

Welcome to Crystal Towers!

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/CrystalTowersApts and www.facebook.com/dweckproperties

Instagram: @crystaltowersapts & @dweckproperties

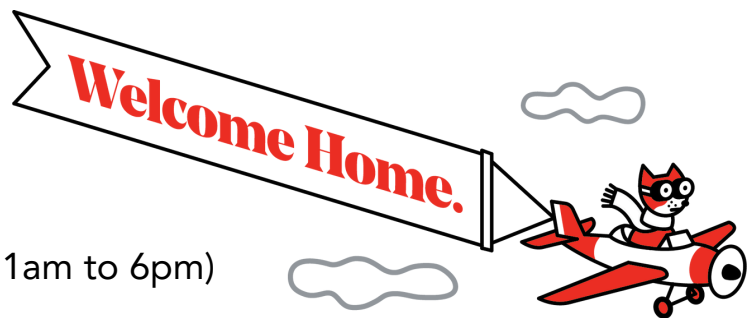
And keep an eye out around the community for resident event flyers - we love to throw a good party!

Where is the office located?

1600 S Eads St
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 crystaltowers@dweckproperties.com or give us a ring at 703-521-9000. 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



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



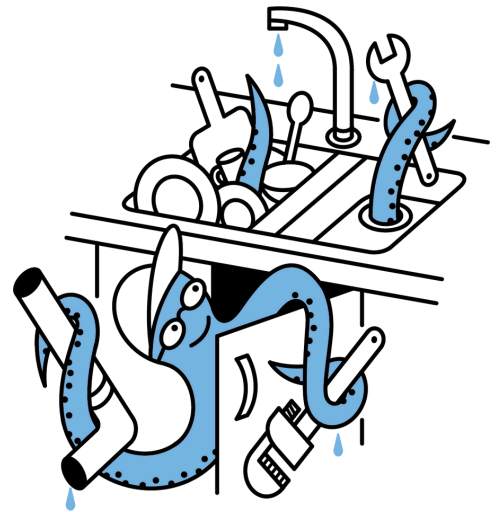
All Things Maintenance

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 you should call the emergency service line, 703.521.9000. 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...

- Crystal Towers HVAC is a two-pipe system, which means it can supply either heat or air conditioning at any given time, but not both. During the summer months from mid-May to mid-October, the AC will be turned on. During the winter months heat will be turned on.
- 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 703.521.9000
- 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 that 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 at the end of each hallway.

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.

Concierge Payments Submit Request Lease Utilities

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

Have questions about how to make payments or setup automatic recurring payments? Contact (866) 204-4070 for assistance.

Current Balance: \$0.00 As of: 11/20/2023

Missing a payment can be expensive.

Set up auto pay

To make a payment select "Pay Now"

Pay Now

Charge	Amount	Charged on
November Monthly Charges		
Charge	Amount	
Rent - Residential	\$2,295.00	

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

Parking is available starting at \$75 a month for surface parking around the outside of the apartment complex, or \$125 for a designated spot in the parking garage for the first car. Additional vehicles will incur an additional \$25 charge added on top of the base parking charge (\$100 for surface parking, \$150 for garage). All vehicles must be registered with the leasing office and display the Dweck parking decal.

Guest passes are required at all times. To obtain a guest parking pass, please visit our Concierge desk. Towing is enforced 24/7 so it's important that you properly display any required parking decals and guest passes. Guest parking passes are free during daytime hours (6am-6pm) and overnight parking passes are available for \$20 per night.

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 directly to your apartment home via Fetch, except for USPS packages. For USPS, please visit the Concierge desk. Please make sure to set up your Fetch account by following the instructions on the flyer, or going to www.Fetch.com.

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

Yes! Our community has a Bark Park in the main courtyard near the pool! Please remember that all pets should be always on a leash when outside of an apartment home or the Bark Park. For the sake of your neighbors' shoes, please clean up after your pet and dispose of all pet waste in an appropriate receptacle. Outside of our community, Virginia Highlands Park is a favorite spot for dogs and their humans!

Balconies/Patios

Do not use your balcony or patio for storage purposes. No water, furniture, or grills are allowed on the patios for safety reasons. Please do not obstruct any sidewalks or the mechanical closet in your apartment.

Smoking Policy

We are a non-smoking community. This means that all forms and use of burning, lighted, vaporized or ignited substances inside any dwelling, building or interior of any portion of the community is strictly prohibited. If you wish to smoke, you must exit the community and be at least 50 feet away from the building to ensure it will not affect other residents.

