

YOUR PERSONAL MAP FOR MOVE-IN DAY!

MOVE-INDAY MUST HAVES

In order to receive your keys, you must have/completed the following:

August Installment Paid in Ful
Pet Screening Complete (Even if no pet)
All Documents Signed
Drivers License/ID

WAYS TO PAY

Rent is always due on the 1st of the month. If your rent is not fully paid by midnight on the THIRD (3rd), then a late fee of \$100 will be applied on the FOURTH (4th).



There are 3 ways to pay:

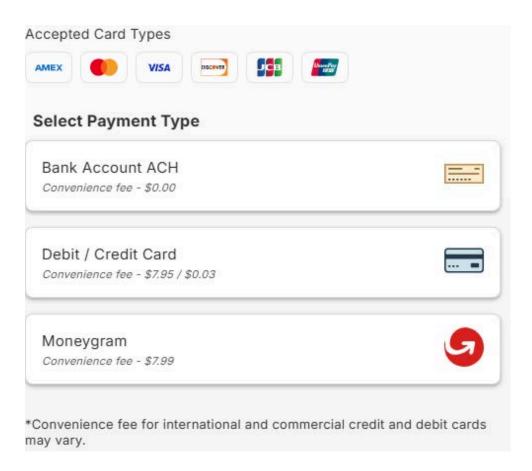
- Check/Cashiers Check
- Money Order
- Resident Portal (e-check, debit/credit card)

*We do <u>NOT</u> accept cash, international funds, or temporary checks. We can also <u>NOT</u> take payments over the phone.

WAYS TO PAY

WE CAN NEVER ACCEPT CASH

PERSONAL CHECK, CASHIERS CHECK, MONEY ORDER, E-CHECK, AND DEBIT/CREDIT ARE ALL ACCEPTED FORMS OF PAYMENT. USING A DEBIT/CREDIT CARD CAN INCUR A FEE FOR EACH TIME THEY ARE USED.



This is an example of fees that apply for different payment type options.

USING THE RESIDENT PORTAL

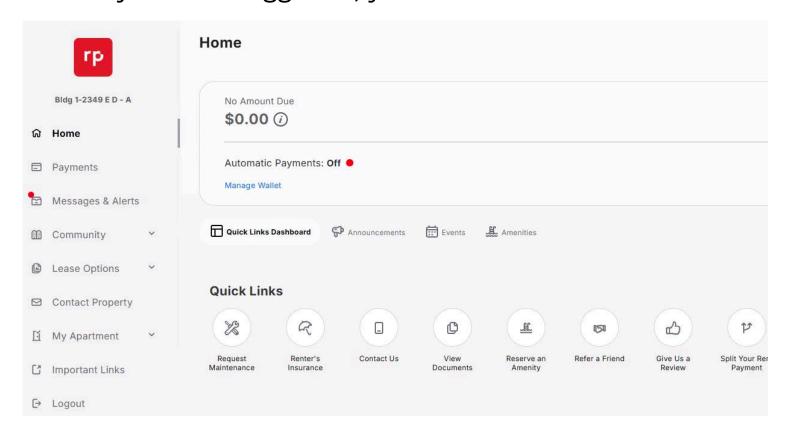
Paying through the resident portal is easy and instant. Both you and your guarantor have a log in.

To log into your portal go to

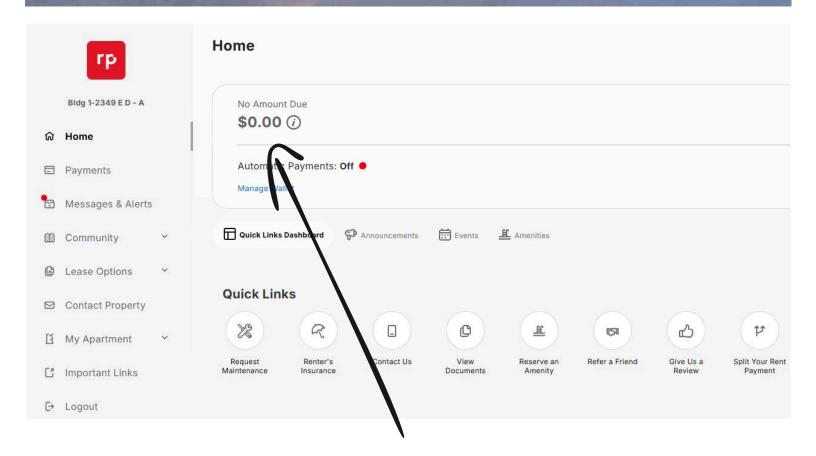
universitytrailsapts1.residentportal.com

