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# RESIDENT WELCOME PACKET

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# Welcome TO THE NEIGHBORHOOD

## Midtown Crossing Apartment Leasing & Management Office

233 S. 33rd Street, Omaha, NE 68131

Office: (402) 934-9275 | [www.midtowncrossing.com](http://www.midtowncrossing.com)

### HOURS:

Monday thru Friday 8:30 am - 5:30 pm

Saturday: By Appointment Only

Sunday: Closed

### IMPORTANT PHONE NUMBERS

Management/Leasing Office:

(402) 934-9275

After Hours Maintenance Emergency Line:

(402) 978-7497

On-site Security Office:

(402) 934-7999

Concierge:

(402) 934-7641



### RENT PAYMENTS

Rent is due on the first of the month. A late fee will be applied if not paid by the end of business on the fifth day of the month. Please allow 5-7 business days when mailing or paying online. Please deliver or mail rent to our management office or pay your rent online via Resident Services.

### KEYS & ACCESS CARDS

You will be issued one mechanical key and one access card per lease holder. The key will open your apartment door. The access card will allow you to gain access to the front and side entrance and the area to the trash dumpster behind the building. If you have contracted for parking, it will also allow you to gain access to the garage attached to your building. Please make sure that you keep the access card that was assigned to you. This is very important for tracking and activation purposes. If you lose your access card, please call the Management Office during business hours or the Security Office after hours so that we can deactivate it immediately and issue you a new one.

### INTERCOM

The main entry is equipped with an intercom system where your visitors will find your name in the directory and call to be buzzed in. The intercom will be programmed to a phone number of your choice (cell phones are acceptable). Your guest will call you to be let in. To buzz open the door press #9 on your phone. If you wish to change the number that the intercom is programmed to or would like to be listed differently in the directory, please contact the management office and we will make sure the requested changes are made.



### TRASH

Trash chutes are located on each floor by the service elevator. Please make sure that trash is appropriately bagged so that no leakage occurs on the way down the trash chute. If you have items that will not fit in the trash chute (ie. boxes) you may take them to the dumpster.

### ELEVATORS

Only the service elevator should be used for moving large items in and out of your unit. This allows the passenger elevator to remain free for use of other residents and also prevents damage to the interior finish. The service elevator should be accessed from the loading dock rather than the main entrance. For deliveries of large items, please call the management office to reserve the service elevator.

## GUEST PARKING

Your guests may park in the parking garage free for 3 hours. After 3 hours the rate is \$1 per hour. It caps at \$10.00 per day.

## MAINTENANCE REQUESTS AND AFTER HOURS MAINTENANCE EMERGENCIES

For routine maintenance requests, please call the Management Office or fill out an online service request within your Rent Café account. If you have an emergency after hours that would cause property damage or bodily harm if not remedied immediately, please call our after hours emergency maintenance service as listed above. If items such as backed up sinks or toilets are caused by improper usage of fixtures, charges may apply. We recommend keeping a plunger on hand and trying to rectify minor stoppages before calling the emergency service. Please DO NOT use liquid or crystal drain openers (such as Drano) as they cause harm to the pipes and could harm our service technician if backslash occurs

If you are locked out after hours, please call 402.934.7999. There is a \$25 charge per lock out.

## SECURITY

Frontline Security is on-site 24 hours a day, 7 days a week. If you see a crime in progress or injury has occurred, please call 911 first, and then dial the security office. If you see something suspicious not requiring police involvement, would like an escort, need an access card replacement, or would like to use the low tire/jumpstart/vehicle lock out service, please call the security office directly at 402.934.7999.



If you have a TV package with COX Communications, you can turn to channel 1960 to view the camera feed of your front door.

## FIRE

In case of fire, extinguishers are located in the common area hallways. Please familiarize yourself with their location before you need them. We also have a state of the art fire alert system. A bell will sound and voice will provide direction if there is a fire in the building. In the event of a fire, elevators will not be operational, so please proceed to the nearest stairwell that appears safe for evacuation. (Refer to Building Emergency Plan)

## CONCIERGE DESK

Concierge Services are provided by Lund Concierge. The main concierge desk is located in the lobby of building 4. Concierge is also located in buildings 3 and 5. Building 3, 4 and 5 operating hours are 10:00AM– 7:00PM Monday through Friday, Saturday and Sunday from 12PM to 5PM, including holidays. Concierge can be contacted by phone at 402.934.7641 or email at [concierge@midtowncrossing.com](mailto:concierge@midtowncrossing.com). Standard Services are provided to you at no charge! These include tasks such as accepting packages and deliveries, making reservations, notary services, mailing and watering plants.

