



Welcome to  
**MILLHOUSE**  
WEST  
**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

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**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.

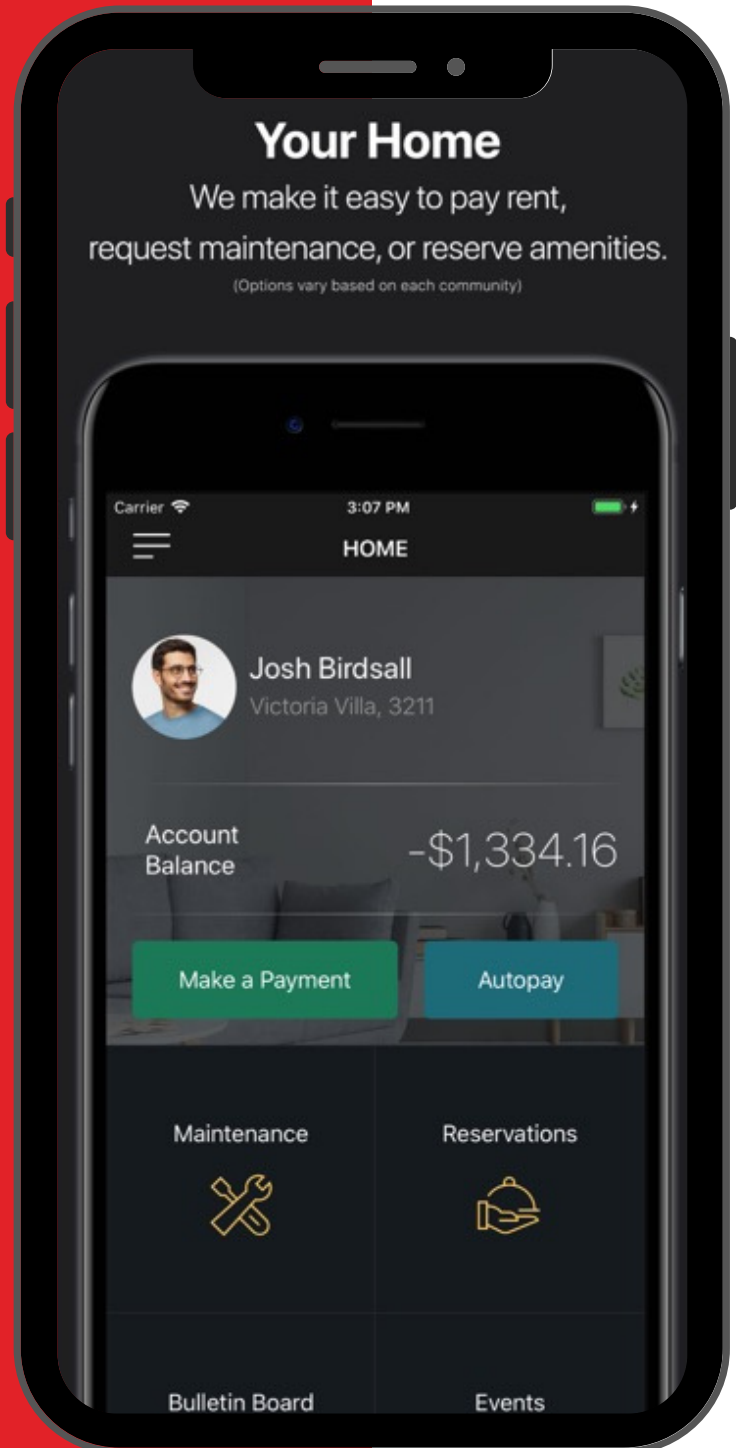
**Moving Trucks:** If you have a moving pod or truck, you will either need to utilize your parking space or find street parking. Please note that it is important to not block anyone in, block the entrance, or prop any doors open unattended.

