



RESIDENT RESOURCES HANDBOOK

Dear Valued Resident,

We are delighted to welcome you to Steele Landing Townhomes, your new home nestled in the heart of our vibrant community. We are thrilled you have chosen to become a part of our family, and we can't wait to see you around the neighborhood!

To help make your transition as smooth as possible, we encourage you to explore this Resident Handbook. This comprehensive guide is designed to answer frequently asked questions and provide you with all the essential information you need during your residency. Whether it's details about community amenities, maintenance requests, or tips for getting the most out of your experience here at Steele Landing, you'll find it all in one convenient place.

We also strive to create a vibrant and inclusive environment where you feel at ease and connected. We encourage you to stay tuned for our monthly resident event.

Announcements—an excellent opportunity to meet your neighbors and enjoy the community. To keep up with all the latest updates, events, and announcements, be sure to follow us on social media @SteeleLanding and opt in to receive email notifications. We'd also greatly appreciate it if you could share your experience by leaving us a review on Google and/or Yelp. Your feedback helps us continue to improve and provide the best possible living experience. Our team is here to ensure your experience is exceptional. If you have any questions or need assistance, please don't hesitate to reach out to our friendly office staff. We're here to help!

Once again, welcome to Steele Landing Townhomes. We are excited to have you with us and look forward to creating a community you are proud to call home.

Welcome to the Hardin Valley neighborhood!

Warm regards,
The Team at Steele Landing

Diane McCarter
Community Manager

Kali Cherry
Assistant Community Manager

Erik Debaude
Maintenance Supervisor



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STEELE LANDING

TOWNHOME RENTALS *At Hardin Valley*

CONTACT INFORMATION:

Office Phone #: (865)-240-3705
Office Email: Leasing@SteeleLanding.com
Website: www.SteeleLanding.com

ADDRESS:

2165 Casablanca Way
Knoxville, TN 37932

OFFICE HOURS:

Monday–Friday: 10:00 AM – 6:00 PM
Saturday: 10:00 AM – 4:00 PM
Sunday: Closed

UTILITY INFORMATION:

Electric: LCUB
Phone : (844)-687-5282
www.lcub.com

Wi-fi/Internet: XFINITY Phone: (800)-934-6489
www.xfinity.com

Water/Sewer: West Knox Utility District
Phone #: (865)-690-2521

NON-EMERGENCY POLICE #'S:

Knox County Sheriffs Office: (865)-922-1070

ZONED SCHOOLS:

Elementary: Hardin Valley Elementary School (865)-470-2088
Middle School: Hardin Valley Middle School (865)-539-7827
High School: Hardin Valley Academy (865)-690-9690



IMPORTANT SERVICE REQUEST INFORMATION:

Please use the resident RentCafe app or the online portal to input all non-emergency service requests. Service requests are completed in the order they are received, with all emergency issues taking precedence.

EMERGENCY MAINTENANCE ISSUES ARE AS FOLLOWS:

- Water Leaks
- HVAC issues (*if the temperature outside is 80 degrees or higher OR if the temperature drops below 50 degrees*)
- Any issues that make the apartment uninhabitable such as
 - refrigerator outages
 - broken toilet/plumbing concerns
 - access issues (*cannot get into building or apartment home*)

After-Hours Emergency Maintenance #: (866-541-3162)

Please be sure to provide as many details as possible to ensure timely and efficient service.

Resident Portal: Scan QR Code





IMPORTANT RENT PAYMENT INFORMATION:

RENT DUE DATE: Rent is due on the 1st of each month.

We strongly encourage setting up automatic online payments through Domuso to ensure you never miss a payment and avoid any late fees or additional charges. More information on Domuso is on page 4 (English) and page 5 (Spanish).

PAYMENT POLICIES:

- **Late Fees:** If rent has not been received on or before the 5th of each month, a 10% late fee of the rental installment will be assessed.
- **NSF Fees:** If a payment is returned as Non-Sufficient Funds (NSF), a \$30 NSF fee will be applied. The 10% late fee will also apply if the rental installment is not received by the 5th of the month.
- **Partial Payments:** We do not accept partial payments.