The concierge is also available to do on-site errand running for you with Midtown Crossing retailers. These tasks may include light grocery shopping, meal deliveries, dry cleaning, personal shopping and anything else that can occur within Midtown Crossing. Lund Concierge also offers extended services for which additional charges will apply. Examples of these services include holiday decorating, house sitting, pet sitting, vehicle maintenance, baggage assistance, car wash and detail, and maid service. Extended services are charged on an hourly basis. Requests for third party services are subject to a 3% service charge and availability. Services purchased are billed directly to the requesting party's credit card upon task completion.

## RESIDENT REFERRALS

We hope that you will be very happy at Midtown Crossing and make this your home for years to come. If you chose to make your friends your neighbors by referring them, you will receive a \$300 referral credit for each person who moves in. Make sure to tell your friends to mention that you referred them when they come to view an apartment.

If there is anything we can do to assist you, please contact us at the management office. We are here for YOU.

# AFTER HOURS MAINTENANCE POLICY

Non-Emergency vs Emergency	During Office Hours	After Office Hours
<p>Non-Emergency</p> <ul style="list-style-type: none"> <li>• Clogged toilets (in units with more than one bathroom)</li> <li>• A burnt out light bulb within apartment</li> <li>• No air-conditioning, if below 80 outside</li> <li>• No heat, if it is above 55 outside</li> </ul>	<p>Call/Email management office: (402) 934-9275</p>	<p>Call/Email management office and leave message: (402) 934-9275</p>
<p>Emergency</p> <ul style="list-style-type: none"> <li>• Flood</li> <li>• Gas Leak</li> <li>• Fire</li> <li>• No running water</li> <li>• No power</li> <li>• Water leaks</li> <li>• Clogged toilets (in units with only one bathroom)</li> <li>• No air-conditioning, if it is above 80 outside</li> <li>• No heat, if it is below 55 outside</li> <li>• Plumbing is backed up</li> <li>• Smoke alarms</li> <li>• Lights burnt out only if it is a safety issue (i.e. dark hallways or stairwells)</li> <li>• Weather damage only if it poses a serious safety hazard (i.e. shattered windows or lights)</li> </ul>	<p>Call/Email management office: (402) 934-9275</p>	<p>Call emergency line: (402) 978-7497</p>

# APARTMENT ENTRY DOOR LOCKING MECHANISM

## 43 Apartment Corridor Door

7943



- Key outside or thumb turn inside retracts and projects deadbolt
- Key outside retracts both latchbolt and deadbolt, lever/knob outside remains locked
- Lever/Knob outside is locked by toggle or projecting deadbolt
- Lever/Knob outside is unlocked by toggle only
- Lever/Knob inside (when deadbolt is projected) retracts latchbolt and deadbolt simultaneously, and lever/knob outside remains locked
- Auxiliary deadlatch
- ANSI F20

## LEAVING APARTMENT WITH DOOR *LOCKED* BEHIND YOU

1. You are **INSIDE** the apartment.
2. Your door is locked.
3. To open the door and exit your apartment, turn the door lever/knob and exit the apartment.
4. The door will close behind you.
5. You are **OUTSIDE** the apartment.
6. The door is now **LOCKED** and you will be unable to re-enter the apartment without your key.

## LEAVING APARTMENT WITH DOOR *UNLOCKED* BEHIND YOU

1. You are **INSIDE** the apartment.
2. Your door is locked.
3. To open the door and exit your apartment, turn the door lever/knob.
4. If you want the door to remain unlocked after exiting the apartment and closing the door, you must move the toggle (located on the side of the door) to the unlocked position.
5. Exit the apartment, and the door will close behind you.
6. You are **OUTSIDE** the apartment.
7. The door is now **UNLOCKED** and you will be able to re-enter the unit without your key.

## LOCKING DOOR FROM INSIDE APARTMENT

1. You are **INSIDE** the apartment.
2. To **LOCK** your door, engage the deadbolt.
3. The deadbolt will engage itself and the toggle on the side of the door simultaneously.

