

ONNI FULTON MARKET

Welcome Packet

Everything you need to know

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Everything You Need to Know for Your New Home!

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WE WELCOME YOU HOME!

On behalf of the entire onsite team here at Onni Fulton Market, we would like to Welcome You Home to your new luxury apartment community.

We are committed to providing you with an elevated living experience while residing here with us and will do our very best to go above and beyond your level of expectations. With our team collaborated efforts spanning from our concierge, maintenance, and the leasing and management team members, we are confident you will have the greatest and most enjoyable living experience a luxury residential high-rise community can offer you.

To help assist you with a smooth living experience we have created this Welcome Packet with everything you need to know in your new home at Onni Fulton Market. This Welcome Packet is a great resource to answer any questions you may have while living with us such as, how to make an online rent payment or an online maintenance request, to, how to operate your in-unit appliances or what the process is to reserve one of our outstanding common area amenities. If your question is not answered in our Welcome Packet, we welcome you to reach out to a team member via phone or email. (312) 756-8010 or rentofm@onni.com.

If there is anything, we can assist you with, please do not hesitate to swing by the Leasing & Management office or give us a call. Welcome Home!

Sincerely,

The Onni Fulton Market Management Team

MOVING IN

Freight Elevator Reservation

Studio, Convertible and 1 Bedrooms= 2 hours of moving time Two

Bedroom and Three Bedroom = 3 hours of moving time Penthouse =

3 hours of moving time

*Please call or email the Leasing & Management office to reserve the freight elevator with your preferred move in date and preferred time so we can schedule your move in accordingly. (312) 756-8010 or rentofm@onni.com

Renter's Insurance

Renter's insurance is required for every occupied apartment and is the responsibility of the resident(s). All residents must be listed on the renter's insurance policy with a minimum liability coverage of \$100,000, per occurrence, and listing "352 N Union Chicago LLC" as an interested party on the policy.

We work closely with Resident Shield. You may purchase your renter's insurance policy by going to www.residentshield.com. Once you have purchased your policy through Resident Shield they will forward your policy to the property automatically.

However, you are more than welcome to use an insurance provider of your choice. If you choose to use a different provider than Resident Shield it will be your responsibility to provide the Leasing & Management office with a copy of your renter's insurance policy.

Residents of Affordable Rental Ordinance (ARO) units have the option to waive the liability waiver provided by the property management and obtain their own renters insurance policy. Prior to move-in, ARO residents choosing to carry their own renter's insurance policy must submit a copy of the policy to the property management. Failure to comply may result in lease cancellation or termination.

Internet

Everywhere wireless is now Zentro. Zentro is an Internet Service Provider that specializes in Apartment and Condominium deployments. We empower our customers with remarkably fast, exceptionally reliable internet service, delivering it with an unbeatable 99.99% uptime and uncommonly responsive customer support.

The provision of inclusive Internet services is optional for tenants residing in ARO units. Tenants must exclusively utilize the designated internet service provider assigned for the building. The use of alternative internet services is strictly prohibited. Failure to abide by the rules outlined in this policy may result in penalties. Such penalties could include financial consequences or, in severe cases, lease termination.

Electricity

All apartments are individually sub-metered. Residents are responsible for setting up their electricity by calling Common Wealth Edison. Once an account has been established please make sure you are given your account number as this will need to be provided to the Leasing & Management office on or before your move-in day.

Common Wealth Edison (Comed) - (800) 334.7661

Direct TV

To set up your Direct TV account, please visit www.directv.com or call at 855.668.8184

Water, Sewage, Trash and Gas

Water, Sewer, Trash, and Gas are all posted in arrears on your resident portal ledger. All utilities minus trash and electricity are charged for occupancy and square footage of your apartment.

Trash is a variable cost that is split up between all the residents that reside in the building. Utility

Smart is our third-party provider that does the billing for all Onni Properties.

Schedule Pick-up Appointment for Fobs/Keys/Garage Opener and Apartment Inspection

It is important that you schedule your Fob and mailbox keys pick-up appointment with the Leasing & Management office as soon as your move-in date is confirmed, and your lease agreement is signed. At this time, we will perform an apartment inspection with you to ensure your apartment is in perfect move-in ready condition. Upon receiving Fob/Keys you must have your renter's insurance in place, provide your Comed account number to the Leasing & Management office and have paid all move-in monies 48 hours in advance.

