



Welcome to **RIVER HOUSE 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.

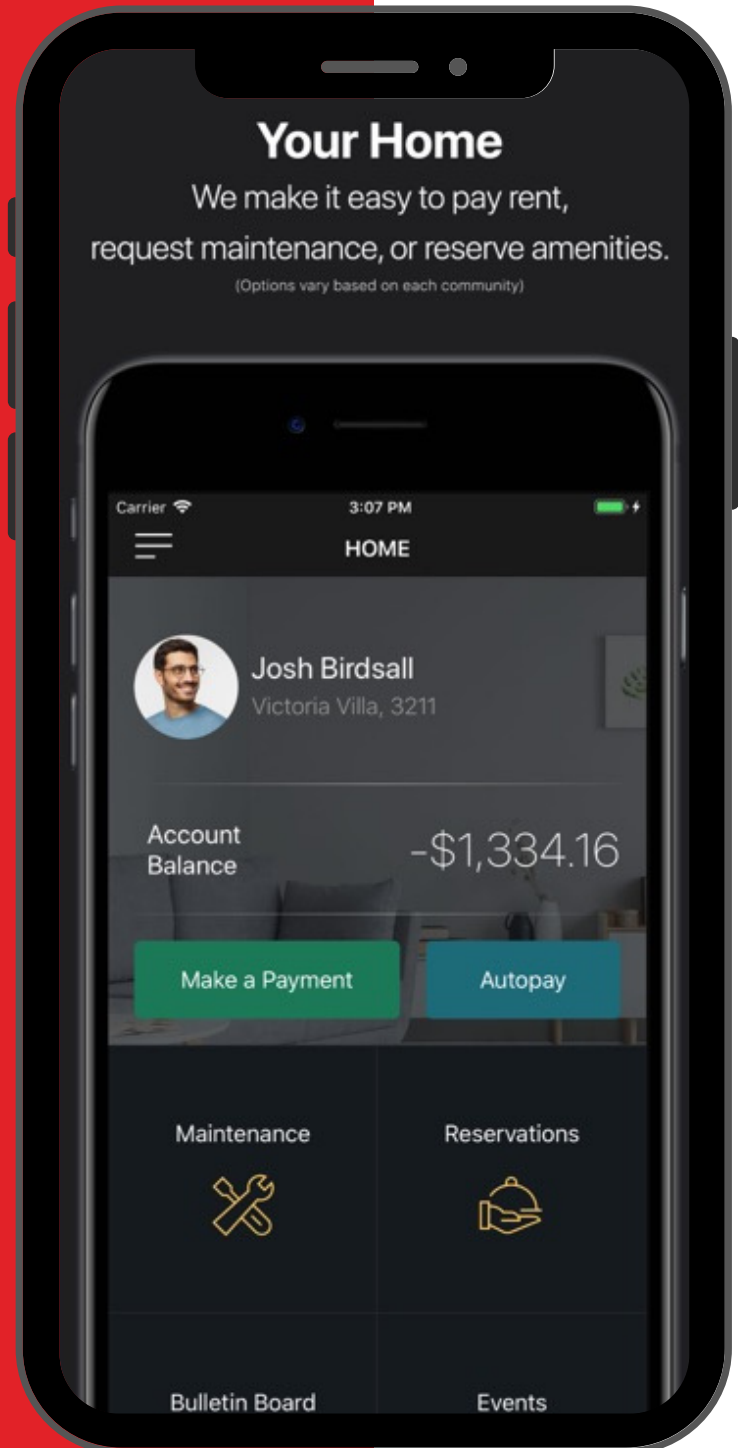
Moving Trucks: If you have a moving pod or truck, you will either need to utilize your parking space or find street parking. Please note that it is important to not block anyone in, block the entrance, or prop any doors open unattended.

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.