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 the non-emergency police and our Concierge team at the front desk at 703.521.9000.

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 also have the option to transfer to another one of our communities. Did you know that we have many other communities in the area? See them 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!

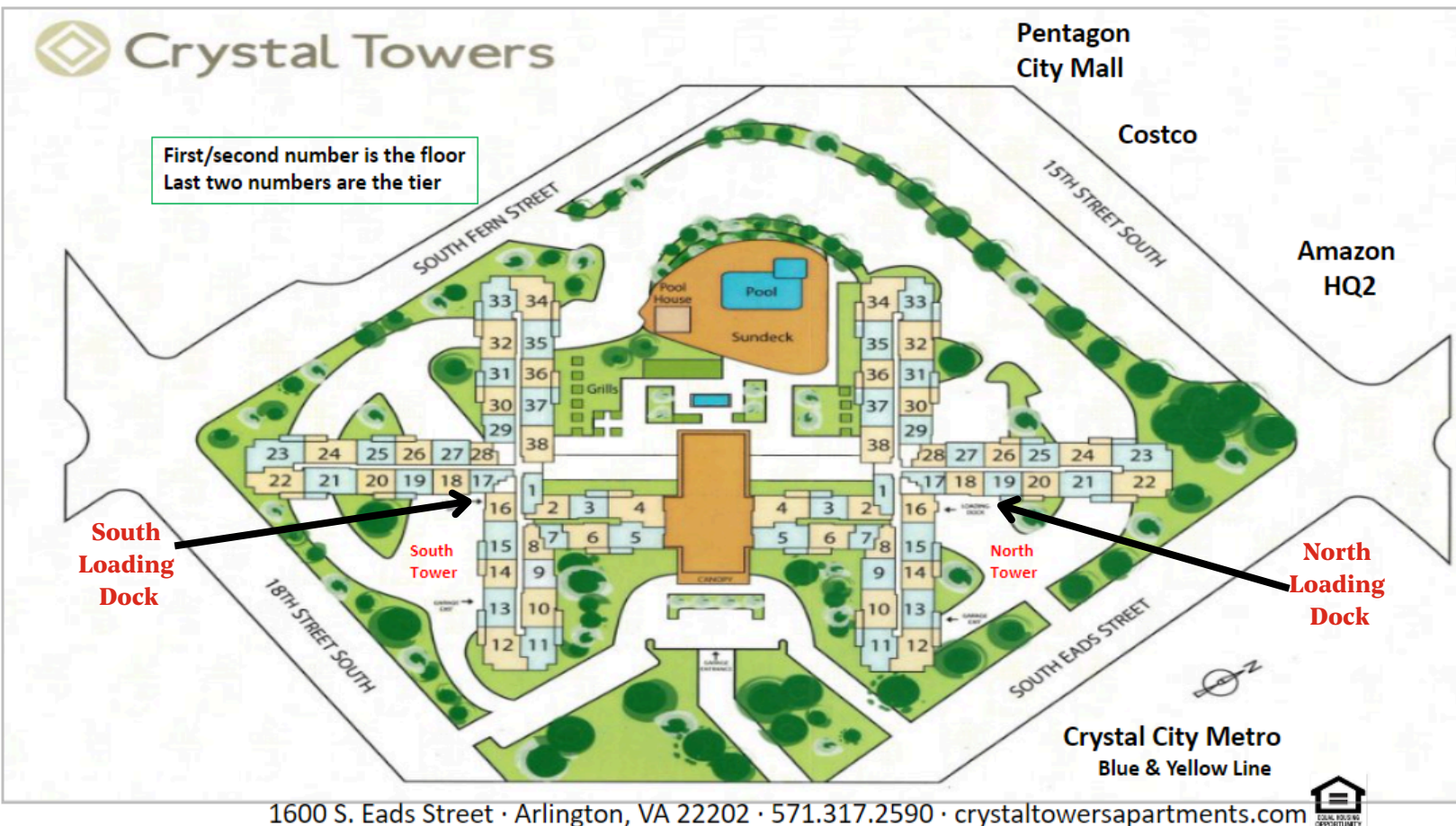
Moving In

When can I move in?

Please contact the Concierge team to confirm your move-in time and date, and to reserve the freight elevator, available in 4 hour blocks of time. Residents can move in on any day between 8AM - 8PM.



Community Map



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.

