



Welcome to
247
PEARL
APARTMENTS

managed by

Redstone



our vision & mission



We are modern place makers.

The Redstone team are modern place makers, who believe that work is greater than an office, and positive places empower all of us. We support communities and spaces that inspire interaction and pride, developing empathy as energy.

VISION

We strive to advance the potential of place, helping to shape the communities we serve through partnerships and progress.

welcome



QUICK INFO WHILE YOU GET SETTLED

Move-In Inventory and Condition Report: This will be sent via DocuSign. Please complete an inspection of the apartment and return this form within 48 hours of your move, noting any wear and tear.

For any current or future maintenance needs, you will need to submit a maintenance request. Please see the next page for more details.

Guest Parking: We do not have any guest parking. Those without a tag will need to park on the street.

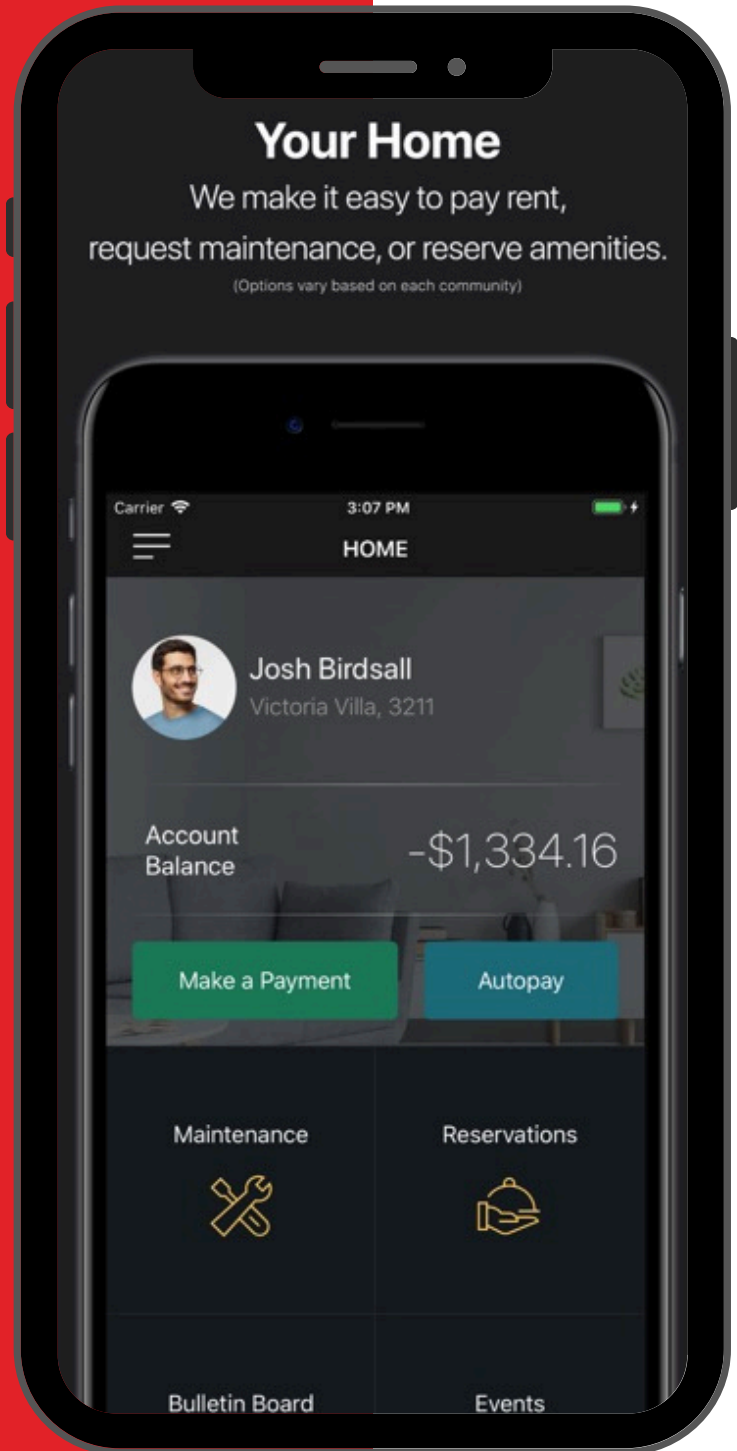
Moving Trucks: If you have a moving pod or truck, you will either need to utilize your parking space or find street parking. Please note that it is important to not block anyone in, block the entrance, or prop any doors open unattended.