Username: The email you used to sign your lease Password: You should have created one alreadty

Once you have logged in, you will see the screen below:



USING THE RESIDENT PORTAL

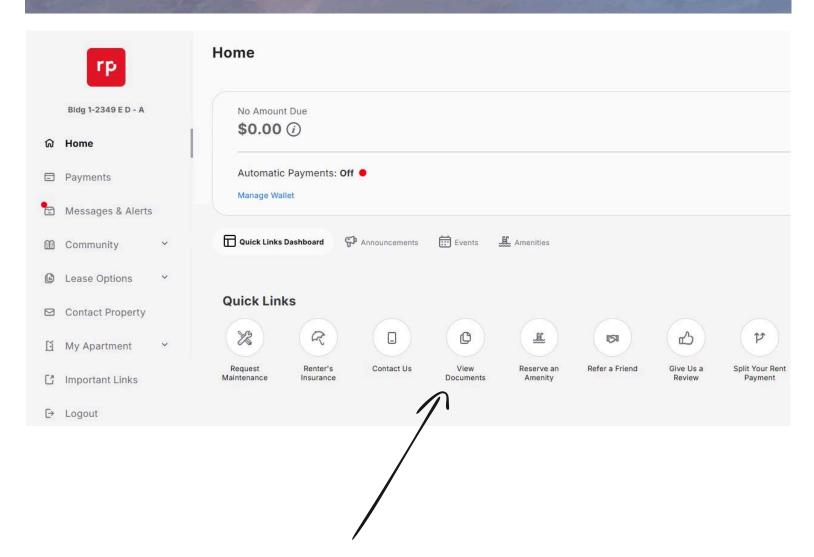


On the first of the month the amount due will be posted to your account and shown here.

Paying ahead will result in a credit.

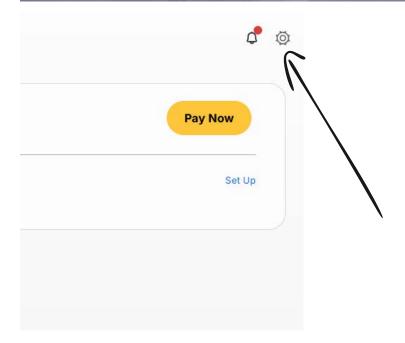
There is no discount for paying ahead or in a lump sum

DOCUMENTS AND SIGNING

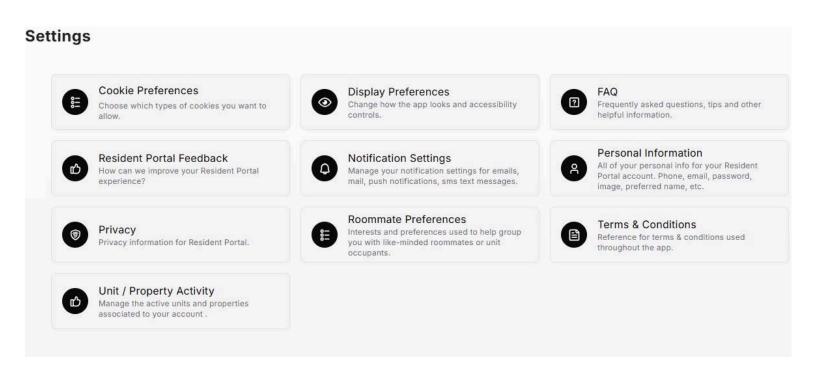


Documents can be viewed and downloaded from here.

