

Welcome to Crystal Plaza!

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:

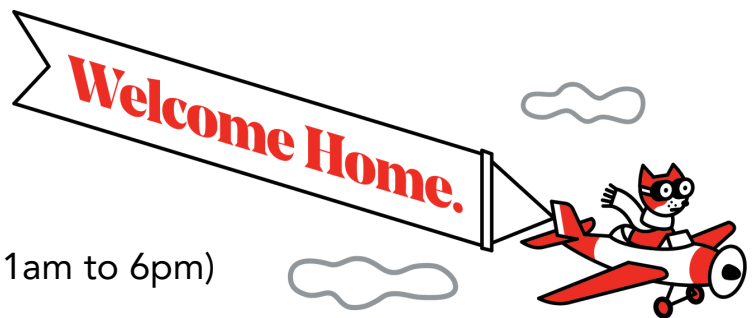
Facebook: www.facebook.com/CrystalPlazaApartmentsArlingtonVA and www.facebook.com/dweckproperties

Instagram: @crystalplazaapartments & @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?

2111 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 CrystalPlaza@dweckproperties.com or give us a ring at 703.835.9549. 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

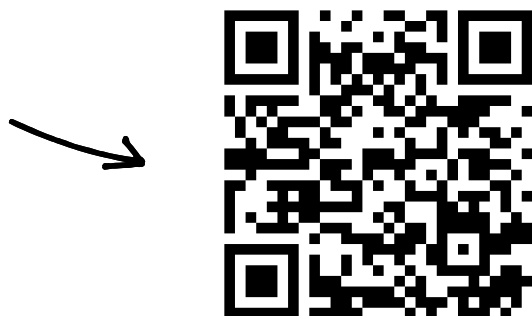


Google/Android Users Scan the QR Code Below



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



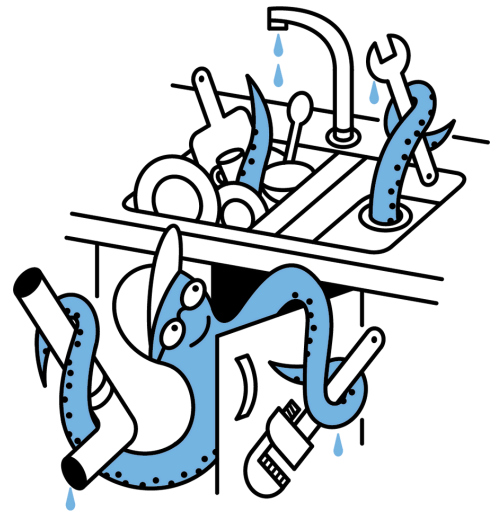
All Things Maintenance

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, 703 835.9549, 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...

- Crystal Plaza HVAC operates on a boiler/chiller system and is converted from heat to A/C between May 1-15 and from A/C to heat October 1-15 per county regulations.
- Crystal Plaza utilities are billed based on a RUBS system. Utilities are billed based on square footage and the number of occupants on your lease.
- 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 **703.835.9549** 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.
- Fire extinguishers are located in each hallway by the stairwells.

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.

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 within the community on a first come, first serve basis for non-reserved parking on the G2 level for \$100/month per vehicle. Residents are allowed two guest parking passes for \$9 per night. Reserved parking is also available on our G1 level for \$150/month per vehicle. 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.

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 a rentable amenities area, 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 through Fetch Services (ask your Leasing Consultant for more information), except for USPS packages. For USPS, please visit the concierge desk.

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

Yes! Our community has a Bark Park located in the courtyard. Please remember that all pets MUST always be 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.

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?

Arlington County quiet hours are from 9PM to 7AM on weekdays and from 9PM to 10AM on weekends and holidays. If your neighbor is excessively noisy, please contact the non-emergency police and our concierge team at the front desk at 703.835.9549. 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 concierge team to confirm your move-in time and date.

Residents can move in between:

Monday – Friday from 8AM – 8PM

Saturday from 8AM – 8PM

Sunday from 10AM - 6PM



Community Map



SOUTH CLARK STREET



Community Amenities & Rules

Fitness Center

Enjoy Crystal Plaza's state of the art fitness center with 24 hour access. The fitness centers offers brand new equipment replaced in April 2024. Enjoy and get your sweat on!

Business Center

Discover our Business Center set up with private conference rooms designated for your at home work experience! Business Center offers four computers for personal or professional use. Please visit the Concierge team for mouse and keypad.

Coffee Bar

Our coffee bar, located in the lobby on the 1st floor South Tower offers options including coffee, espresso, latte, cappuccino, hot chocolate, and hot water. Cups, cream, and sugar are also available. Hours of service from 6:00 AM to 11:00 AM daily.

Club Room

Our club room, a beautiful space, available for residents for a private events. The Club Room is an amenity space that is reserved for your private use and is rented at \$85 per hour. Please contact the Concierge or Leasing team for assistance with your reservation.