**Laundry Room:** There is coin-op laundry located in the basement. There is no change machine on-site.

# RENTCafe App

Access your tenant portal easily through the RENTCafe Resident app

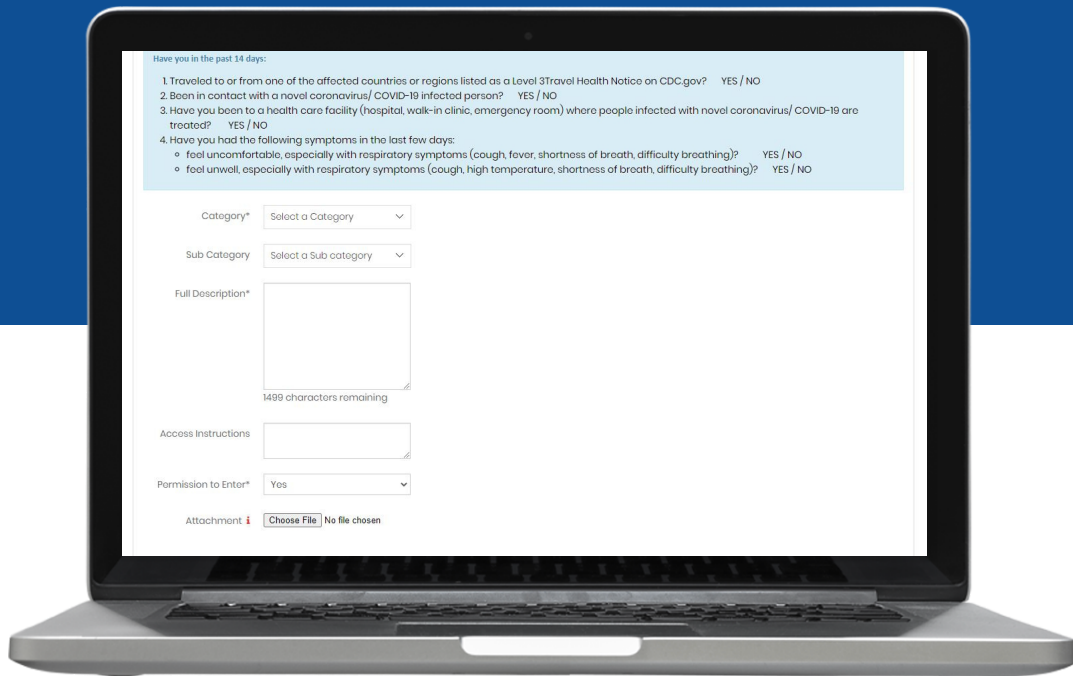
The app offers simplified rent payments and makes submitting a maintenance request easier. You can even upload a picture or voice message with your request.



# 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
- 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](mailto:residents@redstonevt.com), and we will respond within two business days.

# 802.350.6210

# 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: [rentals@redstonevt.com](mailto:rentals@redstonevt.com)

[www.redstonevt.com](http://www.redstonevt.com)

# Call Box

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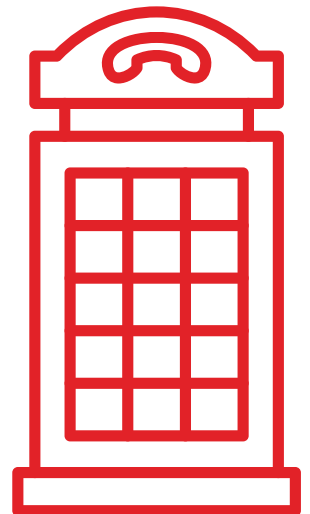
Located at each entrance of each building

## 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 in the lobby.

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

Parking is available on a first-come, first-served basis. To check availability or join the waitlist, you will need to contact [residents@redstonevt.com](mailto: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](mailto:residents@redstonevt.com)

# Storage

## Storage

Storage cages are located in the basement. 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](mailto:residents@redstonevt.com)



# Trash, Recycling, Compost



Trash

The trash bin is located on the west end of the building and 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

## SCOUT & CO.

Espresso bar + ice cream company with online ordering and three locations!

