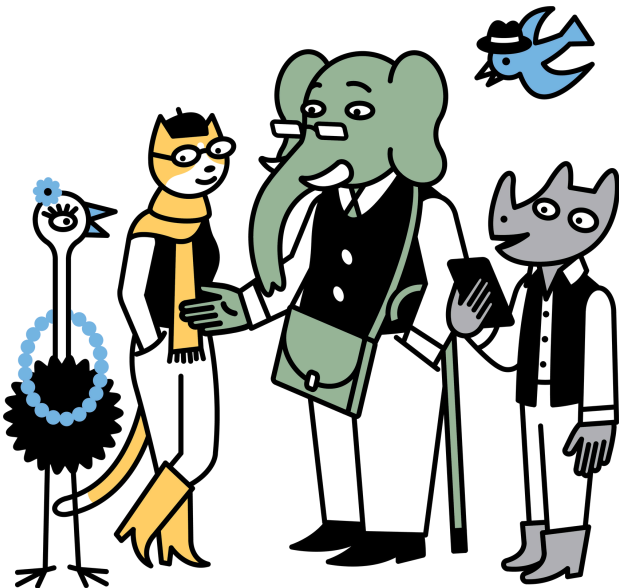
You can check our Arlington County Transportation Guide, located in your move-in folder, for more details.



Resident Referral

It pays to have friends and we'd love to meet yours!

Refer a friend, and when they move in you'll receive up to **\$1,500!** Just make sure they mention your name when they tour and apply.



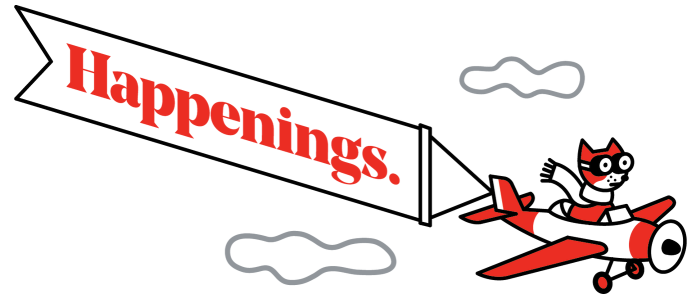
You can also refer them to another Dweck Properties community to receive that community's referral bonus that community's referral bonus offer.

Restrictions may apply, see the leasing office for details.

You're Invited!

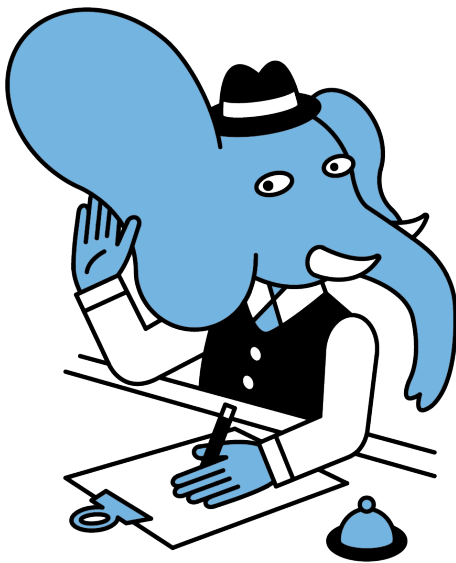
We love to host community events for residents! Be on the lookout throughout the community for event flyers and calendars. Trust us, you don't want to miss out on our parties!

There's also a lot going on in National Landing! Check out this website for local events:
<https://nationallanding.org/events/calendar>



Have some feedback to share with us?

Here at Dweck Properties, we are committed to delivering great customer service. To help achieve this, we will be conducting ongoing surveys to better understand what our residents value most and how we are measuring up. We kindly ask that you use this opportunity to provide candid feedback on your experience, as well as any suggestions for improving our service to you. Thank you in advance for sharing your feedback, and most importantly, for calling Crystal Square home.



Send us your feedback any time!

