

# Redstone

Resident Newsletter - November 2023



## WINTER ANIMAL REMINDERS

Just because you have a fur coat does not make you ready for Winter. Here are some general winter animal reminders:

- It may be cold but please take your animal to use the restroom outside of the building. Apartments, common areas, and balconies are not appropriate or sanitary alternatives.
- Please continue to pick up after your animals. Poo-sicles may not stink in the winter, but they sure do in the spring! Help us maintain a healthy environment by promptly disposing of animal waste in the appropriate containers.
- While it sure is fun to play in the snow with your furry friends, please make sure that they are on a leash of 6' or less when outside of your apartment. If you want them to be off leash, there are several area parks where you can safely do that.

If your community's dog waste station needs servicing, please submit a work order through your Rent Café portal. We appreciate your help in keeping our community a wonderful place for humans and animals alike.

## Newsletter Highlights

**Redstone Winter Guidelines & Tips**

**General Updates**

**Winter Animal Care Reminders**



## Holiday Office Closures

**Thanksgiving November 23 and 24**

**Christmas December 25**

**New Years January 1**

**Martin Luther King Day January 15**

**President's Day February 19**

# WINTER IS COMING

## Redstone Parking Bans

Per the terms of our parking agreement, we may request your vehicle be temporarily moved from the parking lot for snow removal. We will inform you by email at least 24 hours in advance. Alternative parking accommodations nearby will also be recommended if available. If your vehicle is not moved, you may be ticketed or towed at your own expense, so please make sure to check your emails during periods of heavy snow.

**Please Note: To learn more about your city/town-wide parking bans and notification procedures please visit their website for more information!**

## Heat

Vermont winters can be harsh, and our facilities team will work diligently to keep any heat disruptions to a minimum. To help prevent frozen pipes, the heat in your apartment should always be set to a minimum of [65 degrees](#), even when you are not home and especially when the temperature drops below freezing. All windows should be closed and locked. Please do [NOT](#) leave any sink or shower taps running. To prevent frozen and burst pipes, it is critical to have windows secured and heat on.

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

If you have questions about how the heat in your apartment works, please reach out to us at [residents@redstonevt.com](mailto:residents@redstonevt.com)

## HOLIDAY SEASON REMINDERS

It is the holiday season and with that comes a reminder of our community policies regarding decorations. If you choose to have a live Christmas tree, proper care should be taken to water it so as not to create a fire hazard. You are responsible for disposing of trees at a CSWD facility or other private disposal and for keeping common areas of the property clean and free from dirt, debris, and other matter when removing trees. **Trees are not to be left in the trash dumpster or any common areas. Similarly, please discard pumpkins in the compost before they rot and create a bigger mess!** For specifics about our policies, please refer to your lease.

## COMMUNITY CORNER

### Guardian Ad Litem Program

Every year the Redstone team spends the company holiday party wrapping gifts for a family in need. We are paired with a volunteer through the Guardian ad Litem Program who provides us with a wish list for a family. A Guardian ad Litem is someone who volunteers their time to support children involved in court cases. Our team at Redstone is happy to help support these children and families!



## Snow Removal

Winter is just around the corner! As much as we all love to enjoy the winter season, it also means snowy and sometimes icy conditions. As we enter this season, we want you to know what to expect, especially if you are a new resident.

**Fun Fact: Vermont receives more snow than any other state! Averaging 54 days of snowfall and 89 inches of snow per year.**

Sometimes our snow removal vendors need to work during the early morning or late evening hours to keep up with the snow. Please be mindful they are working around the clock to maintain not only your property but several others as well. You can expect noise and even delays depending on how heavy the snow is. We understand that this can be disruptive and ask you to please be patient as the vendors work to clear the snow.

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

Redstone will provide salt buckets by building entrances and exits for your convenience and for our maintenance team's on-site use. We do not provide snow shovels or snow brushes. We highly recommend purchasing a snow shovel and snowbrush for your vehicle as snow may build up around your parking space. Please make sure that your personal snow removal equipment is stored properly. Items left in common areas may be removed.

**Please note: The plow cannot clear individual parking spaces unless there are 3 or more spaces in a row that are empty.**

## THANKSGIVING FOOD DRIVE

We are pleased to share that we are bringing back our tradition of hosting a Thanksgiving food drive benefiting Feeding Chittenden, last year with your help we were able to donate over 300 lbs of food. We hope you will consider joining us to share the joy and togetherness of the Thanksgiving holiday with those in need of additional support.

Collections for Feeding Chittenden can be placed in the Redstone Holiday Food Drive box in the community space of your building starting Wednesday, November 1. We will be providing additional details in a separate email.

In addition to your donations, Redstone will be making a monetary donation to Feeding Chittenden to support their Thanksgiving food drive efforts.

Boxes will be picked up on [Friday, November 17](#), so please make sure to place your items in the box prior to that day. If you would prefer to make a monetary donation, you may do so by donating online by visiting Champlain Valley Office of Economic Opportunity - Feeding Chittenden ([networkforgood.com](http://networkforgood.com)) or by mailing a check to Feeding Chittenden PO Box 1594 Burlington, VT 05402.

**Fun Fact: Did you know that a \$25.00 donation provides a full Thanksgiving Feast to a family of four?**

# NEW YEAR, NEW UPDATES

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## Animal Rent

To ensure the continued upkeep and enhancement of our animal-friendly communities, we have made the decision to implement an animal rent policy, effective January 1, 2024, for any new animals added to the lease. This means that any new furry family members joining your household after this date will be responsible for a nominal monthly animal rent fee.

Starting January 1, 2024, all newly issued animal agreements will include \$60/month animal rent in addition to the required \$250 animal deposit. As a reminder, our animal policy still allows a maximum of two animals per apartment.

Lastly, we want to clarify that this new animal rent policy does not apply to Emotional Support Animals (ESAs) or Service Animals. We fully recognize the importance of these animals in providing essential support and assistance to individuals, and they will not be subject to any additional fees.

We will be reaching out with an additional email with further information.

## Parking Tags

Starting January 2024, all residents with a parking agreement will receive a parking tag(s). This change will apply to the following properties: Riverrun, Riverhouse, Catamount Ridge, Bartlett Brook, and Toadlane. We would like to reassure those of you who already have parking tags that no further action is needed on your part. For those without tags, we will be reaching out individually to send you an updated parking agreement via your resident portal, and we will coordinate a convenient time for you to receive your pass.

Once you have been issued a parking tag(s), we kindly request you hang it from your rearview mirror and display it whenever you park on property. This simple step will assist us in monitoring and ensuring a smooth parking experience for everyone.

Kindly note that failing to display a valid parking tag may result in receiving a ticket or your vehicle being towed (booted if in a garage space). We understand that this may inconvenience some residents, this measure is necessary to improve the monitoring process of parking in our lots.

Please remember to return your parking tags upon move-out. Failure to do so will incur a replacement fee.