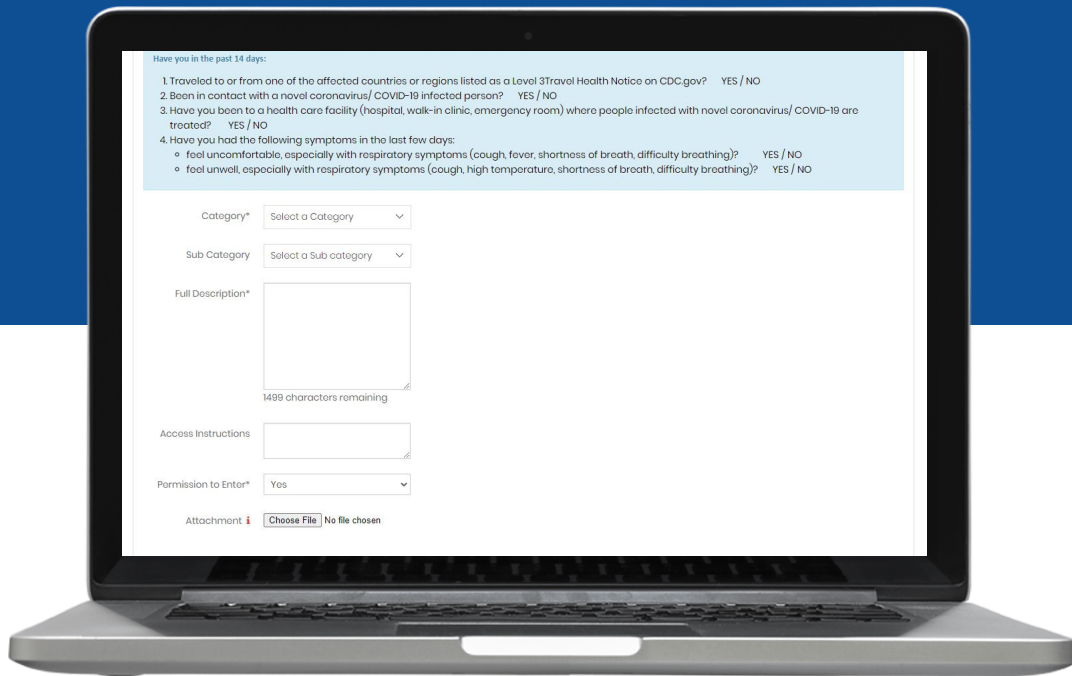


www.redstonevt.com

Maintenance

REQUESTS

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

A laptop is shown from a front-facing perspective, displaying a web form for submitting maintenance requests. The form is titled 'Have you in the past 14 days:' and contains several questions related to COVID-19. Below the questions are input fields for 'Category*', 'Sub Category', 'Full Description*' (with a 1499 character limit), 'Access Instructions', 'Permission to Enter*' (set to 'Yes'), and an 'Attachment' section with a 'Choose File' button and 'No file chosen' text.

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:

- feel uncomfortable, especially with respiratory symptoms (cough, fever, shortness of breath, difficulty breathing)? YES / NO
- 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.

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 above, please contact: rentals@redstonevt.com

www.redstonevt.com

FITNESS CENTER

The fitness center is located on the 1st floor by the common room.

Please be mindful of the volume of music. We encourage the use of personal headphones.

01



GARDEN & PATIO

There is a patio located on the 1st floor off the community room. There is a fire pit, a grill, and lounge chairs available for use. The gardens are assigned by lottery annually.

Please do not leave personal items behind.

02



LOUNGE

A community lounge room is available for use.

Please do not leave personal items behind.

03



Community Spaces

www.redstonevt.com

Call Box



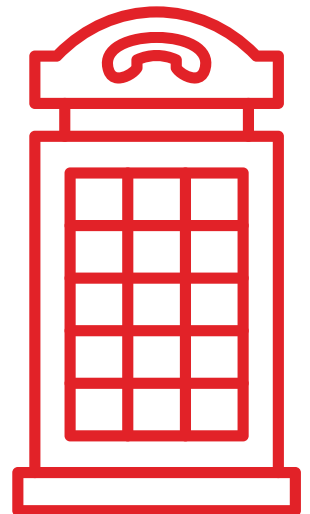
The call box is located in the entrance

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 so there is no need to buzz them in.

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

Each apartment includes one parking space. Any additional spaces are available on a first-come, first-served basis at an additional cost, located at 41 East Allen. To check availability or join the waitlist, you will need to contact residents@redstonevt.com

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 off the lobby and available for rent.