For any questions regarding your resident account or payment information, please get in touch with AM@SteeleLanding.com.

Resident Portal: Scan QR Code



Welcome! We have partnered with Domuso to offer you easy, contactless payment options. Be on the lookout for an email from Domuso that will guide you as you create your online payment account! You can also create your account immediately by clicking here.

Paying Rent

Once you're logged in, click the "Make A Payment" button at the top right corner of the portal. Domuso offers a wide range of payment options:

Conventional

ACH/eCheck
Mobile Check Scan—Personal Check

Certified

Credit or Debit Card
Certified ACH
MoneyGram
Mobile Check Scan*—Money Order/Certified Check

Mobile App

You can now also pay rent using your mobile device. Download the app using the QR codes to the right.



AutoPay

You can choose to enroll in AutoPay with conventional ACH or credit/debit card, enabling automatic recurring payments. Just toggle the "AutoPay" button at the top right corner of the portal to ON.

Certified Payments

If you pay rent using certified funds, you now have more options available. You can submit certified payments online via Certified ACH or credit card. You can scan a money order or certified check using the mobile app. Or you can visit one of MoneyGram's 30,000 locations across the U.S. with your cash payment, photo I.D., account number and receiver code to immediately transmit your payment directly to your property.

The Domuso resident portal is available on desktop and mobile. Scan to download the mobile app here!



iPhone Android

★★★★★
4.8 app store rating!

Domuso has a support team available to assist you from 8 AM-10 PM EST. Call us at (424) 396-1303 or email us at support@domuso.com

*Note: payment options available will vary by property.

¡Bienvenido! Nos hemos asociado con Domuso para ofrecerte opciones de pago fáciles y sin contacto. Esté atento a un correo electrónico de Domuso que lo guiará crear su cuenta de pago en línea. También puede crear su cuenta inmediatamente haciendo clic aquí.

Pago de Alquiler

Una vez que haya iniciado sesión, haga clic en el botón “Make A Payment”. Domuso ofrece una gran variedad de formas de pago:

Convencional

ACH/eCheck
Mobile Check Scan—Cheque Personal

Certificado

Tarjeta de Crédito o Débito
Certified ACH
MoneyGram
Mobile Check Scan*—Giro Postal/Cheque Certificado

Mobile App

Ahora también puede pagar su alquiler usando su dispositivo móvil. Descargue la aplicación utilizando los códigos QR a la derecha.

AutoPay

Puede optar por inscribirse en AutoPay con ACH convencional o tarjeta de crédito/débito, lo que permite pagos recurrentes automáticos. Simplemente activa el botón “AutoPay”.

Pagos Certificados

Si paga el alquiler con fondos certificados, ahora tiene más opciones disponibles. Puede enviar pagos certificados en línea a través de Certified ACH o tarjeta de crédito. Puede escanear un giro postal o cheque certificado usando la aplicación móvil. O puedes visitar una de las 30,000 ubicaciones de MoneyGram en todo EE. UU. con tu pago en efectivo, una identificación con foto, tu número de cuenta y el código del receptor para enviar tu pago directamente a tu propiedad de forma inmediata.

Si tiene problemas, Domuso cuenta con un equipo de soporte disponible para ayudarlo de 8 AM-10. Envíenos un correo electrónico a: at.support@domuso.com

*Nota: las opciones de pago disponibles variarán según la propiedad.

El portal para residentes de Domuso está disponible en laptops y dispositivos móviles. ¡Descarga la aplicación móvil aquí!



iPhone



Android



¡Calificación de 4.8 en la App Store!



WELCOME TO YOUR COMMUNITY AMENITIES!

Please review the following guidelines to ensure the enjoyment and safety of all residents:

POOL/SPA

- Hours: 9:00 am – 10:00 pm
- Rules:
 - No glass containers are allowed.
 - Persons under the age of 12 must be accompanied by an adult.
 - Maximum of 1 guest permitted per household.