Elevator Access: We do not allow the elevator to be reserved as there is only one on-site that is to be used by all residents. We ask that you do not prop open the door as it will cause the elevator to malfunction.

RENTCafe App

Access your tenant portal easily through the RENTCafe Resident app

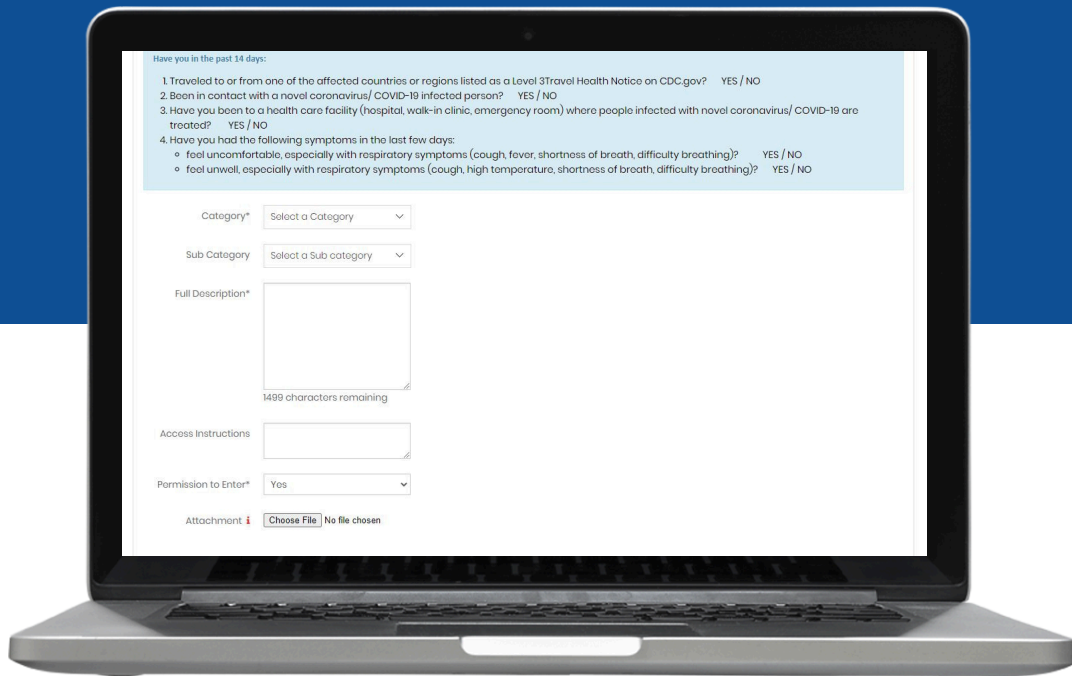
The app offers simplified rent payments and makes submitting a maintenance request easier. You can even upload a picture or voice message with your request.



Maintenance

REQUESTS

For regular maintenance issues please submit a maintenance request per the instructions below, so your issue is addressed as quickly as possible.



Have you in the past 14 days:

1. Traveled to or from one of the affected countries or regions listed as a Level 3 Travel Health Notice on CDC.gov? YES / NO
2. Been in contact with a novel coronavirus/ COVID-19 infected person? YES / NO
3. Have you been to a health care facility (hospital, walk-in clinic, emergency room) where people infected with novel coronavirus/ COVID-19 are treated? YES / NO
4. Have you had the following symptoms in the last few days:
 - o feel uncomfortable, especially with respiratory symptoms (cough, fever, shortness of breath, difficulty breathing)? YES / NO
 - o feel unwell, especially with respiratory symptoms (cough, high temperature, shortness of breath, difficulty breathing)? YES / NO

Category*

Sub Category

Full Description*
1499 characters remaining

Access Instructions

Permission to Enter*

Attachment No file chosen

HOW TO SUBMIT A REQUEST

Please log in through your [RENTCafe portal](#). Once logged in, click “Maintenance Request” and fill out the form.