[scoutandcompanyvt.com](http://scoutandcompanyvt.com)

## PINGALA

Delicious food truck inspired cuisine (that happens to be vegan)

[pingalacafe.com](http://pingalacafe.com)

## GOLDEN HOUR GIFT CO.

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

[goldenhourgiftco.com](http://goldenhourgiftco.com)

## ONION CITY CHICKEN & OYSTER

Rustic-chic hot spot dispensing innovative spins on American comfort food & craft cocktails.

[mlcv.com/occo/](http://mlcv.com/occo/)

## AUTUMN RECORDS

Buy & sell used/new vinyl LPs + 45s, CDs, cassettes & stereo equipment. They are always looking!

[autumnrecordsvt.com](http://autumnrecordsvt.com)

## FOUR QUARTERS

Microbrewery with weekend tasting room offering house-brewed craft beers & local farm goods.

[4qbc.com](http://4qbc.com)



[www.redstonevt.com](http://www.redstonevt.com)

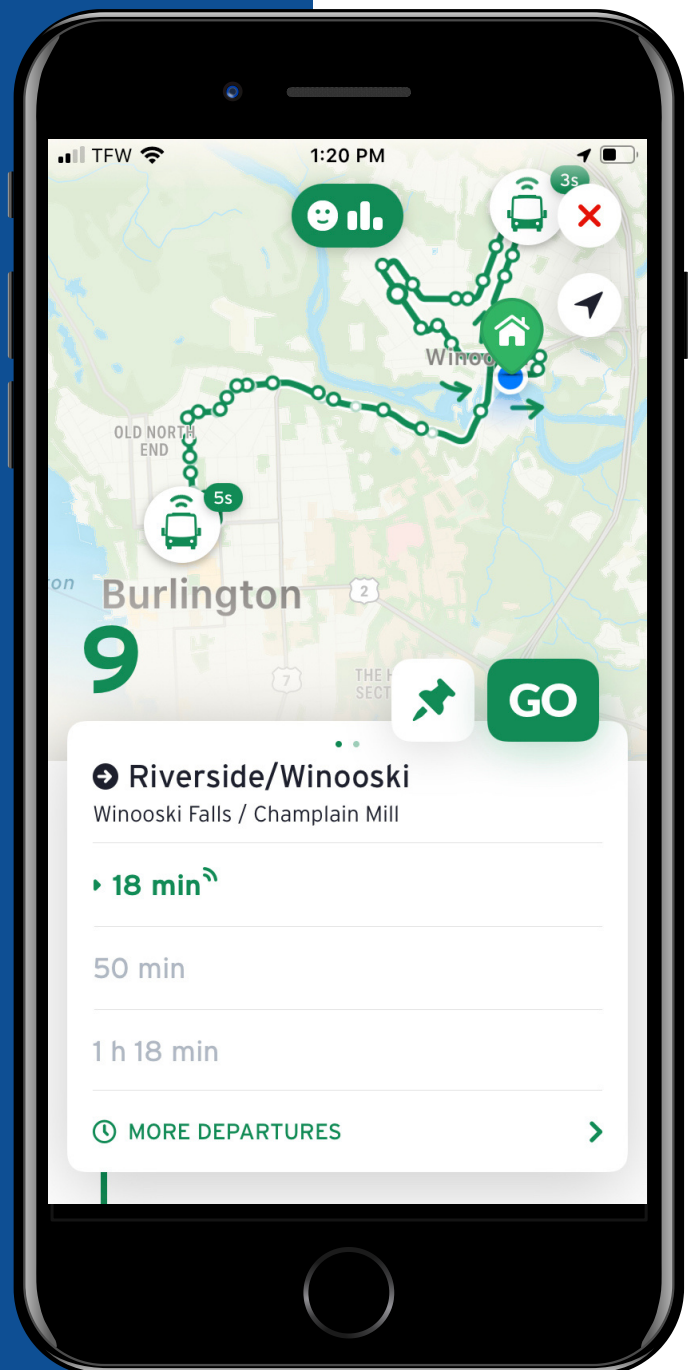
# Green Mountain Transit

Go to [ridegmt.com](http://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

[www.redstonevt.com](http://www.redstonevt.com)