

Welcome Home!

Everything you need to know for a smooth move in and a great living experience.



INVENTORY & CONDITION FORM

WHAT IS THE PURPOSE OF THE INVENTORY AND CONDITION FORM?

The purpose of the Inventory and Condition Form is to document the condition of your apartment at move-in. This helps ensure there is a clear record of the unit's condition at the start of your lease for both you and the community.

WHEN AND WHERE SHOULD THE INVENTORY AND CONDITION FORM BE SUBMITTED?

Form should be provided to the resident services office within 48 hours after move in.

CONTACT MEETINGHOUSE

📞 (971) 606-3823

✉ meetinghouse@udr.com

➡ 1630 SE Rural Street, Portland, OR 97202

OFFICE HOURS

Sunday	Closed
Monday	Closed
Tuesday	9:30 AM - 5:30 PM
Wednesday	9:30 AM - 5:30 PM
Thursday	9:30 AM - 5:30 PM
Friday	9:30 AM - 5:30 PM
Saturday	9:30 AM - 5:30 PM



KEYS & ACCESS

WHAT IS THE COST TO REPLACE A KEY OR FOB?

\$65

HOW IS AN APARTMENT DOOR UNLOCKED?

Access may vary by community. Smartlock devices, wave or cover the screen with your hand to wake the device, then input your code.



MAIL & DELIVERIES

HOW DOES THE PACKAGE LOCKER SYSTEM WORK?

Packages are delivered into secure lockers. Residents receive a notification with access instructions or a code. Packages can then be retrieved at the locker location.

WHAT SHOULD BE DONE WHEN AN OVERSIZED PACKAGE IS DELIVERED?

Residents should: check delivery notifications for instructions, retrieve the package from the leasing office or designated area, contact the onsite team if additional assistance is needed.



RESIDENT COMMUNICATIONS

WHAT IS ENGAGE?

A communication tool within SuiteSpot that connects residents with the on-site and service teams. It is used to send updates, messages, and surveys related to service requests and the overall resident experience.

HOW IS ENGAGE USED BY RESIDENTS AND MANAGEMENT?

Residents receive updates letting them know the latest status of their service request and they can respond to communicate directly with the service team. Management sends updates/messages and surveys related to completed service requests to enhance resident visibility and the overall resident experience.

WHEN ARE ENGAGE COMMUNICATIONS SENT?

Communications are sent at key moments throughout the service request lifecycle, including: When a request is received, When it is scheduled/a technician will be dispatched, If there are delays/if additional parts needed to be ordered, When the request is completed. After the service request is completed, residents receive a survey to gather feedback and confirm resolution.

WHAT TYPES OF ANNOUNCEMENTS AND UPDATES ARE SHARED THROUGH ENGAGE?

Confirming receipt of a service request, when a service request is scheduled for completion, informing the day a technician is scheduled to visit the home, if delays occur or if additional parts are ordered, and a survey is sent upon completion to confirm resolution and gather feedback.



PARKING

WHAT VEHICLE RESTRICTIONS APPLY WITHIN THE COMMUNITY?

Vehicle restrictions help maintain an accessible community for all residents. Restrictions may include: inoperable, abandoned, or unauthorized vehicles. No parking in fire lanes, restricted areas, or blocking access points; and limitations on commercial vehicles or vehicle repairs performed onsite. Vehicles that violate community policies may be subject to towing at the vehicle owner's expense.



MAINTENANCE

WHERE SHOULD A SERVICE REQUEST BE SUBMITTED?

All service requests should be submitted through the UDR Resident App.

WHAT ARE THE EXPECTED RESPONSE TIMES FOR SERVICE REQUESTS?

Non-emergency service requests are typically completed within three (3) business days. If a request cannot be completed within this timeframe, residents will be notified and provided with a new scheduled date and time.

WHAT QUALIFIES AS AN EMERGENCY SERVICE REQUEST?

An emergency is any issue that poses an immediate threat to health, safety, property, or essential services and requires urgent attention to prevent further damage or danger.



PETS & COMMUNITY GUIDELINES

WHAT CONSTITUTES A PET POLICY VIOLATION?

Unauthorized, unregistered or visiting pets, excessive noise or disturbances, or a failure to clean up pet waste.

HOW ARE PET POLICY VIOLATIONS HANDLED AND ENFORCED?

Violations are handled according to the community's policy and lease terms and may include: notice of violation, required corrective action, enforcement through lease terms or community rules.



TRASH

WHAT IS THE MONTHLY COST OF TRASH?

\$30/monthly

WHERE ARE APPROVED LOCATIONS FOR TRASH DISPOSAL?

Trash rooms and recycling bins are located on each floor of the building or the dumpster enclosures located throughout the community

WHAT ITEMS ARE PROHIBITED FROM BEING PLACED IN THE TRASH?

Hazardous waste (chemicals, cleaners, pesticides, solvents), furniture (couches, mattresses, tables), large appliances (refrigerators, washers, dryers), large amounts of construction debris, or oversized household items.



COURTESY PATROL

WHICH SITUATIONS DO NOT REQUIRE PATROL INVOLVEMENT?

Day-to-day community inquiries (billing/specific ledger questions, adding/removing pets or roommates, submitting or getting updates on service requests, etc.) or emergency issues requiring the police department or fire department (gas smell, fire, criminal activity, etc.).



RENT & BILLING

WHERE CAN RENT PAYMENTS BE MADE?

Payments can be made in person at the leasing office or conveniently through the UDR Resident App.

WHEN IS RENT DUE?

Rent is due on the 1st of each month.