

Welcome Home!

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



INTERNET SERVICE

INTERNET PROVIDER

WhiteSky

support.whitesky.us | 866-755-8593

SUPPORT

WhiteSky's 24/7 support team is available whenever you need help.

CONTACT NORTH GROVE

☎ (951) 447-8894

✉ northgrove@udr.com

➡ 3461 La Cadena Dr, Riverside, CA 92501



KEYS & ACCESS

WHAT IS THE COST TO REPLACE A KEY OR FOB?

\$25

HOW IS AN APARTMENT DOOR UNLOCKED?

Resident should have downloaded Door App upon move in. They simply need to use the app, put their phone against the reader and door will unlock.

OFFICE HOURS

Sunday	9:30 AM - 5:30 PM
Monday	9:30 AM - 5:30 PM
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



MAINTENANCE

WHERE SHOULD A SERVICE REQUEST BE SUBMITTED?

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

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.



COURTESY PATROL

WHAT HOURS IS COURTESY PATROL ON CALL?

Between 10am - 8pm at 951 213 7310

WHAT IS THE NAME OF THE COURTESY PATROL COMPANY ?

Almas

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.

WHERE SHOULD A RENT CHECK BE MAILED?

PO Box #2350 Costa Mesa, CA 92628