- 4x5 - \$50
- 4x6 - \$60
- 4.5x10 - \$70
- 8.5x4 - \$90
- 10x6 - \$100

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 enclosure is located on the northeast corner of the building.

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

PINGALA

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

pingalacafe.com

GOLDEN HOUR GIFT CO.

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

goldenhourgiftco.com

ONION CITY CHICKEN & OYSTER

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

mlcv.com/occo/

AUTUMN RECORDS

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

autumnrecordsvt.com

FOUR QUARTERS

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

4qbc.com

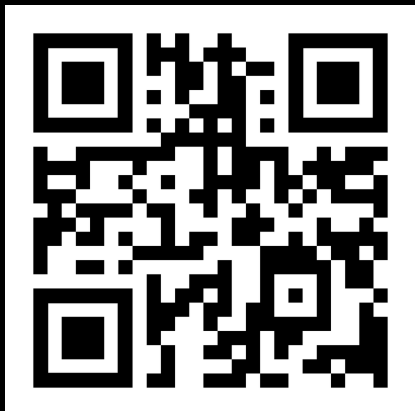


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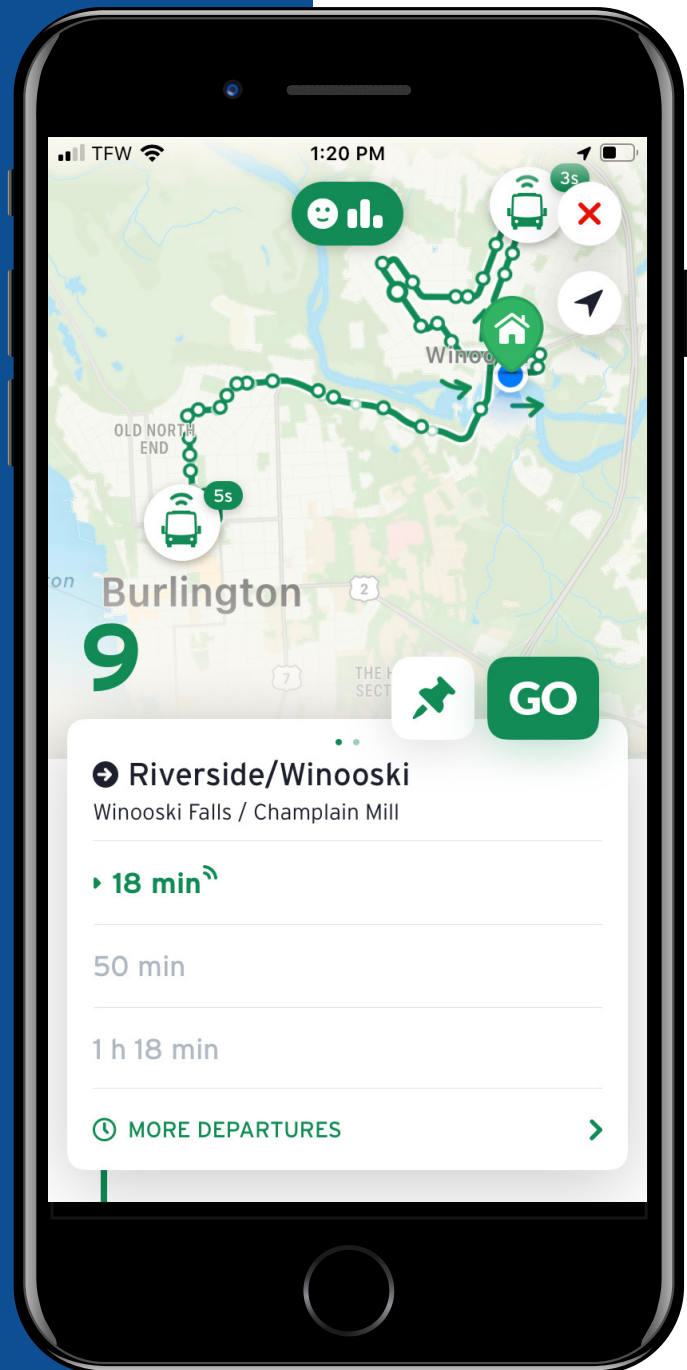
Green Mountain Transit

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.

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thank you

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