FITNESS STUDIO

- Hours: 5:00 AM - Midnight
- Rules:
 - For resident use only- no guests permitted.
 - Persons under the age of 15 must be accompanied by an adult.



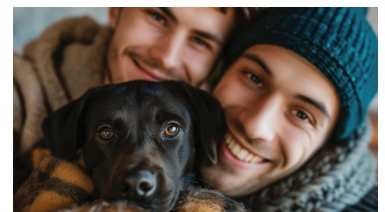
OUTDOOR GAMING AREA & GRILLING AREA

- Hours: Dawn to Dusk
- Rules:
 - Maximum of 2 guests permitted per registered occupant.
 - Persons under the age of 14 must be accompanied by an adult.



WALKING TRAIL & PETS

- All pets must be registered at the leasing office.
- Please be courteous to others and pick up your pets' waste along the trail.



PLAYGROUND

- Hours: Dawn to Dusk
- Rules:
 - Persons under the age of 14 must be accompanied by an adult.
 - Please clean up after use.
 - All activities are monitored by video surveillance.



**Thank you for helping maintain a safe and enjoyable environment for everyone!
If you have any questions, please get in touch with the leasing office.**



RENT CAFE REGISTRATON

via Phone App & Utilizing the Online Portal

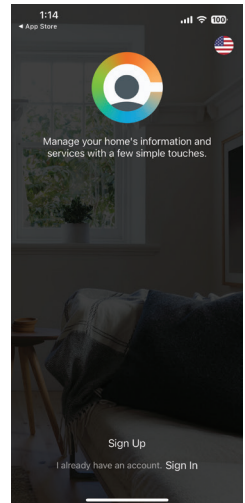
The RentCafe Resident app enables residents to log in instantly to their resident portal from their mobile device. Users can log in to update their resident profiles, view balances, make online payments, and submit maintenance requests with photos and voice memos.

1. Go to the App store. Available on Apple App Store and on Google Play. Scan the QR codes below with your mobile phone to be linked to the app store to download.
5. After the app loads, click the "Sign Up" link

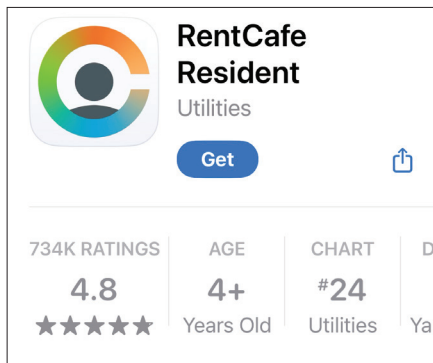
Apple Store



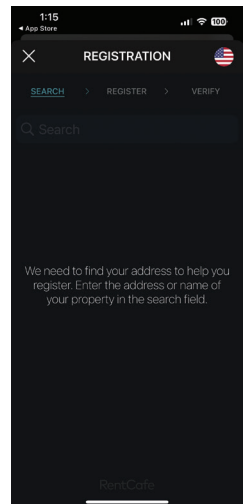
Google Play



2. Search for RENTCafe Resident
3. Click on "GET" and the install the app



6. The registration screen appears



4. Once the app is installed, click on the icon on the phone

Continued on next page.



7. Search for your property
a. **NOTE:** Make sure that you enter the name that shows on the ledger.

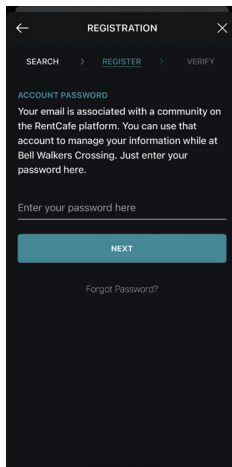
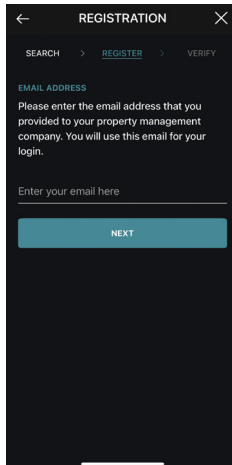
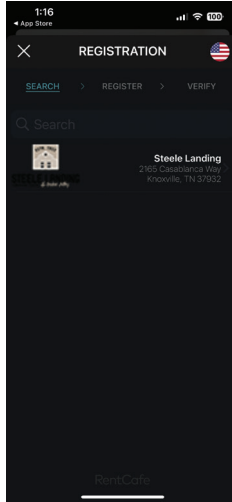
8. Select the property icon
a. **Note:** Make sure the name and the address match what's on the ledger.