After Hours

Maintenance Emergency

The following information is to provide guidance on the use of our Emergency Maintenance On-Call service. We hope you never have to use this service, but we know there are times when its use will be necessary to inform us of a maintenance emergency that requires a quick response.

Examples of Emergency Maintenance

- No heat during the winter
- A burst pipe or another form of an active leak such as overflowing plumbing fixtures
- A toilet that won't function, only if there is not another toilet in the apartment
- Damage to the property that renders it unsafe – for example, an exterior or apartment door that won't properly close or lock
- An elevator is out of service
- Malfunctioning smoke detector (a real alarm or fire conditions to be reported to 911)
- No hot water
- You are locked out and have no other way to access the building or your apartment – please note that a lock out response incurs a fee and requires our team to properly identify you as a resident under the lease. ID is required.

Please note that Redstone's Emergency Maintenance service does not take the place of the police, fire, or other first responders. For medical emergencies, life-threatening situations, reporting of a crime, or other situations for which police, fire, or EMS are needed, please call 911.

Redstone staff are not trained first responders and are not able to respond to this type of emergency. For loss of utility service, including loss of power, telecom service, or smell of gas please work directly with local utility provider.

We are not able to address issues that are not a maintenance emergency after hours, which include: Smoking, Parking, Neighbors, and AC. Please email your concerns to residents@redstonevt.com, and we will respond within two business days.

802.350.6210

Elevator Outage Plan

Purpose & Background: All elevators at properties managed by Redstone have contracted preventive maintenance plans with the elevator manufacturer or other qualified elevator repair company. These contracts usually have not less than monthly service visits. Elevator inspection certificates also posted within each elevator cab. Safety and accessibility are the goals of ongoing preventive maintenance of the equipment.

In the event of an elevator outage, we ask that the outage be reported to us immediately via our office telephone [802-658-7400] or 24/7 maintenance line [802-350-6210]. We will respond to elevator outages promptly. Availability of the repair technician and ordering of any required parts may take hours or even days.

Reasonable Accommodations During Elevator Outage

Redstone is committed to making reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to give an individual with a disability an equal opportunity to use and enjoy their dwelling.

Examples of possible reasonable accommodations can include:

- providing assistance with getting medications, groceries, trash removal, etc
- relocating temporarily to another unit or apartment on a lower level if one is available
- relocating residents to a hotel or other accessible lodging during the repairs

Steps we ask Residents to Take if an Elevator is Out

- Contact us immediately to ensure that the elevator outage has been reported
- If having a safe and operational elevator is a necessity based on your disability, please communicate with us when there is a reported outage so we can discuss any accommodations you may require.

- Keep in mind that it may take 24+ hours for an elevator technician to respond to the outage.

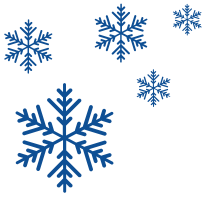
Unfortunately, a broken elevator does take time to repair.

- If the repair results in a lengthy delay, you may wish to request a reasonable accommodation from us to relocate temporarily to another unit or apartment on a lower level if one is available.

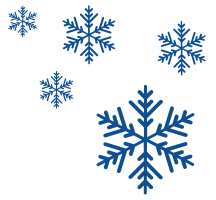
- You can also contact your local emergency services department (e.g., Fire Department or equivalent) to alert them that you could be unable to evacuate in the event of an emergency.

Steps Redstone Takes if an Elevator is Out

- We will promptly contact the elevator vendor to have repairs scheduled.
- We will notify building residents that we are aware of an outage and we are working on resolving.
- We will keep you updated and let you know when it is complete.
- We will respond to requests for Reasonable Accommodation during an elevator outage. Please keep in mind that response times may vary depending on the length of the outage.