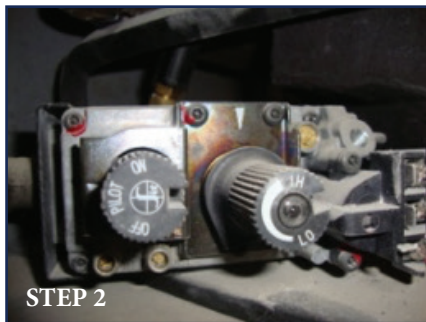
# FIREPLACE INSTRUCTIONS

When using your fireplace after a significant time of inactivity, it is very likely that the fireplace will activate your smoke detectors. This happens because during times of inactivity, dust, pet hair, etc. will settle on the ceramic logs and create smoke, which cannot be seen, but will activate smoke detectors. If it has been a significant amount of time since you last used your fireplace, we recommend that you open some windows, turn on your bathroom exhaust fan and “burn off” the fireplace in 5 minute intervals (flames on for 5 minutes, off for 5, etc.).

## Instructions for turning on your fireplace:



1. Ensure your main gas supply is on. To do this, find the silver “key” on the wall to the left or right of your fireplace. To turn the supply on, turn the “key” to the left. If the key will not turn to the left, this most likely means that the supply is on and completely open.



2. Turn the gas valve control knob to “pilot.” You will find the gas valve inside the fireplace, generally on the left side of the log set, and is identified by two knobs. The knob on the left of the valve will have three settings listed – off, pilot, on. First, turn the knob to the “off” position. Anytime you turn the knob from one setting to another, you will have to push the knob in slightly. After you have turned the knob to the “off” position, turn it back to the “pilot” position. After you have done this, push the knob all the way in until it stops. This will begin the flow of gas through the pilot orifice which is located on the opposite side of the log set from the gas valve you are working with.



3. Press the spark ignition to light the pilot light. As you are holding the gas valve knob in, on the “pilot” setting, push the “spark ignition” button, found on the opposite side of the log set from the gas valve. Push the “sparker” every few seconds until the pilot light continues to hold a flame. (This could take several minutes depending on how long it has been since you last used the fireplace.) Once the pilot light holds a flame, continue to hold the gas valve knob in for approximately 30 seconds. After waiting 30 seconds, release the gas valve knob and the pilot should stay lit.



4. Turn the gas valve knob to the “on” position.
5. Turn fireplace on with wall switch. On the wall to the left or right of your fireplace you will find two wall switches. One of the switches controls the fan which helps circulate the heat coming from the fireplace. The other switch controls the flames of the fireplace. It will take several minutes for the switch to operate the flames after turning the gas valve to the “on” position.

# FIRE SAFETY TIPS

According to the U.S. Fire Administration, people who live in apartments or high-rise buildings should:

- Regularly check that smoke alarms are operational
- Know the location of emergency exits
- Know the location of fire-fighting equipment
- Know the building's evacuation plan

The fire problem in the United States is an ongoing and continuous battle for the fire service and the public alike. **81%** of all fire deaths and **76%** of all fire injuries occur in residential buildings.

Each year there is an estimated:

- **365,000** residential buildings fires
- **2,560** deaths
- **13,275** injuries
- **\$6.6** billion in property loss



## COOKING, BBQ and Kitchen Equipment

If a fire starts in a pan, turn the stove off and carefully cover the pan with a lid or another pan. Do NOT throw water on the fire!



## SMOKING and Candles



## HEATERS, DRYERS and Electrical Appliances

Matches and lighters should be stored where children cannot see or reach them.

The majority of domestic fires start in the kitchen, most commonly as a result of residents becoming distracted when cooking.

- Charcoal BBQ grills are not allowed on patios or balconies
- Keep cooking area free of objects like towels
- Do not leave cooking unattended; use a timer if leaving the room
- Keep the stove and oven clean
- Do not allow grease to build up

Many fires start when a smoker falls asleep, when cigarettes are left smoldering in a full ashtray or when other flammable items like candles, oil burners or incense are left burning.

- Smoke only outdoors
- **Do not toss cigarette butts into landscape areas or potted plants. Mulch and potting soil can ignite and start a fire.**
- Smokers should ensure their cigarettes are fully extinguished when finished with them
- Per your lease agreement, candles are not permitted in your home.
- Other lit objects should never be left unattended, even if leaving the room briefly.

The second most common cause of fires in the home is heating equipment. These appliances may spark a fire through mechanical malfunction or by overheating and igniting nearby objects.

- Keep dryer lint filter clean
- Heaters should be kept at least 3 feet away from anything
- Heaters should not obstruct exits
- Other appliances should be regularly checked and properly maintained.



