



# RESIDENT HANDBOOK

Welcome to your new community! We are excited that you chose to live at The Connection at Athens this year and look forward to getting to know you. Our mission is to deliver unrivaled customer service and an unforgettable experience to our residents. To help make your experience pleasant and knowledgeable, please read through the Resident Handbook to familiarize yourself with the community, important rules to remember, and important contact information.

Please don't hesitate to stop by our office if you need any help or just introduce yourself! We are also quick to respond to text messages at 706-395-5959 if you have any questions!

Thanks again for choosing The Connection at Athens!

Welcome home!

Sincerely,

The Connection at Athens Management Team



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## **OFFICE INFORMATION**

**Address: 255 The Preserve Drive, Athens GA, 30606**

**Phone: 706-548-2400**

**Website: [www.connectionatathensapts.com](http://www.connectionatathensapts.com)**

**Text Us: 706-548-2400**

**Office Hours are Monday through Friday 9:00am to 6:00pm, and Saturday 10:00am-5:00pm, Sunday 1:00pm to 5:00pm**

**The staff in the office consists of the following personnel:**

- **Melanie Matthews Community Manager – Oversees the leasing and operations of the entire property.**
- **Tamara Hale Assistant Manager – Manages the leasing & renewal process including transfers, resident accounts, and roommate mediations.**
- **Brandon Young Maintenance Supervisor– Responsible for timely maintenance request completion, routine maintenance and inspections, and ensuring that the grounds are kept clean.**
- **Leasing Professionals & Community Ambassadors – Those in these positions are responsible for touring the property, guiding residents through the leasing process, executing resident events, and helping answer general questions you may have.**

## **PAYMENTS**

**Monthly installments are due on the 1<sup>st</sup> of each month, regardless of whether it is a holiday or a weekend. The payment is late on the 3rd of the month at 11:59pm. The late charge is a flat rate of 10% of your total monthly rent payment. The fastest way to submit payments on time is through the Resident Portal, where you can set up recurring scheduled payments to avoid late fees (processing fees may apply). If paying after hours, please submit payment through resident portal or place payment in the designated drop box outside of the leasing office. If paying by personal check or cashier's check please make sure your full name and apartment number are listed on the memo line. If you choose to mail your payment in try to do so three weeks in advance, we are not responsible if it doesn't make it on time.**

***\*We do not accept cash or money orders.***

**The Resident Portal can be accessed through the property website [www.connectionatathensapts.com](http://www.connectionatathensapts.com) or by downloading the Resident Portal mobile app through the Apple App Store or Google Play Store. The Resident Portal is your resource to view documents, contact the property, pay rent, set up monthly recurring payments, or submit maintenance requests. If you have not logged in, please do so by selecting the message titled "Welcome to Resident Portal" sent to your email address on file and clicking the log on link. It only takes a few minutes!**



# Download the ResidentPortal App today!



Visit [ResidentPortal.com](https://ResidentPortal.com) today  
to learn more about the app!

## **STAY CONNECTED SOCIALLY**

The Connection at Athens is committed to building a community where people feel they belong and are cared for. Throughout the year we will be planning a variety of events aimed at helping you have a well-rounded experience, become better acquainted with your roommates, neighbors, and to be involved in activities beyond your current routine.

The Connection at Athens will host events throughout the year that are focused on philanthropic, academic, wellness, and social. Each event is tailored with the intent to add value to your life. There will be volunteer opportunities to get involved in the local community, new academic and life skills to learn like “How to Complete a Cover Letter” or take a professional headshot, grab and go breakfast to start your day right, and an array of social events from pool parties to themed trivia nights.

## **COMMUNITY REWARDS**

As a resident at The Connection at Athens, you’ll have access to Community Rewards—our exclusive engagement and reward system! This platform allows you to earn points for completing tasks like taking surveys, renewing your lease, submitting reviews, and more. We also post resident events and activities on Community Rewards, where you can check in and earn points for participating. Points can be redeemed for gift cards and other fun prizes throughout your stay. It’s a great way to stay connected and get rewarded!

