

Welcome to Cosmopolitan at Lorton Station!

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/CosmoLorton and
www.facebook.com/dweckproperties

Instagram: @cosmolortonstation & @dweckproperties

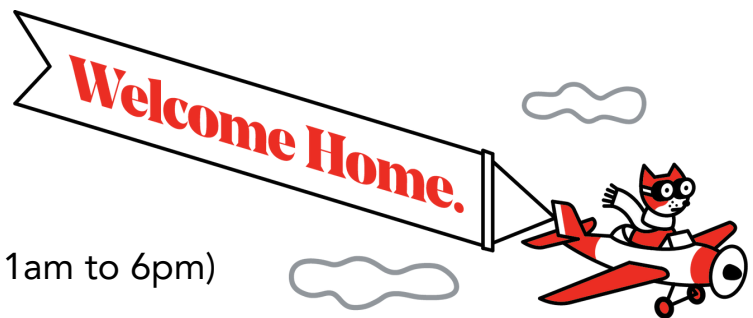
And keep an eye out around the community for resident event flyers - we love to throw a good party!

Where is the office located?

9030 Lorton Station Blvd
Lorton, VA 22079

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 cosmolorton@dweckproperties.com or give us a ring at 571.642.3373. 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



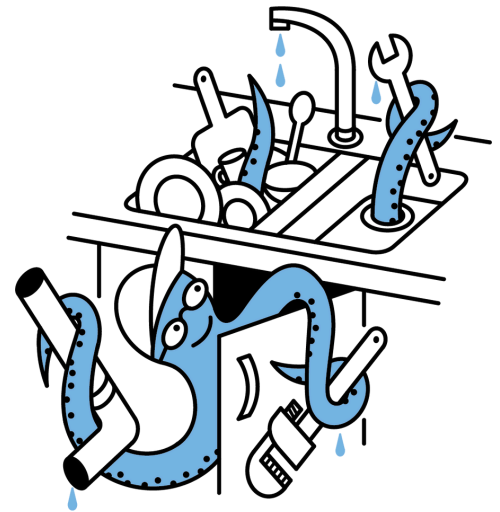
All Things Maintenance

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 when calling the emergency service line, 703.372.1927, 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.

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...

- You are able to control the temperature with your Nest Thermostat in your apartment home. Keep in mind, during the winter months, we turn off the ability for cool air to come out and during warmer weather, we turn off the ability for hot air to come out. Typically, in April and October.
- Residents are permitted to switch their A/C to heat or heat to A/C once per year if the temperatures are uncomfortable in the unit. We are unable to return multiple times to make switches.
- 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 703.372.1927 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 that clothes dryer lint trap after each use. That will reduce drying time. Also, for HE (High Efficiency) washing machines, only use HE detergent.

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.

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.

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

To make a payment select "Pay Now"

Pay Now

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

Parking is available within the parking garage on a first come, first serve basis. Parking for your 1st vehicle is \$25 per month and any additional vehicles will be \$60 per vehicle (\$30 for uncovered/\$25 per motorcycle). Reserved parking is also available in our garage for \$100/month. All vehicles must be registered with the leasing office and display The Cosmopolitan parking decal.

Guest passes are required at all times. To obtain a guest parking pass please visit our office. Towing is enforced 24/7 so it's important that you properly display any required parking decals and guest passes.

Rent, Parking, Packages, & Pets

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

All packages are delivered to the package room next to the leasing office. Simply use your key fob to gain entry. We kindly ask that you pick up your packages within 3 days.

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

Yes! Our community has various doggy stations outside and a walking trail behind the building. 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, Occoquan Park is around the way to enjoy scenic views in nature with your furry friend.

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 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?

Fairfax 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 team at the front desk at 571.642.3373. 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 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 leasing team to confirm your move-in time and date.

Residents can move in between:

Monday – Friday from 9AM – 6PM

Saturday from 10AM – 6PM

Sunday from 10AM – 6PM



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.

Coffee Bar

Our bring-your-own-mug coffee bar, located in the lobby on the 1st floor below the stairs, offers options including coffee, espresso, latte, cappuccino, hot chocolate, and hot water. Cream, and sugar are also available.