Inventory & Condition Form

The apartment is move-in ready and brand new. Please fill out the inventory & condition form and note any imperfections, sign, and return this form within 48 hours of moving in. If this form is not returned within 48 hours, then we will deem the apartment in good condition and any alterations/damages made to the apartment during the lease contract will be the responsibility of the leaseholder(s) to repair.

Intercom

Intercom access will be available for all residents to use from the 354 N Union entrance. Any guest may call directly to a resident and be allowed access to the lobby and floor that the resident lives on. This includes delivery drivers as well! Additionally, we are excited to offer the **Mosino Intercom App** which allows residents to see pictures of who is calling, send guest passes to guests & can be used as a Bluetooth key for all designated doors in the building. **PLEASE NOTE THE BLUETOOTH KEY HAS A COST OF \$100.** Other functionalities of the app are included for resident use.

RENT PAYMENT

How to Make a Payment

Here at Onni Fulton Market we pride ourselves on being as paperless as possible. With that being said, we have made it extremely easy to make all payments through our RentCafe mobile APP. You can download the RentCafe APP on your mobile device, using your username and password you created when filling out your online application, to make an online payment.

You can also make an online payment through the Resident Portal directly through our website, www.onnifultonmarket.com, and clicking on "Residents" in the upper right-hand corner. You will use your username and password you created when filling out your online application.

Due Date

Rent is due on the 1st of every month and is considered late at 5 pm on the 5th of the month.

Late Fee Calculation

If the resident fails to pay rent on time, the landlord may charge a late fee of \$10.00 per month on rents under \$500 plus 5 percent per month on that part of the rent that exceeds \$500.00 (i.e., for a \$450.00 monthly rent the late fee is \$10.00, for a \$2,500 monthly rent the late fee is \$10 plus 5% of \$2,000.00 or \$110.00 total).

RESIDENT REFERRAL PROGRAM

As being part of The Onni Fulton Market family one way we would like to thank you is by automatically enrolling you in our Resident Referral Program. For every occupied apartment referred, you, the referring resident, will receive a \$1,000 rent credit. Guidelines below.

- Referred resident must mention current residents name at the first point of contact.
- Referred resident must reside in their apartment for at least one month in order for current referring resident to receive a \$1,000 rent credit.
- Resident referrals cannot be combined with other referral programs.

PARKING

Resident Parking

We are happy to provide flexible parking options for our residents offering both month-to-month or a lease term monthly parking. Parking will be offered for a minimum of one month and will be assigned. Please contact the Leasing & Management office to be assigned your parking spot at (312) 756-8010 or rentofm@onni.com.

Parking is starting from \$400 for reserved indoor, or \$200 for unreserved outdoor.

*Parking rates based on availability and rates subject to change at any time without notice.

Guest(s) Parking

We have guest parking available for you to reserve by scanning the QR code sign located directly in front of the guest parking spots. It is \$25 for 1 - 3 hours; \$35 for 4 - 6 hours and \$55 for 6 - 24 hours.

STORAGE LOCKERS

Storage lockers are available for a monthly fee. Lockers are 3X3X3 and are located on level 2 in the parking garage. Residents are responsible for providing their own lock. Please make sure all contents are in an airtight container(s) as this will help for any possible water or moisture damage. Please contact the Leasing & Management office to be assigned a storage locker(s). (312) 756-8010 or rentofm@onni.com

PETS LIVING IN YOUR HOME

Pet Policy

Here at Onni Fulton Market we welcome furry or non-furry friends to live in your apartment with you! However, we do have some breed restrictions for dogs and they are as follows: American Pit Bull Terrier, American Staffordshire Terrier, Bull Terrier, Staffordshire Bull Terrier, American Bull Dog, German Shephard, Dalmatian, Shar-Pei, Mastiff, Rottweiler, Presa Canario, Chow, Doberman Pinscher, Akita, Wolf-hybrid, Cane Corso, Alaskan Malamute and any mix of these breeds.

- Maximum of two animals per apartment (i.e., 2 cats or 2 dogs or 1 cat and 1 dog).
- We do not have a weight limit.
- All animal(s) must be kept on a leash at all times while on the property with the exception of in your apartment and in the Dog Run located on the 1st floor.
- Animal owners are responsible for cleaning up after their animal(s) and disposing the animal waste in the appropriate containers. Waste containers are located at the Dog Run.
- Management requires recent Veterinarian documentation on or before move-in date.
- A color photo of all animals is required which can be emailed to rentofm@onni.com

Pet Fees

- \$300/\$350 for one/two cat(s), non-refundable fee
- \$500/\$750 for one/two dog(s), non-refundable fee
- \$650 for one cat & one dog, non-refundable fee

*There is no monthly pet rent! All pet fees are due on or before your move-in date or if you become a pet owner after moving in, pet fees will be due the day the pet addendum is signed with the Leasing & Management office, which is required.