## **SOCIAL MEDIA HANDLES**



**Instagram: @Connectionathens**



**Tiktok: Connect\_Athens**



**Facebook: Theconnectionatathens**



## **COMMUNITY INFORMATION**

The Connection at Athens is committed to complying with all federal, state, and local fair housing laws. This means our staff has an obligation to treat everyone consistently. To do so, and to create a comfortable and exceptional community, we have established guidelines for everyone in our community to follow. In accordance with Fair Housing laws, we ask for any requests to be submitted in writing to the on-site team. We appreciate your cooperation.

Residents must follow the Rules and Regulations outlined in your Student Housing Lease Contract. A copy of your lease contract can be found in the documents section of your Resident Portal referenced on page 3 of this guide. The referenced section of your Leasing Contract covers several topics and resulting violations and fines that include but are not limited to:

- Access, Lock Outs, and Keys
- Visitor/Guest Policy
- Prohibited items within your unit and common area spaces
- Use of Amenities
- Noise and Parties
- Smoking
- Parking
- Animals
- Utilities

Additionally, pay close attention to posted community signs as well, as the property has specific guidelines.

## **COMMUNITY AMENITIES**

### **Amenity Hours**

- Pool- Sunrise to Sunset
- Gym-24/7
- Clubhouse- 24/7
- Basketball Court-7:00am-10:00pm
- Volleyball Court-7:00am-10:00pm
- Hammock Garden-24/7
- Dog Park- 24/7

### **Building Access Tips**

- All exterior doors, unit front doors require your fob.
- Do not leave doors propped open to allow non-resident entry or share keys with guests.
- Do not allow people to “piggy-back” off you and enter resident only areas.
- If your key is lost, please let a staff member know and we will make you a replacement for \$75 for the fob, \$25 for the mailbox key, and \$25 for the bedroom key.

### Pool

- All visitors and guests must be accompanied by a resident and wear a wristband. All residents will be given a wristband for the pool and two wristbands for guests. If these wrist bands are lost, there will be a charge of \$125.
- No glass or other hazardous objects in or around the pool.
- There is no lifeguard on duty, swim at your own risk.
- No children under the age of 15 should be left unattended.
- All trash must be disposed of properly; fines may occur if not properly disposed.
- No smoking in or around the pool and hot tub area.
- No diving into the pool.
- Pool will close during any severe or dangerous weather conditions.

### Mail and Packages

- Flat mail is sorted and disbursed into unit mailboxes by our local postal service, and packages are delivered to the Amazon Hub via the designated mail carrier.
- Each apartment has one mailbox, and each resident has their own key.
- If the key is lost, please let a staff member know and we will make you a replacement for \$25.
- If your package is delivered through Amazon, you will receive a code via email/or text that notifies you once your package has been delivered. If any other packages are delivered to the Amazon Hub through a separate courier, you will not receive a code. Staff will assist in getting these packages for you at your request.
- Staff are not responsible for lost or stolen packages; please contact the carrier directly.
- The staff will not accept any large furniture, large area rugs, perishable items, or alcohol on behalf of residents.

### Parking

- Covered parking is only for residents with a Covered Parking Pass.
- The parking lot is actively towed by Barrett's Towing – Barrett's Towing will have an updated copy of our parking assignments and residents who need a car towed from their space will call Barrett's Towing. You will need to present your photo ID to the tow truck driver when they arrive so they can verify the parking assignment and tow accordingly.
- Dumpsters are located by each building. Please be sure to place your trash inside the dumpster. Any trash left by the dumpster will be opened and if we find any unit number via discarded trash, your unit could be subject to a fine of \$25 per bag.
- Recycling is located at the back of the complex near building 5 and the dog park.
- All boxes and cardboard should be broken down flat prior to disposal.

### Important Numbers:

- Police-Emergency 911
- Non-Emergency- 706-353-4218
- Campus Office- 706-548-2400
- Fire Department-Emergency 911
- Non-Emergency- 706-613-3360
- Poison Control-800-222-1222
- Hospital (Piedmont Athens Regional) -706-475-7000
- Towing Company-706-543-0900

## **MAINTENANCE**

Non-Emergency maintenance items can be submitted by logging into your Resident Portal. The property aims to have all non-emergency requests completed within 48 business hours. Any work order that requires us to call out an outside vendor to complete may take additional time but will be completed within a reasonable time. Any resident-caused damage to the unit will be charged to your account after the work is completed.