Club Room

Enjoy our 24-hour Club Room! The Club Room is a beautiful shared space to relax, study, or just find a home away from home. This space is also available to rent for private events - just ask our leasing team to assist!

Pool

Our outdoor pool and lounge areas are open from 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.

Planning to be away for some time?

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

Storage Space

Ask our leasing team about our additional storage space available to rent between \$100-\$125/month.



Public Transportation

Bus Routes

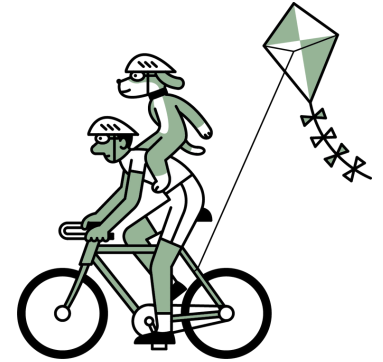
The Fairfax Connector is walking distance away and takes you directly to Springfield Metro Station.

Metro & Train

You are now just a 5-minute walk away from the Lorton VRE Station! With connections to D.C and New York via Buses.

More Transportation Details

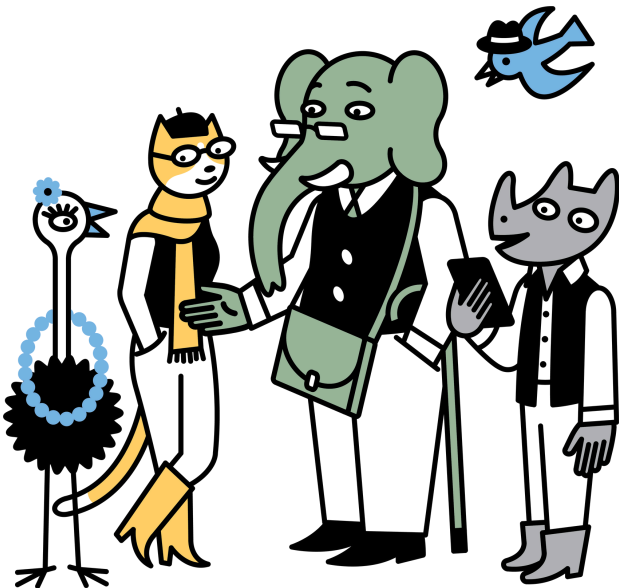
Visit: www.fairfaxcounty.gov/connector or www.vre.org



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.

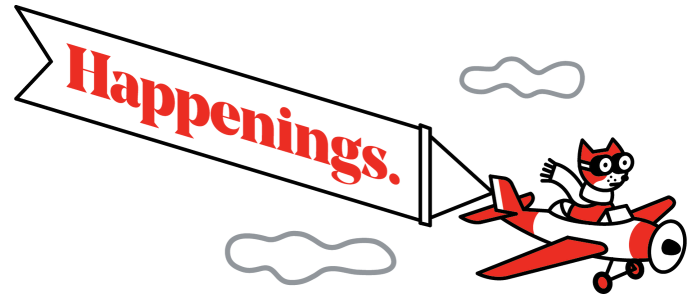


You can also refer them to another Dweck Properties community to receive that community's referral bonus that community's referral bonus offer.

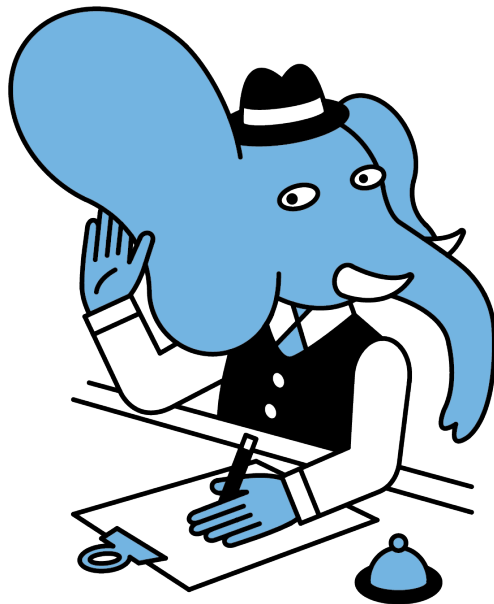
Restrictions may apply, see the leasing office for details.

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!



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 The Cosmopolitan at Lorton Station home.

Send us your feedback any time!