9. After you select the property, the register step appears.

10. Enter your email
(this must match the email on file. If it changed, the leasing staff will need to update). Click next.

11. Enter a password you would like to use.

12. Reenter the password and click the next button.



13. The verify step appears with two verification options, SMS or manually. If SMS does not work, move on to option 2 and verify manually.

Option 1: To verify via SMS, your mobile number must be registered in Yardi for this option to work.

Option 2: Verifying manually

- a. Enter your first name.
- b. Enter your last name.
- c. Select yes if you would like to receive text messages.
- d. Enter your registration code, which is your resident ID that starts with T or R, and click the register button.

14. Receive notifications, select "Allow". This completes the registration process.



TRASH GUIDELINES

PLEASE REMEMBER:

- Place your container out within 2 hours before your scheduled service day.
- Always use the collection container provided.
- Always bag and tie your trash.
- All bags must be contained within the collection container. Break down all boxes.
- Double-bag pet waste.
- Your collection container must be brought in after the collection service (*Containers left out may result in a fine*).

ALL TRASH VIOLATIONS WILL RESULT IN A \$25.00 FEE PER OCCURRENCE.

BULK ITEM DISPOSAL

Residents are responsible for disposing of bulk items at their discretion.

Here are some suggestions for disposing of bulk items:

- 1. Schedule a Pickup:** Many waste management companies offer bulk item pickup services for an additional fee. Please get in touch with your waste management provider for more information.
- 2. Donation:** Consider donating items in good condition to local charities or thrift stores.
- 3. Recycling Centers:** Some recycling centers accept bulk items. Check with local facilities for their specific policies and accepted items.
- 4. Hire a Hauler:** Professional services are available that specialize in disposing of bulk items.

UNAUTHORIZED BULK DISPOSAL WILL RESULT IN A \$300.00 REMOVAL FEE.

<https://www.wasteconnections.com/start-service/>



PARKING REMINDERS 3 GUIDELINES:

To ensure a safe and orderly community for all, please review and adhere to the following parking guidelines and EV charging station rules:

GENERAL PARKING GUIDELINES

- **Vehicle Registration:** All vehicles must be registered with the front office.
- **Vehicle Limits:** Each registered occupant may have one vehicle (*maximum of 3 vehicles per townhome*).
- **Towing Policy:** Vehicles that are unregistered, abandoned, or in violation of the Lease, this Addendum, or Community Rules may be towed at the owner's expense. A 24-hour notice will be placed on the vehicle before towing, except in cases of immediate towing as outlined below.
- **Guest Parking:** Parking is on a first-come, first serve basis. We do not have assigned parking spaces. Please be considerate to ensure all residents have access to parking spaces. This includes monitoring your guests and being respectful of the limited parking available.

IMMEDIATE TOWING (*No Notice Required*)

The following violations will result in immediate towing at the vehicle owner's expense:

- Parking in a fire lane, designated no-parking zone, or handicap space (*without proper authorization*).
- Blocking entrances, exits, driveways, dumpsters, or other vehicles.
- Parking illegally in designated spaces or areas.

ADDITIONAL PARKING RULES

- **Vehicle Maintenance/Repairs:** On-site repairs or maintenance is prohibited.
- **Recreational Vehicles, Boats, and Trailers:** Permitted only with prior Management approval, registration, and in designated areas.
- **Commercial/Oversized Vehicles:** Must fit within one parking space without obstructing roadways or walkways. Vehicles taking up multiple spaces or extending too far may be towed with 24-hour notice. All vehicles must display the correct parking decal.

Thank you for your cooperation in following these guidelines to maintain a safe and respectful parking environment for everyone.