PORTAL ACCOUNT

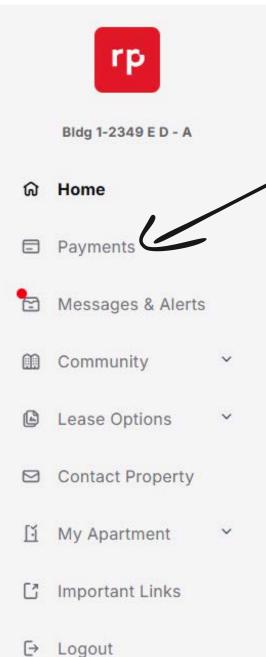


Under the settings section you can edit your contact information, change your password, and edit notification preferences.

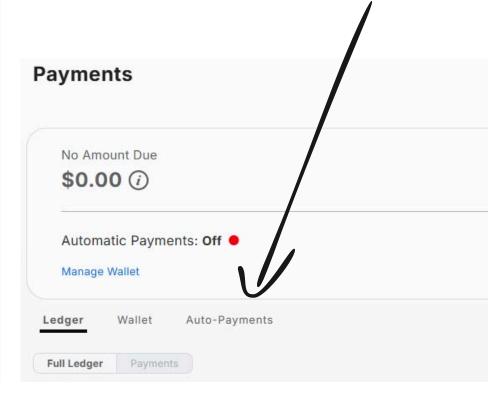


AUTOMATIC PAYMENTS

From the home page of the portal, click the payments tab



You will be brought to this page. Showing all charges and payments on the account. Click Auto-Payments and then add new.



AUTOMATIC PAYMENTS

1. Choose Payment Amount

Payment Amount
Total Balance

Enter a set amount or leave as total balance. If total balance, it will charge the total due on the

Your auto payment will process each month for the entire balance due on your account.

2. Choose a Payment Method







Add New Payment Method

3. Choose Payment Day

Payment Day

1st

4. Payment Start and End Months

Choose the start and stop months for the auto-payments.

Start Month

End Month

INSURANCE

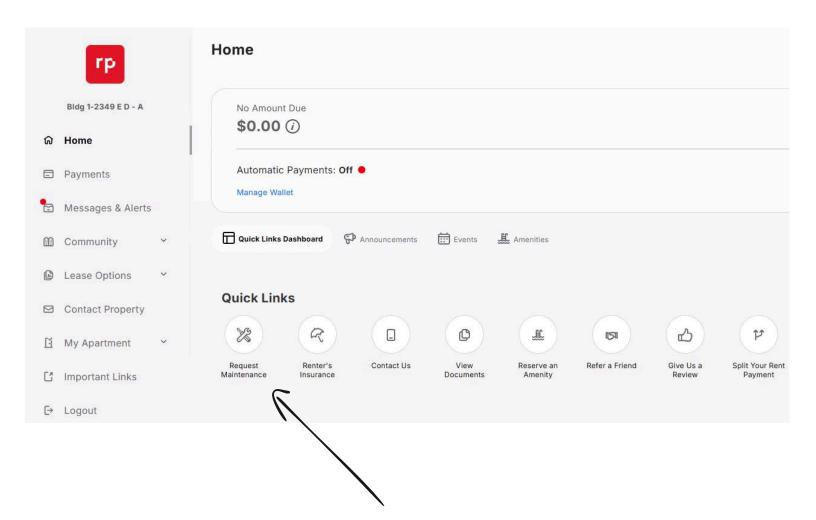
You are not required to have your own insurance policy, however, it is recommended.

If you choose to get your own policy, please have University Trails listed as an additional interested party and provide a copy to us. We will then upload your resident account.

The monthly \$18 charge is not an insurance policy. This is a property damage waiver fee and applies to everyone that lives here.