If animal waste is not picked up and disposed properly by the animal owner on or around the property, there will be a fine assessed to your resident account.

- \$200 fine for the 1st offense
- \$400 fine for the 2nd offense
- \$600 fine for the 3rd offense and a 10-day notice will be issued

Public Dog Run

The public dog run next to our community is accessible from our first-floor entrance closest to Union Street. Please use your discretion while using this dog run as it is public property and the owner of this park is not liable.

DUAL ENTRANCE

When visiting Onni Fulton Market our drop off location at **355 N Halsted Street** is a walk-up entrance through the residential dual entrance into our lobby.

Ride Share

Please utilize our **354 N Union Street** address for all ride share pickup and drop off.

APARTMENT TRANSFER ONSITE

Policy and Fee

We understand that you may like to transfer to a different apartment for many different reasons and we welcome you to do so. Below are the guidelines that must be met in order to be approved for an apartment transfer.

- Transfers to a smaller or less expensive apartment will not be considered by management
- Transfer requests will not be approved if you have a balance, record of late fees, NSF 's, or Complaints
- We must receive a 30-day written notice & signed notice to vacate form for your current apartment
- You must fulfill a minimum of 6 months into your current lease
- You must pay a transfer fee equivalent to half a months rent (of current apartment), in full, within 7 days after transfer approval
- Your new term must be equal to or greater than the term of your current apartment
- You must pay back any concessions received for not fulfilling your original lease term in full, within 7 days after transfer approval
- You must schedule an inspection of your current apartment with maintenance

TRASH AND RECYCLE PROGRAM

Here at Onni Fulton Market we strive to be as green and earth friendly as possible. This will take a collaborated effort not only from our onsite team members but also from our residents. There is a trash chute located on every floor directly next to the elevators. It is very important that we all separate our trash from our recyclables. To make this process easier for everyone, there is a trash and recycle button directly above the trash chute door. By selecting either, Trash or Recycling, this will allow for proper separation once it gets to the ground floor. You will be charged additionally for oversized trash according to the size.

We will also be offering recycling seminars to help educate all of us on what is to be recycled and what is not. A community email will be sent out of when these seminars will take place with ample amount of time for you to plan to attend. Our Resident Services Coordinator can also provide an information sheet of what can be recycled.

Please bring all items including moving boxes, down to the ground floor trash room, located in the loading dock, that may be too large for the chute. The Concierge will be more than happy to assist with opening the trash room for proper disposal of these items.

MAINTENANCE REQUEST

How to Submit a Non-Emergency Request

With our outstanding onsite maintenance team members, we are committed to making sure everything is operating properly in your home. Should you need to submit a maintenance request such as a clogged toilet or garbage disposal, or a lightbulb replacement, there are four easy ways to do so.

- Login to the Rent Café APP on your mobile device and click on 'Maintenance Request'.
- Login to the Resident Portal through our website, www.onnifultonmarket.com, by clicking on 'Resident' in the upper right-hand corner.
- Your username and password will be the same one you created when filling out your online application. Then click, 'Submit a Maintenance Request'.
- Call or email the Concierge. (312)761-2914, or OFMConcierge@onni.com
- Swing by the Concierge desk and speak to an onsite team member.
- It is our commitment to have your maintenance request completed within 24 hours of being submitted.

How to Submit an Emergency Request

There are unfortunate mishaps that may occur in your home that we will need to take immediate action on. Below are just a few emergency situations that will require immediate attention.

- Toilet, sink and/or bathtub overflow
- Clogged drains
- Heat and or Air Conditioning unit malfunction
- Appliance malfunction such as refrigerator or freezer
- Apartment front door lock failure
- Water intrusion from the ceiling, walls or floor
- Lockouts (1st lockout no charge, \$75 charge thereafter during non-office hours)
- Please contact the Concierge at (312) 756-8010.