Winter Reminders



1 Parking

- You may be asked to move your vehicle from the parking lot for snow removal. An email will be sent 24 hours in advance of this. Alternative parking accommodations will be recommended where available.
- Vehicles not moved may be ticketed or towed at your expense so please be sure to check your email during inclement weather.

Visit your city/town's website to learn more about parking bans and notification procedures.

2 Heat

- To prevent frozen pipes please set your heat to a minimum of 65 degrees even when you are not home and especially when the temperatures dip below freezing
- Close and lock all windows.
- Do NOT leave sink or shower taps running

In the event there is a concern with your heat or plumbing not working, (frozen pipes, lack of water, or leaking) please call the emergency maintenance service at 802-350-6210.

3 Snow Removal

- Snow removal vendors need to work during the early morning or late evening to keep up with the snow at several of our residential and commercial properties. You can expect noise and even delays depending on how heavy the snow is.
- Redstone will provide salt buckets by building entrances.
- Redstone does not provide shovels or snowbrushes.
- Do NOT leave your personal snow removal equipment in common areas. These may be removed if left.
- Redstone does not shovel between parking spaces. Snow removal vendors cannot remove snow from surface lot parking spaces unless 3 or more adjacent spaces are open.

Please Note: The plow will not come until there is more than 2" of snow accumulated.

Need help?



Billing? Rent Payment

Need assistance with your Redstone account?
Please contact:
ar@redstonevt.com



Pet Updates

Need to update your pet addendum?
Please contact:
residents@redstonevt.com



Concerns?

Need help with non-maintenance matters?
Please contact:
residents@redstonevt.com



Change of Leaseholders

Questions about how to make changes to the current leaseholders?



Renewal

Questions about your lease or a renewal?



Termination

Change of plans?
Questions about your lease obligations?

For help with the above, please contact: residents@redstonevt.com

www.redstonevt.com

LAUNDRY ROOM

The laundry room is located in the basement.

Please do not leave personal belongings or trash behind. Items will be discarded.

01



ROOFTOP DECK

The rooftop deck is on the 3rd floor.

The outdoor deck is closed in Winter/Early Spring.

Smoking on the deck is not allowed.

02



CARSHARE VERMONT

With a CarShare Vermont vehicle nearby, it's never been easier to share! Reserve a vehicle by the hour or day anytime you need to drive. Become a member of CarShare Vermont and get \$25 in free driving credits for your first trip! Promo code: REDSTONE.

03



Learn more & apply at carsharevt.org.

Community Spaces

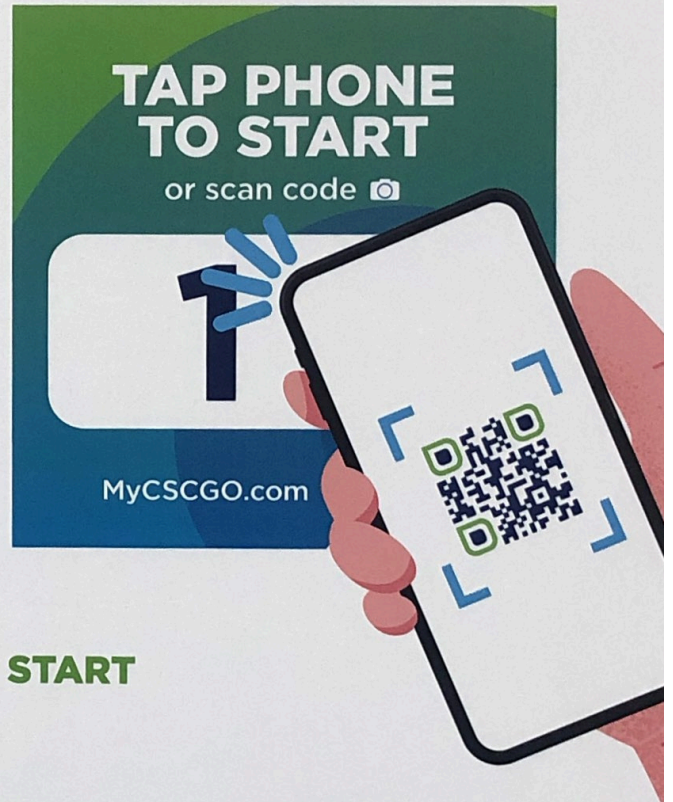
www.redstonevt.com

EASIER LAUNDRY

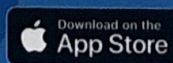
1 Momentarily **TAP** the machine sticker with your NFC-capable smartphone, **OR SCAN** a machine code with your smartphone camera or QR code app

