

We are very excited to have you here at The Reserve at Athens!

Here's some information we think you'll find helpful as you get settled. Please do not hesitate to call or drop by the Office if you have any questions.

OFFICE HOURS

Monday - Friday: 9:00 am to 6:00 pm

Saturday: 10:00 am to 5:00 pm

Sunday: 1:00 pm to 5:00 pm

CONTACTING THE OFFICE

Our phone number is 706-548-4400 or 706-434-8543. You may also email ca.thereserve@pepsh.com or contact us through our website, reserveatathens.com.

INFORMATION ABOUT UPCOMING EVENTS, COMMUNITY NEWS, AND/OR IMPORTANT NOTIFICATIONS?

In addition to community flyers and social media posts, notifications and news will be sent via email and text alerts. We will use the email you provided through the application process. Please be sure to check this email account daily for important information from staff.

USING RESIDENTPORTAL

The **ResidentPortal** is accessible through our website www.reserveatathens.com or you can download the app to your mobile device. You can use ResidentPortal to pay rent, see your lease documents, and make maintenance requests.

RENT

- Rent is due on the first day of the month.
- A late fee of \$30 will be charged if rent is not received by the 3rd day of the month at 9:00 am. An additional \$5 a day will be charged after the initial late fee.
- If a return payment occurs, a \$50 charge will be added to the account and certified funds will be the only acceptable form of payment moving forward (certified check and cashier check).
- You can pay your rent online through your **ResidentPortal**.

LOCKED OUT?

If you are locked out after hours, please call the office at **706-548-4400**. Our After-Hours Call Center will take your information. A staff member will be in contact with you shortly to let you into your unit. *Keep in mind there is a \$50 charge for afterhours lockouts.*

NEED SOMETHING FIXED IN YOUR APARTMENT?

Just submit a work request online through your **ResidentPortal**. Just login, click "Submit Work Order" and fill out the form. Our maintenance team will contact you or come to your unit as soon as possible.

CALL 911 FOR NON-MAINTENANCE EMERGENCIES

HAVE AN AFTER-HOURS MAINTENANCE ISSUE

In the event of an after-hours emergency, our maintenance team is available on an on-call basis. If you experience a maintenance emergency, please call 706-548-4400. The after-hours call center will take your information and notify the on-call staff. Routine and non-emergency requests will be completed during regular business hours.

RECEIVING PACKAGES

- Packages must have a resident name and apartment number on the label. We will not accept packages for non-residents, visitors, guests, etc.
- Packages will be delivered to the Front Office and can be retrieved during office hours with a photo ID.
- You will be notified via email or text when a package is ready for you to pick up in the package room.
- It is important to remember we accept packages as a courtesy. We have limited space to store packages, so it is important you pick your package promptly.

PARKING & VEHICLE REGISTRATION

- Parking is first come first serve parking spaces.
- The property does not have assigned parking.
- Vehicles must be registered with the office.
- Any unauthorized vehicles will be tagged and are subject to towing at the owner's expense after 72 hours. Unauthorized vehicles include, but are not limited to inoperable vehicles, out of date registration tags, and double parking.

TRASH

- The trash compactor is located by the entrance of the property for your convenience.
- The recycling bin is located next to the basketball court.

HOURS/RULES FOR THE AMENITIES

- All amenities outside of the pool area are accessible 24 hours/7 days a week. The pool area closes nightly at 10:00pm.
- We will notify you if any of the amenities will be closed for specific reasons or maintenance repairs. If you see something that is damaged or needs repaired, please notify the office immediately.
- For printing: We provide printing in our 24/7 computer lab. The paper and ink are provided!

HAVING GUESTS OVER

- Residents are responsible for their guests' behavior. It is up to residents to let their guests know of lease violating items.
- Residents can be fined due to the actions of their guests, if necessary.

PATIO/BALCONIES

- DO NOT put trash or indoor furniture on your patio or outside your door.
- Please do not grill on your patio/balcony. We have designated areas for grilling near the pool.
- Do not hang towels or clothing over the balconies.
- Violators will be fined.

PET POLICY

- We do allow pets at The Reserve at Athens!
- All pets must be registered with the office and fees paid before the pet comes home with you.
- Pet fees include a \$300 non-refundable fee for each dog or cat, plus \$25/month for pet rent.
- Visiting pets are not allowed and owners of unregistered pets are subject to a \$250 fine.
- Pet owners are responsible for picking up after their pets. Pet Waste Stations are located throughout the property. Fines will be issued to owners not picking up after their pets.
- We do have breed restrictions so please contact the office before making your decision on a new pet.

GENERAL SAFETY TIPS

- Remember to keep your patio door locked.
- Don't forget to lock your vehicles.
- If you are going out at night, use the buddy system. Always let a friend or roommate know where you're going and when you'll be home.
- Please do not prop the doors open and always carry a key with you.
- If your key is lost, we can easily deactivate it and get you a new one for \$25.

NUMBERS TO KNOW

Office: 706-548-4400

After-hours Maintenance: 706-548-4400

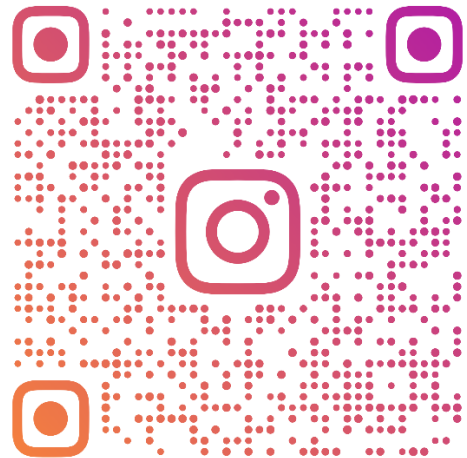
Lockouts: 706-548-4400

Police: 706-613-3345 (non-emergency)/911

Fire: 706-613-3360 (office/911)

Internet: 1-800-611-9837

FOLLOW US ON INSTAGRAM:



RESERVEATATHENS