HOUSINGKEEPING RECOMMENDATIONS

Flooring

- Dust-mop (with a non-treated, clean mop) or vacuum floors regularly to remove loose soil and fine dust particles that can scratch floors.
- Wipe up spills on floors immediately with cloth or sponge.
- Never use wet mops, highly acidic or alkaline cleaners, jet spray cleaners or steam cleaners, non-recommended commercial floor cleaners or polishes, or treated mops that have been used to clean other floors or furniture.
- Place felt floor-protector pads on furniture feet and protect your floor from hard castors on moveable furniture. We highly recommend BONA products.
- High heels and pet nails can cause permanent indentation in floor surfaces. Use caution when wearing high heels and keep pets' nails trimmed.
- 70% to 80% of dirt on the floors in your home is tracked in from the outside. One square yard of matting can capture one pound of soil. Use entry-way (non-skid, cotton) mats to capture tracked-in dirt and soil, and clean them regularly. Rubber or fiber-backed mats may stain or scratch the floor finish.

Terrazzo Shower Base Flooring

You will want to use a mild abrasive cleaner such as Comet or Soft Scrub. No products with any acid what so ever should be used. This will eventually pit the base and then resurfacing must be done. No sealer is recommended.

Granite Countertops

We would like to recommend cleaning all granite surfaces with a few drops of neutral cleaner, granite stone soap such as, Granite Gold, Daily Cleaner, or a mild liquid dishwashing detergent and warm water. Use a clean soft cloth for best results. Too much cleaner or soap may leave a film and cause streaks. Please refrain from using products that contain lemon, vinegar, or other acids. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.



Other

Please make sure to clean the lip of your washing machine. If this is not clean upon moving out there will be a fee.

The bathroom vent works in sync with the circulation of air throughout the entire building. When you turn it on manually, it will open a vent to soak up all the moisture. It is very silent, but it does work.

- Please do not put peels, pasta, rice, grinds, or any fibrous material in the garbage disposal.
- Range hood filter – run through the dishwasher at least once per month to remove grease buildup.
- Plumbing sensitivity - do not flush anything other than toilet paper down the toilet. Do not flush wet wipes or makeup wipes as they will clog the pipes.

BALCONY DOS AND DON'TS

We truly hope you enjoy all the advantages with having your very own outdoor space!

Grills: Electric grills are allowed; charcoal and gas grills are not permitted on your balcony.

Furniture: Your balcony may include outdoor furniture such as, seating, tables, and potted plants.

Other: Altering your balcony such as drilling holes into the walls or ceiling for hanging items is strictly prohibited. Bicycles, trash, and animals are not to be kept on your balcony. Balconies shall be kept neat and clean at all times. Please store your bike in the bike room located on the first floor.

COMMON AREA RESERVATIONS

- 3rd Floor Supper Club \$500.00 minimum 4 hours Reservation
- 3rd Floor Sports Lounge \$450.00 minimum 4 hours Reservation
- 3rd Floor Pool Cabanas \$200.00 minimum 4 hours Reservation
- 3rd Floor Outdoor Grilling Station \$500.00 minimum 4 hours Reservation
- 31st Floor Cloud Lounge \$3,000.00 minimum 4 hours Reservation
(\$1,000 deposit will be required)

TIDE DRY CLEANERS DRY CLEANING

Located on the mezzanine floor near the 2nd-floor garage.

PACKAGE DELIVERY

We certainly understand a busy schedule, which is why we go above and beyond to make sure that any of your personal packages you have delivered are taken care of. Aside from your mailbox you may also retrieve your packages from the package lockers located in the 3rd floor lobby. Larger packages can be retrieved from our Concierge for your convenience. You will be notified via email and/or text when a package has been accepted for you. Also, feel free to have perishable items delivered as we have a refrigerator for items that require refrigeration.

PERMISSION TO ENTER

We invite your friends and family to visit you at Onni Fulton Market and look forward to welcoming your guests to our community!

Guests: For a hassle-free visit please use the Rent Cafe APP when expecting a guest(s) for permission to enter. Your guest(s) will check-in with the Concierge upon entering the building. You may also send an email to OFMConcierge@onni.com or call (312)761-2914 to ensure your guest(s) have been registered. If the arrival of your guest(s) has not been prearranged, we will be sure to give you a call announcing their arrival before granting them access into the building.

Food Deliveries: We recommend notifying the Concierge if you are expecting a food delivery for faster service. If your delivery has not been prearranged, we will be sure to give you a call announcing the arrival of your delivery before granting them access into the building.

Cleaning Services: If you should schedule a cleaning service from an outside company and wish to grant them access into your apartment, please submit in writing the name of the cleaning company and/or the name of the person who has permission to enter your home, along with the date(s) and time(s) permitted, to the Concierge.