2 **PAY** with Google Pay™, Apple Pay® or credit card

3 Load the machine and press **START**



Create an Account
Using the CSC GO
App and Get FREE
Laundry*



* Free laundry granted to the first account created on your smartphone



or visit [MyCSCGO.com](https://www.MyCSCGO.com)



Call Box



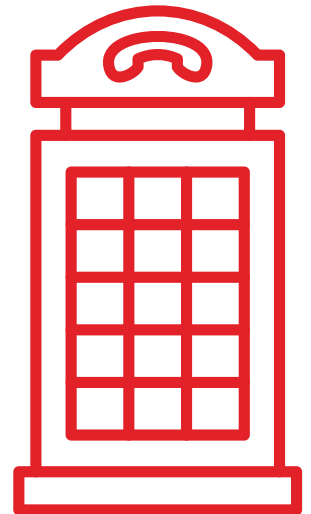
There are two call box locations at this property. One is on the street side, parallel with Pearl Street. The other is located near the parking lot.

Instructions

When you see the “welcome” display scrolling through, there’s a couple of options of how you can get in. Each option initiates a call directly to your phone and lets you speak to whoever is trying to reach you. You can buzz them in by pressing 9.

Enter your apartment number and then press the green call button. For example, at the welcome screen, dial 216 and press the green call button. This will call the phone number registered to apartment 216. If there are multiple lease holders for your apartment, it will be listed as the apartment number with a consecutive number (2161, 2162). You may need to test this with your household to determine your number.

You can also search by your last name, by pressing the up or down arrows. The names are in alphabetical order. Find your name then click the green call button.





Mail & Packages

The mailboxes are located on the 1st floor near the street entrance.

Carrier services and the post office work directly with Redstone for building access.

If a package goes missing, you will need to work directly with the company/carrier/police.

Redstone
has
provided
you with a
mailbox
key.



Please do not send items to the property prior to your move-in date. If that happens they will be returned to the sender.

Parking

Assigned parking is available for rent on a first-come, first-served basis. To check availability or join the waitlist, you will need to contact residents@redstonevt.com

Please note that the hang tag must be displayed while parked in the lot.

There is no guest parking.



Parking is subject to availability

For questions regarding parking please contact:
residents@redstonevt.com

Storage

Storage

Storage cages are located in the basement. To get to the basement, take the stairwell or elevator. We encourage you to place things in containers that prevent moisture. You must provide your own lock.

If you did not request storage prior to move-in, then you will not be issued storage at move-in. If you wish to reserve storage you will need to contact residents@redstonevt.com



Trash, Recycling, Compost



Trash

The trash bin is located towards the back of the parking lot.

You are not permitted to leave large items and furniture outside the bins.

Recycling is located next to the trash.

Most packaging, containers, and paper are recyclable. However, the following things are not: paper plates, cups, napkins, styrofoam, household items, toys, or filmy plastics (including plastic bags.)



Recycling



Compost

Compost is located in the trash enclosure and is the green bin. Effective July 1, 2020, the State of Vermont banned all food scraps from being included with waste that goes to a landfill. Residents will now be responsible for keeping their personal food waste separate from their trash and disposing of it in the provided exterior compost bins.

Explore Local

THE DAILY PLANET

Bohemian venue dispatching eclectic eats in a hip bar, tranquil solarium or romantic dining room.

dailyplanetvt.com

BLACK CAP

Delicious coffee, lattes, and out-of-this-world fresh pastries made in-house

blackcapvermont.com

BEN & JERRY'S

Iconic Vermont-based ice cream parlor chain, known for its creative, cleverly named flavors.

benjerry.com/burlington

GOLDEN HOUR GIFT CO.