Business Center

Discover our 24-hour, fob access Business Center! Please do not connect personal devices to Business Center computers or adjust the settings. Please also be mindful of others as this is a shared space.

Click Cafe

Our coffee lounge is located in the lobby on the 1st floor. It includes seating areas, computer stations, a printer and a self serve coffee machine! Our state of the art coffee machine offers options including coffee, espresso, latte, cappuccino, hot chocolate, hot water and more. Just bring your coffee mug down and enjoy!

Party Room

Enjoy our party room located on the rooftop! The Party Room is a beautiful shared space to relax, study, or just find a home away from home. Residents can enjoy this space when available during the day from 9AM - 6PM. This space is also available to rent for private events - just ask our Concierge team to assist!

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.

Bark Park

Dogs are welcome to run and play at our dog park, next to the pool. Please remember that all pets should be always on a leash when outside of your home or the Bark Park.

Hospitality Suite

Guests coming to town? Our Hospitality Suite can be reserved in advance. We offer a fully furnished, one bedroom + den (2 beds total) home with cable and internet connection. Please see the Concierge for more details.

Planning to be away for some time?

We assist with giving keys to pet or plant sitters (see our Concierge).

Storage Space

Ask our Concierge about our additional storage space available to rent for \$65/month.



Public Transportation

Bus Routes

The ART (Arlington Transit) Bus offers Routes 599 & 401NB for multiple stops in and around Crystal City with many convenient connections.

Metro & Train

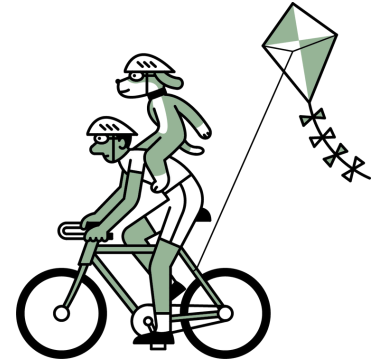
You are only steps away from the Crystal City Metro station, connecting you to downtown Washington, D.C., Reagan National Airport, Dulles International Airport and more.

Scooter & Bike Share

You can easily jump on a Capital Bikeshare bike or Bird/Lime scooter just in front of the community for a fun way to get around or explore!

More Transportation Details

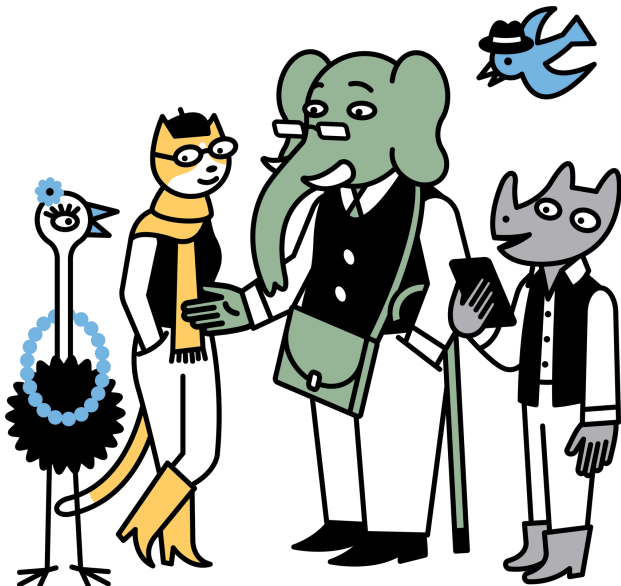
You can check our Arlington County Transportation Guide, located in your move-in folder, for more details.



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 **\$1500!** Just make sure they mention your name when they tour and apply.



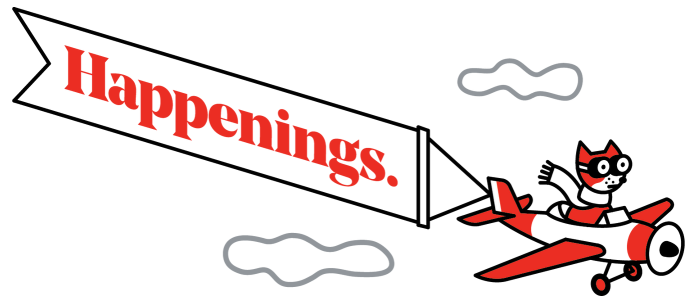
You can also refer them to another Dweck Properties community to receive that community's referral bonus that community's referral bonus offer.

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 Towers home.

Send us your feedback any time!