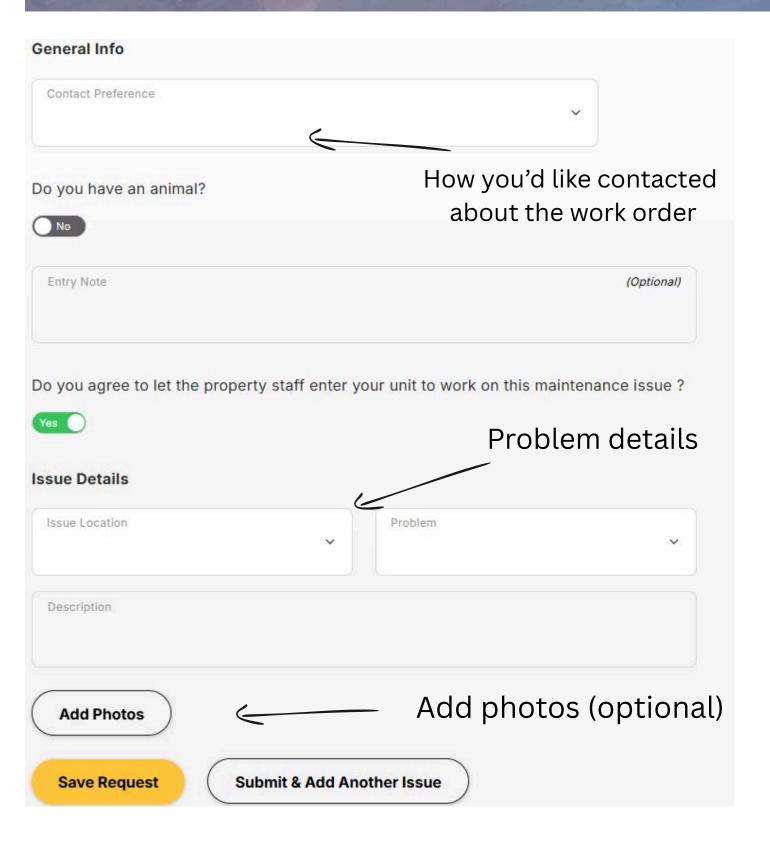


WORK ORDERS



Click here to put in a work order request

WORK ORDERS



What should I bring?

TO BRING:

Bedroom TV

Computer

Chargers

Surge Protectors

Xbox/PlayStaion

Trash Can and Bags

Bathroom Essentials

Daily Cleaning Supplies

Personal Hygiene Items

Coffee Maker

Décor

FURNISHED:

Desk and Chair

Stackable Dressers

Refrigerator

Ice Maker

Stove

Microwave

Dishwasher

Garbage Disposal

Living Room TV

Entertainment Stand

Washer and Dryer

Full Size Mattress

FAQ

Q: Can I move-in early/late?

A: We can only accommodate a limited number of early move-ins. You can come after the intial move-in day. Just make sure the office is open when you plan to arrive so you can pickup your keys.

Q: When can I start mailing things to my unit?

A: Please try to send packages here as close to your movein date as possible. Due to space, packages that arrive earlier than move-in may be rejected.

Q: What size bedding do I need?

A: The mattress is a full size, we recommend queen size bedding if you plan to use a mattress topper or pad.

Q: Where can I park?

A: Parking is free. You can park in any open space on the property.

FAQ

Q: Can I reserve an amenity space?

A: No. Our amenity spaces during their times of operation are available to any resident and their repectivy guests to use. They cannot be reserve for private events.

Q: What do I do if I am locked out after hours?

A: There will be more information on this in your move-in packets. You can call our on-call number and be let into the unit. We do <u>NOT</u> do bedroom door lockouts outside of office hours.

USEFUL APPS AND PAGES

Track My Shuttle

https://trackmyshuttle.com/a/trails

This will allow you to see all running shuttles in real time. You will also receive a shuttle schedule in your move-in packet.



Resident Portal

This is the mobile version of the online resident portal. Submit payments, create work orders, and view account details from your phone.

USEFUL APPS AND PAGES

Community Rewards

Earn points just for doing regular resident things! Points are earned by posting photos, leaving reviews and feedback, attending events, and sometimes just for living here. Redeem these points in exchange for e-Gift Cards.



USEFUL TIPS

Guests: While you are allowed to guests, please keep in mind that you are responsible for them while they are on the property. You must be with your guests if they are using any amenity space.

Food Deliveries: Please include you unit number and street address when using services such as Doordash, GoPuff, Shipt, etc. Some services will leave your food on the bench in the clubhouse if one is not provided. The office staff is not responsible for lost or stolen food deliveries made to the clubhouse.

Inoperable Vehicles: Any vehicle parked on property that is clearly not running, has multiple flat tires, or is constantly parked improperly will be towed.

ACKNOWLEDGEMENT

By signing I acknowledge that I have thoroughly read through this document and understand it. I also understand that if I can with questions that have already been outlined in this guide, I may be referred back to it.