# RECENT **FIRE** STARTED FROM A CIGARETTE BUTT TOSSED IN A PLANTER



If you are found responsible for causing a fire, **you may be held financially responsible for damage.**



A cigarette butt was tossed into a planter that caused this fire. Here is a photo of the remnants of the planter.

## SMOKING SAFTEY

- Do not toss cigarette butts into potted plants or landscape areas! Mulch and potting soil can ignite and start a fire.
- Before you throw out your butts and ashes, make sure they are out.
- If you smoke, smoke only outdoors.

Go to [nfpa.org](https://www.nfpa.org) for more information.



**National Fire Protection Association**  
The authority on fire, electrical, and building safety

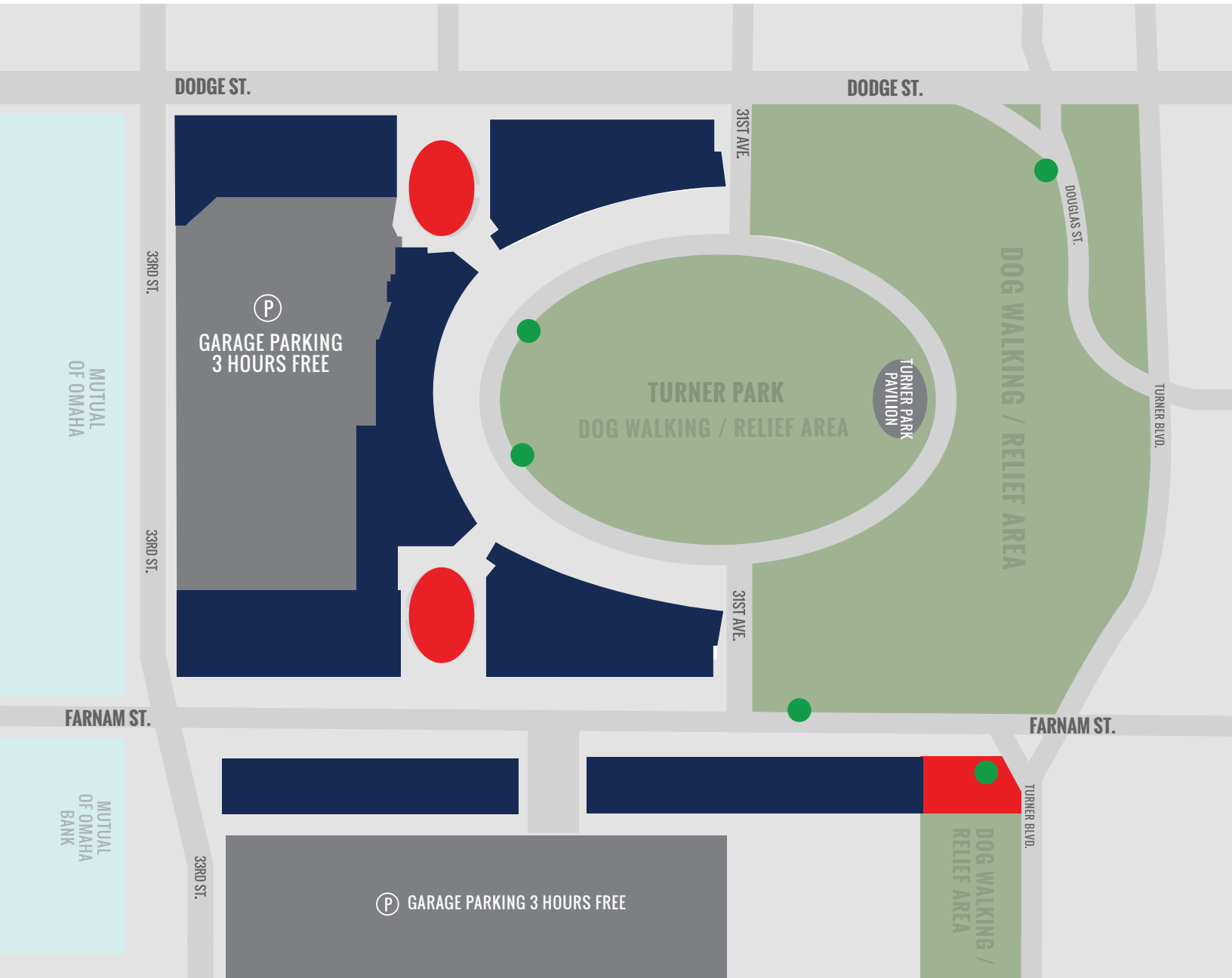
# PET POLICY




Each home is permitted to have no more than two pets (two dogs, two cats or one dog and one cat or other household pets). No livestock or exotic animals of any kind shall be raised, bred or kept on premises. All pets must be kept on a leash at all times both in and out of the buildings. Restricted dog breeds include but are not limited to: Doberman Pinscher, Rottweiler, Chows, and certain terrier dogs, including Pit Bull (Staffordshire Terrier). Conditional breeds requiring a Canine Good Citizen certification from the Humane Society include but are not limited to: Dalmatian, Akita, German Shepherd, Husky and Alaskan Malamute.