Emergency maintenance is a maintenance request made after-hours. Issues may arise after hours that require immediate maintenance attention. These are situations that present a danger to people or property and include fire, leaking pipes, flooding, toilet issues in units that have only one bathroom, no heat or AC if temperature is below 50 or above 85, or no water/power to the unit. If you need emergency Maintenance assistance, please call our after-hours number at – 706-548-2400 and use option 3. You will leave a message with your unit number and name. Our answering service will dispatch the Technician on-call. You can use this service if you are locked out after hours. However, there is a \$50 fee associated with lockouts that will be charged to your resident account.

### **Maintenance Tips:**

#### **Toilet**

- Please keep a plunger on hand. A clogged toilet is not considered a maintenance issue.
- Dispose properly. This one is the easiest to follow of all the toilet maintenance tips. Avoid flushing anything but human waste and toilet paper down the drain. Feminine products, diapers, cotton balls and swabs, paper towels, and other paper-based materials clog toilets much faster than toilet paper and waste. Keep these items out of the toilet and only flush human waste and toilet paper.
- Clean the toilet. Though it seems obvious to clean your toilet, residents often neglect this task, resulting in insufficient or infrequent cleaning. With regular cleaning, a toilet experiences fewer clogs in the bowl and under the rim of the seat. Plus, over time, the effort required to clean the toilet decreases.
- Shut-off valve. The shut-off or stop valve cuts off the water supply to the toilet. It is located either under or behind the fixture. It needs to turn easily to be considered functional. It needs to be repaired or replaced if it provides resistance or doesn't turn at all. Check this valve at least once a month to ensure it always works properly.

#### **Garbage Disposal**

- Regularly run the garbage disposal

One of the best things you can do to keep the garbage disposal in good working order is simply to run it at least once a day. Even if you don't have anything to grind up, run the garbage disposal with cold water to ensure that the blades don't become rusted from lack of use. It's also a good idea to take this time to put ice cubes into the garbage disposal. The hard cubes will get chopped up by the blades and help clean out any waste that is still stuck to the sides of the appliance or to the inside of the drainpipe.

- Avoid products that damage disposals



Another easy maintenance step is to simply avoid putting items into the disposal if you know that they can potentially harm the disposal or the pipes. Common food items that should not be put into garbage disposal include banana skins, broccoli, celery, corn husks, potato peels, bones, eggshells, coffee grounds, and fat.

### Washer and Dryer

- **Clean Them Regularly**

When grime is allowed to build up inside your washing machine or dryer, the less effective and efficient it will be. That's why cleaning both machines regularly are important so you can continue to enjoy clean, dry clothes on laundry day! As much as possible, you should try to keep your washer and dryer doors open or ajar whenever they aren't being used. If you close your washer or dryer door right after using it, moisture can get trapped inside the machine and cause musty odors or mold and mildew growth!

- **Wash Your Dryer's Lint Trap**

You already know how important it is to remove lint from your dryer lint trap regularly after every use, but did you know you should also wash it periodically too? Washing the lint trap with soap and water every few months will help remove any detergent or fabric softener residue buildup limiting airflow through the trap.

### After Bathing

- **Wiping down the surface with a dry towel after each use will limit the amount of residue, but proper cleaning should still be performed weekly. Leave the bathroom door open with the exhaust fan running for at least 30 minutes after showering or bathing.**

### Tripped Breaker

Resetting a circuit breaker is simple if you know how and will restore power to the room or rooms affected if there isn't an outage.

- **Locate Circuit Breaker: Find your electrical panel and open the cover.**

**Locate the Tripped Breaker:** Circuit breakers are small, usually horizontal switches, and may or may not be labeled (e.g., "kitchen," "bathroom," etc.). The tripped circuit breaker will be in the "off" position or a middle position between "on" and "off." Move the circuit breaker to the full "off" position and then back "on" to restore power to the affected rooms or areas.

- **Breaker Trips Again:** If the circuit breaker trips again, it could be for several reasons: too many lamps and appliances plugged into the circuit; a damaged cord; a short-circuit in a receptacle, switch, or fixture; or circuit breakers.