



Welcome Home!

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



MAIL & DELIVERIES

WHAT SHOULD BE DONE WHEN AN OVERSIZED PACKAGE IS DELIVERED?

Oversized packages will be delivered to the front door.

CONTACT AVENA

📞 (951) 631-1562

✉️ avena@udr.com

➡️ 30950 Hanover Ln, Menifee, CA 92584



PARKING

TOWING

United Towing - (951) 677-8486

OFFICE HOURS

Sunday	9:30 AM - 6:00 PM
Monday	9:30 AM - 6:00 PM
Tuesday	9:30 AM - 6:00 PM
Wednesday	9:30 AM - 6:00 PM
Thursday	9:30 AM - 6:00 PM
Friday	9:30 AM - 6:00 PM
Saturday	9:30 AM - 6:00 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

Policies and services subject to change.



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WHAT HOURS IS COURTESY PATROL ON CALL?

- Sunday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Monday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Tuesday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Wednesday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Thursday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Friday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM
- Saturday 10:00 PM - 11:59 PM 1:00 AM - 5:00 AM

WHAT IS THE NAME OF THE COURTESY PATROL COMPANY ?

SafeGuard on Demand



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.