At no time should a pet be allowed to relieve itself in the roundabout or any other area not designated on the following Dog Walking Relief Map. The pet should be taken into the park area to relieve itself. Residents must clean up pet waste immediately and properly dispose of same. If pet waste is not cleaned up properly or a pet owner allows their pet to relieve itself in a non-designated area, a \$50.00 fine will be imposed on the pet owner. Please see Article VI Restrictions 6.2 (a) Animals in the declaration you received at closing for more information.

*Dog Walking Relief Area Map on following page*

# MIDTOWN CROSSING DOG WALKING RELIEF MAP



-  Dog Waste Bag Station
-  Dog Walking / Relief Area
-  Prohibited Grass Area



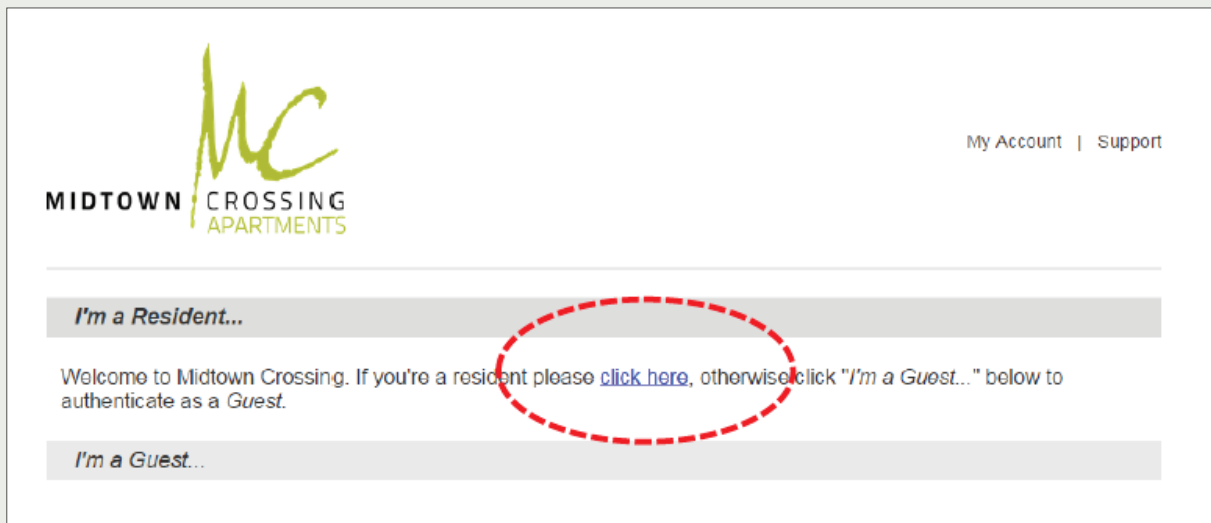
## HELP US KEEP MIDTOWN CROSSING CLEAN AND BEAUTIFUL!

All pet owners are responsible for cleaning up after their dogs.

All grassy areas or flowerbeds along sidewalks around the development are **PROHIBITED**. Please direct all dogs to the designated dog relief areas.

# RESIDENT NETWORK AUTHENTICATION INSTRUCTIONS

1. Turn on your wireless and search for networks
2. Connect to the “Midtown\_Guest” wireless network and open a web browser (Firefox, Explorer, Safari, etc.)
  - a. Please note that you will need to create an account as a new user and will need to connect to the guest network first in order to do so
  - b. If the page in step 3 does not appear right away, try browsing to a common site like CNN.com or Google.com



3. Choose “I am a resident”
4. Check “I’m a new tenant and need an account”
5. Enter your email (please use the one on file with the property) and unit number
6. Create and confirm the password you would like for your account
7. Click “Register” and you will be logged in to your private user portal

**My Account**

I already have an account.

I was given a self activation code.

