

# Welcome to Annapolis Bay!

## 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/annapolisbayapts](http://www.facebook.com/annapolisbayapts) and [www.facebook.com/dweckproperties](http://www.facebook.com/dweckproperties)

**Instagram:** @annapolisbayapts & @dweckproperties

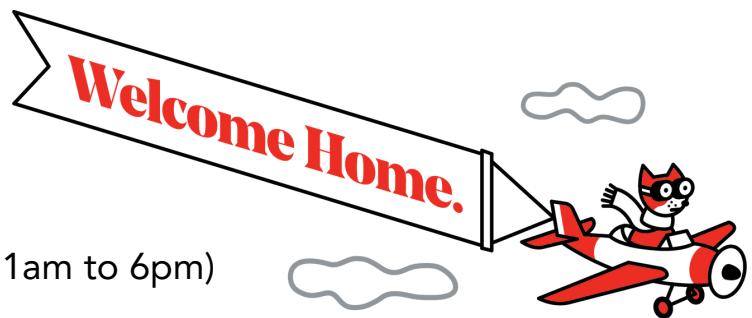
And keep an eye out around the community for resident event flyers - we love to throw a good party!

### Where is the office located?

721 S Cherry Grove Avenue  
Annapolis, MD 21401

### 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 [annapolisbay@dweckproperties.com](mailto:annapolisbay@dweckproperties.com) or give us a ring at 443.241.7383. 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](http://www.DweckProperties.com/blog) or scan here



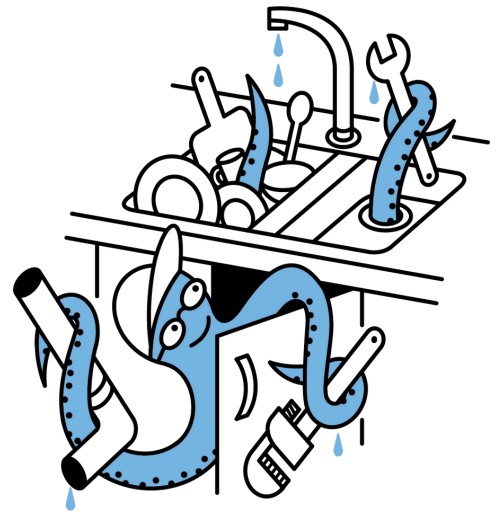
## **All Things Maintenance**

### **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 (in which our team will respond after office hours):**

- 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 443.241.7383 , 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 completed 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 live in a home with individually controlled HVAC so you control your home's temperatures through your thermostat.
- Looking to save money on utilities? No need to turn your thermostats off, simply adjust the temperature.
- If the garbage disposal stops working, try pushing the red 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 443.241.7383 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.
- Fire extinguishers are located in the lobby of the leasing office.

## 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. Detached garages are also available for \$225/month (limited availability). Please remember to not park in front of any garages other than your own. All vehicles must be registered with the leasing office and display the Dweck parking decal.

## **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, except for USPS packages. For USPS, please visit the leasing office. Your mailbox for letter mail is located by the grill area.

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

Yes! Our community has a Bark Park located in the back of property behind 706 and 708. 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.

### **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**

While we do allow smoking in our community, we kindly ask that you be mindful of your neighbors. As a reminder, your lease states that smoking must not impact others' enjoyment of their home. Additionally, smoking is not allowed in the apartment common areas, the garage, the leasing office, or the amenity areas. You should be at least 20 feet away from the building when smoking outside.

### **Are there quiet hours?**

Anne Arundel County quiet hours are from 10PM to 7AM. If your neighbor is excessively noisy, please contact the non-emergency police line.

### **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](http://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 your leasing consultant to confirm your move-in time and date. Residents can pick up their keys during office hours between:

Monday – Friday from 10AM – 6PM

Saturday from 10AM – 5PM



## Community Map



# **Community Amenities & Guidelines**

## **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. You may access the fitness center after the office hours through the hallway by the playground. You will also see outdoor fitness stations throughout the community. A great way to get some sun and build your strength and flexibility!

## **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. Enter the Business Center through the hallway by the mailroom.

## **Coffee Bar**

Our coffee bar, located in the leasing office provides options including assorted coffee, espresso, hot chocolate, and hot water. Cups, 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 permitted.

## **Bark Park**

Dogs are welcome to run and play at our dog park, located behind the 706/708 building. Please remember that all pets should be always on a leash when outside of an apartment home or the Bark Park. There is also an outdoor Dog Wash station next to 708 building.

## **Playground & Grills**

Come play and grill anytime! The playground is located by 709 building (next to the pool) and has three slides, a climbing wall and playhouse. The grill area is by the mail room.