Pool

Join us in the resort style pool and lounge! Crystal Plaza pool is open from Memorial Day weekend to Labor Day, 11 AM - 8 PM weather permitting. Resident's will receive pool passes to gain access to the pool during the pool season.

Bark Park

Crystal Plaza offers a lavish style Bark Park for pet convenience for the 4-legged residents! Please remember, all pets MUST be on a leash at all times unless in the comfort of their homes 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 home that sleeps up to four. The hospitality Suite is equipped with cable and internet connection. Please visit the Concierge team 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 Leasing team about our additional storage space available to rent at \$65/month.



Public Transportation

Bus Routes

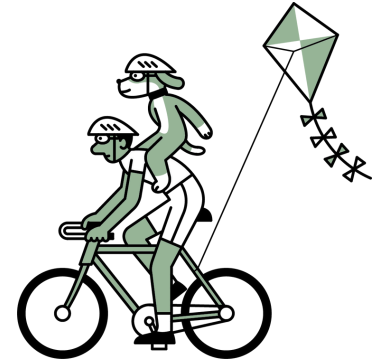
The nearest bus stops to Crystal Plaza in Arlington County are 18th St Bus Bays, S Bell St + Crystal City (Bus Bay F) and S Eads St - 18th St.

Metro & Train

The Crystal City Metrorail is located on the Metrorail Blue and Yellow lines in the Crystal City neighborhood in Arlington VA. The Journey time between Crystal City and National Mall is around 16 minutes and covers distances of around 5 miles to Washington, D.C., Reagan National Airport.

More Transportation Details

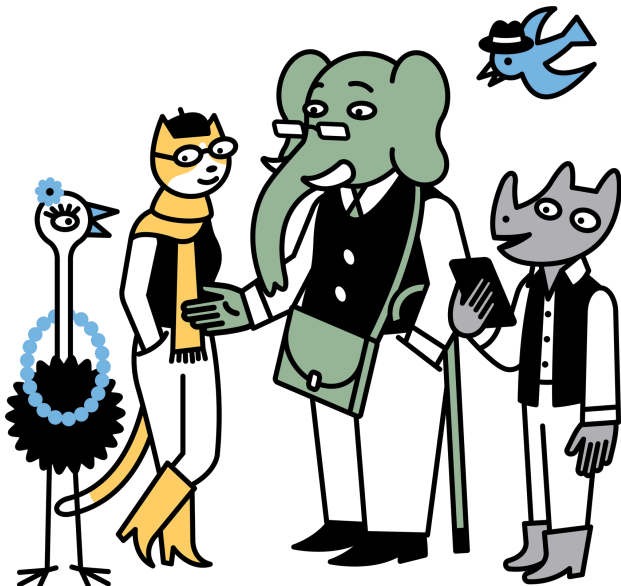
You can check our Arlington County Transportation Guide, located in your move-in folder, for more details.



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.



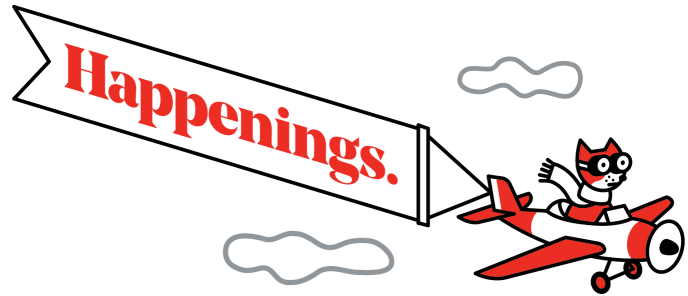
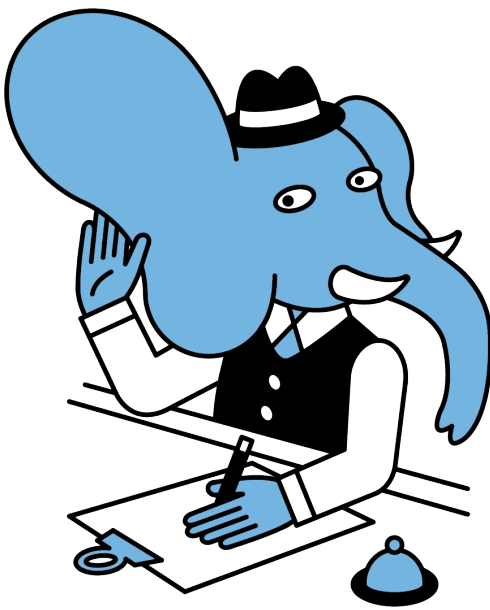
You can also refer them to another Dweck Properties community to receive that community's referral bonus that community's referral bonus offer.

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 Plaza Apartments home.

Send us your feedback any time!