I'm a new tenant and need an account.

Email or Tenant ID:

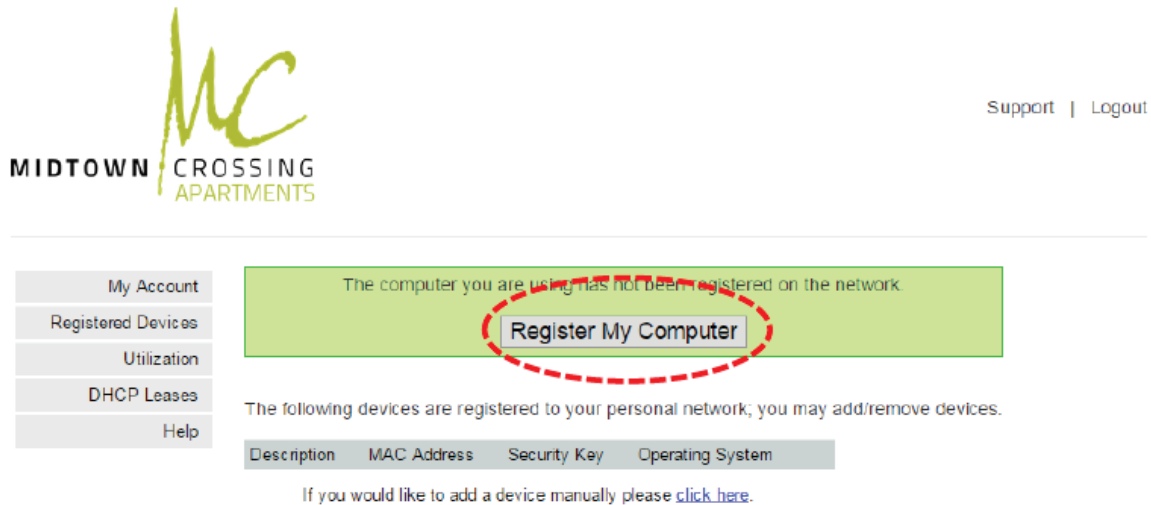
Room:   
Enter your 4-digit unit number. Example: 7102

Password:

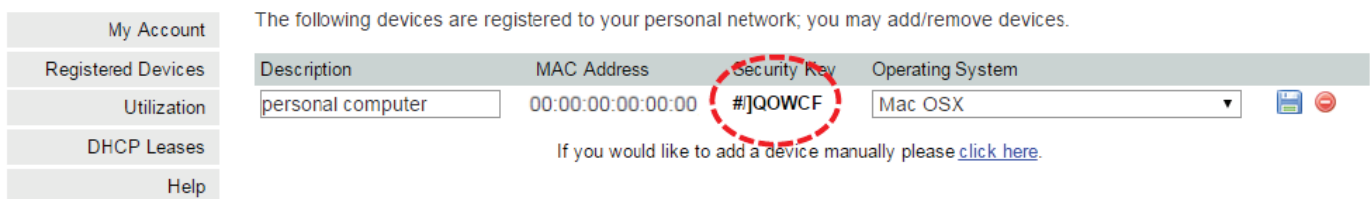
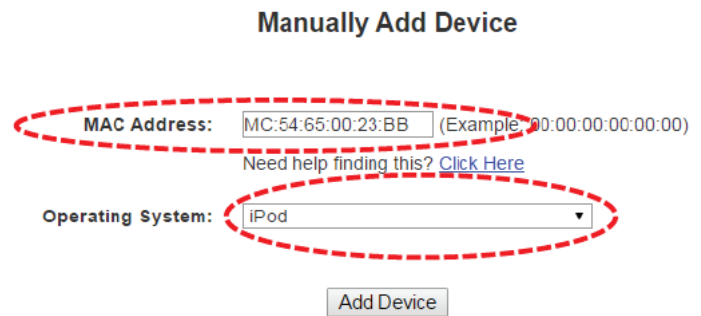
Confirm:

<http://www.midtowncrossing.myportal.innflux.com>

- Click “Register My Computer” to automatically log your devices MAC address



- Your devices MAC Address should appear in the MAC Address Field
- Select the Operating System type from the drop down
- Click “Add Device” You almost there!
- You will now see your device listed with a corresponding “Security Key” – Copy it down for the next step.



- Search for and connect to the “Midtown\_Resident” wireless network (SSID) and enter the Security Key from the previous step in the blank field.



**You’re done! Your device is now permanently registered to your private network!**