GOOD NEIGHBOR ETIQUETTE

It is our goal to make your living experience beyond enjoyable and with your help we can make Onni Fulton Market an elevated living experience for you and your neighbors!

Quiet Hours: Please be considerate of your surrounding neighbors while listening to music or watching T.V. We ask that you limit the volume during the quiet hours of 10:00PM to 8:00AM.

Cooking in your home: Please be mindful when cooking with pungent ingredients as they may produce smells that can be invasive to your surrounding neighbors. Make sure to use proper ventilation while cooking as this will assist in alleviating strong cooking smells.

Pets in your home: As a pet(s) owner, you are fully responsible for any noise disturbance(s) caused by your animal(s). If you should need any assistance in pet sitting, feeding or walking, please do not hesitate to contact the Leasing & Management office as we would be more than happy to recommend a partnering company. (312) 756-8010 or rentofm@onni.com.

Smoke-Free community: Onni Fulton Market is a SMOKE-FREE community. Chicago's Clean Indoor Air Act prohibits smoking as well as "vaping" or the use of an e-cigarette, vape pen, or e-hookah in virtually all enclosed public places and apartment communities. Smoking in your apartment, all common areas, outdoor space, parking garage, stairwells, and within 15 feet of the main entrance is prohibited. Violators will be fined \$1,000.00 and will face possible lease termination.

RESIDENTIAL HIGH-RISE SAFETY

What to do in case of an emergency:

C.A.L.M.

C - Call 911 First

A - Alert building management/security

L - Listen for instructions from fire officials

M - Move to safety or evacuate only if you are in immediate danger. If you are not in immediate danger, stay where you are.

LIFE SAFETY PLAN

- Check your smoke detector regularly
- Know your building's emergency plan and other emergency systems
- Practice fire safety in your home
- Learn to evacuate in case of a fire in your unit (safest stairwells and exits)
- Have a flashlight and home keys accessible
- Know your neighbors. Be aware of any disabilities or special needs they may have and check on them often

THREE DON'TS

- 1) DON'T GO TO THE ROOF
- 2) DON'T TAKE THE ELEVATORS
- 3) DON'T BREAK WINDOWS

For additional information about the Chicago Fire Department's Life Safety guidelines, please visit the Chicago Fire Department website at: www.CityOfChicago.org/fire.

*All Residential High-Rise Safety tips listed above were created by the City of Chicago Fire Department.

MOVE OUT

Notice to Vacate

A minimum 60 days' notice to vacate is required prior to your lease expiration date. There are three ways to obtain the required notice to vacate form, which are, paying us a visit in the Leasing & Management office, giving us a call and we will email you the form or sending us an email. If there is anything, we can do to retain your residency with us, we welcome an in-person conversation with you. Please reach out to setup this meeting.

Freight Elevator Reservation

Studio, Convertible and 1 Bedrooms= 2 hours of moving time

Two Bedroom and Three Bedroom = 3 hours of moving time

Penthouse = 3 hours of moving time

*Please call or email the Leasing & Management office to reserve the freight elevator with your preferred move in date and preferred time so we can schedule your move in accordingly. (312) 756-8010 or rentofm@onni.com

Schedule Move-out Inspection

A move-out inspection is required upon moving out with you and one of our onsite maintenance team members a minimum of 14 days prior to your move-out date. Please contact the Leasing & Management office to setup your move-out inspection appointment.

(312) 756-8010 or rentofm@onni.com.

Fobs, Mailbox Keys and Garage Openers Drop-off

After all your belongings have been removed from your apartment and the apartment has been cleaned, including the inside and outside of all appliances (this will avoid any move-out cleaning fees), please drop-off all Fobs, mailbox keys and garage openers to the Leasing & Management office or the Concierge. There will be a form you will need to sign off on with the onsite team member acknowledging you have given back possession of your apartment.

We are sorry to see you leave us and we thank you for your residency. We wish you the very best with your next home.

OFFICE HOURS

Monday- Friday 9AM - 6PM

Saturday 10AM - 5PM

Sunday 11AM - 5PM

LEASING & MANAGEMENT AND CONCIERGE CONTACT INFORMATION

Resident Services Phone: (312) 515-2900

Resident Services Email: cmaali@onni.com

Concierge Phone (312)761-2914

Concierge Email: OFMConcierge@onni.com

Leasing Office Phone: (312) 756-8010

Leasing Office Email : rentofm@onni.com