A feel-good gift shop to brighten your day! Formerly known as Birdfolk Collective.

goldenhourgiftco.com

HOME PORT

A lifestyle and home furnishing store, offering a large range of products to suit your household needs

homeportonline.com

BURLINGTON BAGEL

Bagel sandwiches, blender drinks & salads dished up in a bright counter spot with 3 levels.

burlingtonbagelbakery.com

THE VERMONT FLANNEL CO.

Family-owned business that is on a mission to fill the world with comfort and bring the finest quality flannel clothing to everyone

vermontflannel.com



www.redstonevt.com

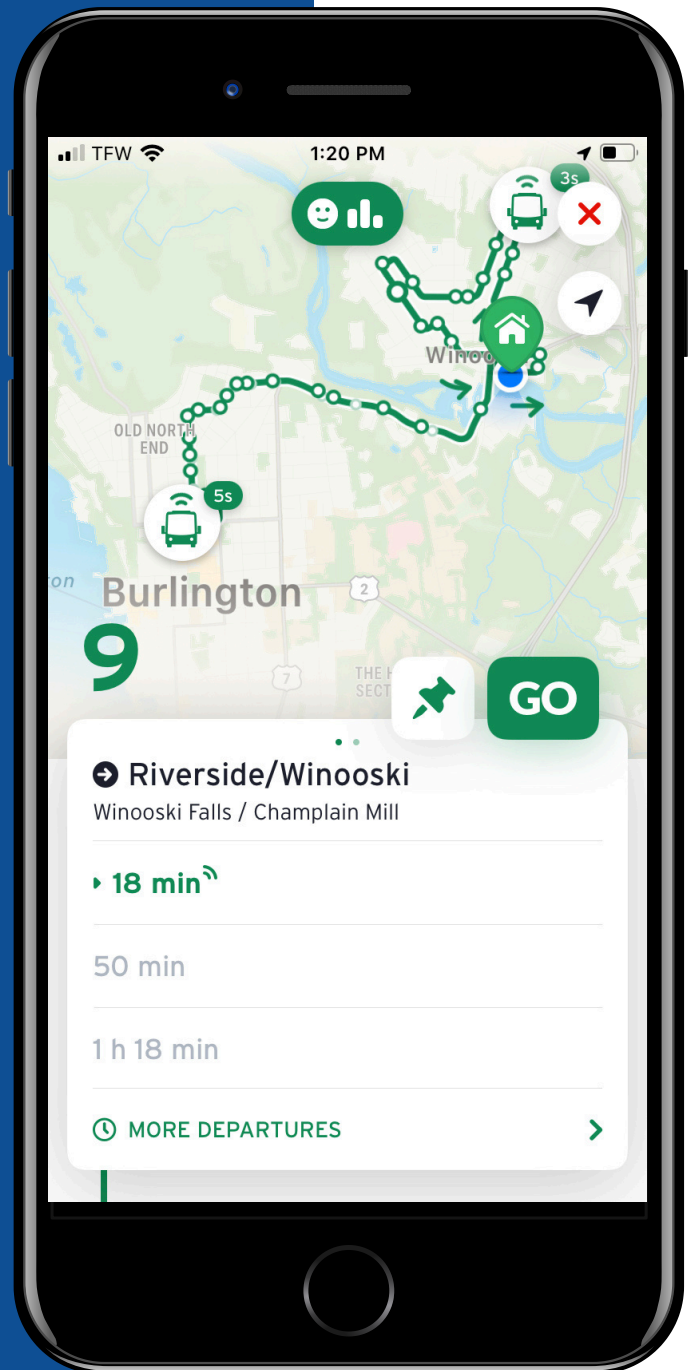
Green Mountain Transit

Go to ridegmt.com for a bus schedule or download the Transit App to track your bus in real time.

Download here:



SCAN ME



WELCOME HOME

We hope you've found your happy
place.

If you have any questions, please
don't hesitate to reach out.

Follow us!



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thank you