

Welcome Home!

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



KEYS & ACCESS

WHAT IS THE COST TO REPLACE A KEY OR FOB?

\$65

CONTACT HEIRLOOM

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MAIL & DELIVERIES

HOW DOES THE PACKAGE LOCKER SYSTEM WORK?

Sign up through Parcel Pending

WHAT SHOULD BE DONE WHEN AN OVERSIZED PACKAGE IS DELIVERED?

Deliver directly to the resident's door. If carrier leaves without attempting delivery, resident will have 24 hours to remove.

OFFICE HOURS

Sunday	Closed
Monday	By Appointment
Tuesday	9:00 AM - 6:00 PM
Wednesday	9:00 AM - 6:00 PM
Thursday	9:00 AM - 6:00 PM
Friday	9:00 AM - 6:00 PM
Saturday	9:00 AM - 6:00 PM



PARKING

WHAT VEHICLE RESTRICTIONS APPLY WITHIN THE COMMUNITY?

Vehicles no larger than F150 are allowed on the lot



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?

24 hour turn around

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?

Failure to clean pet waste, disturbing peace, bites or aggression, off leash

HOW ARE PET POLICY VIOLATIONS HANDLED AND ENFORCED?

Warning from office then further legal action if not remedied



TRASH

WHERE ARE APPROVED LOCATIONS FOR TRASH DISPOSAL?

In the dumpster

WHAT ITEMS ARE PROHIBITED FROM BEING PLACED IN THE TRASH?

Anything other than normal household trash



COURTESY PATROL

WHAT HOURS IS COURTESY PATROL ON CALL?

After business hours

WHICH SITUATIONS DO NOT REQUIRE PATROL INVOLVEMENT?

Lockout, service request



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?

Business Manager - see page 1 of lease