

Friendly Reminders

01

Vermont Renter Rebate Reminder!

In 2020, the state legislature made substantial changes to the Renter Rebate program. These changes took effect in the 2021 tax filing season. Under this new Act, Landlords no longer provide tenants with a Landlord Certificate. This information is provided directly to the Vermont Department of Taxes. For more information, please visit tax.vermont.gov or contact your tax professional.

02

Avoid Getting Towed!

Please be mindful of any city parking bans for snow removal during the winter season.

03

Remove Your Personal Items!

Storing personal items in hallways or common areas, including outside your apartment door, is considered a fire safety violation. Please remove these items as they could present an obstruction in the event of an emergency.

04

Renewing Your Lease?

Renewing your lease? Please reach out to residents@redstonevt.com to also renew your parking and/or storage agreement.

05

Spring Cleaning?

Getting an early jump on spring cleaning? Please consider donating items to a local organization like the ReSource Center. Please do not leave items in common areas of the building or outside of trash receptacles.

06

Safety First! We continue to see a rise in crime in the area. Never leave any valuable items in your car and always lock your doors. Thefts, vandalism, and any suspicious behavior should be immediately reported to your local police.

With an increase in bike thefts, Burlington Police Department has set up a voluntary bike registration system. Register your bike by visiting burlingtonvt.gov/police/bikes.

07

Maintenance Emergency? Life-threatening emergencies should always be reported directly to 911. When a maintenance emergency occurs after hours, residents should contact our on-call service at 802-350-6210. Our maintenance team is available to assist with leaks and significant plumbing issues, lack of heat/hot water, an elevator that is out of service, malfunctioning smoke detectors, and damage to the property rendering it unsafe such as an exterior or apartment door that will not close or lock.

Our team is available to assist with providing access to your apartment or building if you are unexpectedly locked out. There is a standard fee associated with providing this service to residents.

FIVE TIPS FOR NEIGHBORLY ETIQUETTE

Introduce Yourself. Take the time to introduce yourself to your neighbors and start off on the right foot.

Be courteous. Consider giving your neighbor a "heads up" when you expect guests to visit or have a new pet in training! Guests and four-legged members of the household should be well-behaved.

Set a timer for your laundry to make sure there is a machine available for the next resident.

Be mindful of your noise level. It is normal to hear your neighbors from time to time, but all residents should be aware of local noise ordinances and considerate of how noise from their apartment may impact others in the building.

Be a responsible pet owner. Your pet is required to be leashed while on the property. Clean up dog waste and dispose of it in designated receptacles only.

Park only in your assigned space. Adhere to assigned parking assignments, if applicable, at your property. Our team can assist during business hours if there is another vehicle in your assigned space. Contact us at residents@redstonevt.com with the vehicle's make, model, and license plate. Please refrain from taking another resident's assigned spot while we work to assist you.



HOW TO TALK WITH YOUR NEIGHBORS!

The [CVOEO Definitive Guide to Renting in Vermont](#) offers renters with a range of resources, including how to navigate conflict that may arise with a neighbor. When approaching a neighbor about a concern, please consider the following tips to facilitate a healthy conversation.

Clarification: Ask clarifying questions instead of assuming. This will allow you to gain information and encourage others to share their story (e.g. What happened? How did you feel afterward?)

Paraphrase: Make sure you are actively listening and summarize what you have been told by reflecting the content of the speaker's message to them.

Affective Statements: Use "I" statements that express a feeling (e.g. I am frustrated when your dog barks at night... I felt disappointed when you left your trash in the hallway...)

Reflection: Reflect on the different experiences that each person brings to the situation.