## **Storage Space**

Ask our leasing team about our additional storage space available to rent between \$25-\$35/month.

## **Trash & Recycling**

There are five dumpster enclosures and two recycling containers across the property. Please don't place bulk trash in the enclosures rather instead please coordinate with the leasing office on a separate pick-up service.



# **Public Transportation**

## **Bus Routes & Services**

Annapolis Department of Transportation offers the Orange Route for multiple stops around Annapolis Bay with many convenient connections. For an interactive map of the various routes and shuttles, please scan the QR code!

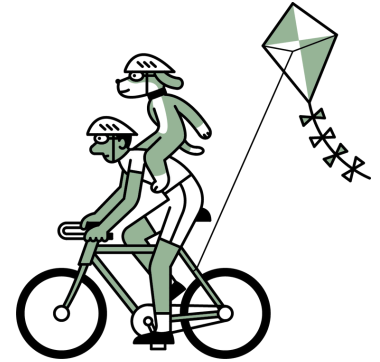


## **Complimentary Parking Downtown Annapolis**

Annapolis City offers City residents complimentary parking validations for up to two hours per day at one of the four parking garages downtown: Hillman Garage, Knighton Garage, Gotts' Court Garage, and Park Place Garage. Simply present your license with an Annapolis address at the Annapolis Parking Office, located at 60 West Street, Suite 106.

## **More Transportation Details**

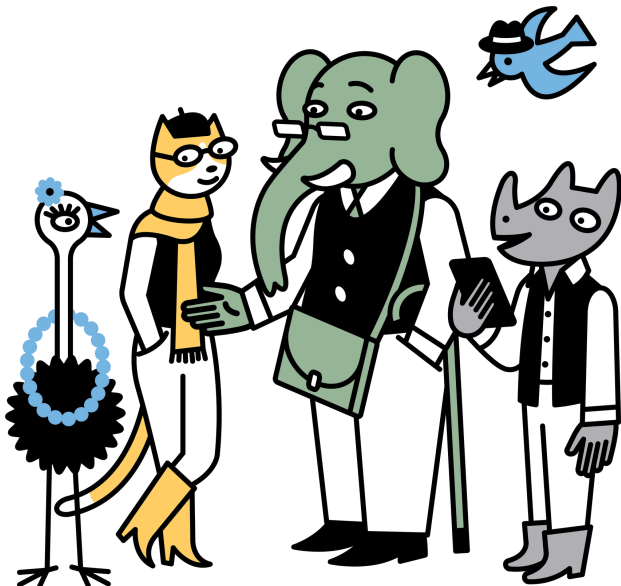
You can check our Anne Arundel County Transportation Guide, located in your move-in folder, for more details.



## **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.

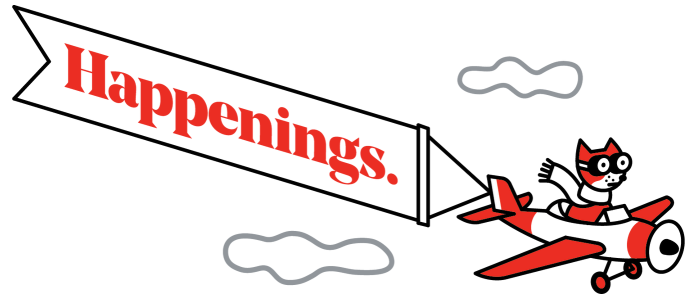


You can also refer them to another Dweck Properties community to receive that community's referral bonus that community's referral bonus offer.

Restrictions may apply, see the leasing office for details.

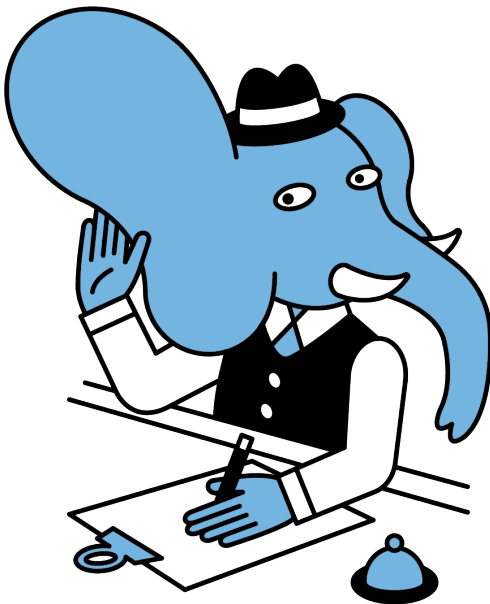
## You're Invited!

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!



## 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 Annapolis Bay home.



## Send us your feedback any time!

