



## MERWICK STANWORTH



# RESIDENT HANDBOOK

We are excited to welcome you to an American Campus Communities property. American Campus Communities and the Merwick Stanworth staff are here to make your stay enjoyable and worry free.

The Resident Handbook answers many commonly asked questions regarding living at Merwick Stanworth. In addition, the Resident Handbook describes policies that act as an addendum to the policies laid out in your Lease Agreement. The Lease Agreement and the Resident Handbook are important guides with which you should familiarize yourself throughout your time at Merwick Stanworth. You are expected to comply with both the lease agreement and resident handbook in addition to all applicable local, state, and/or federal laws.

As a resident, you are required to read the final page and fill it out accordingly. Turn the last page in to the front desk before your move in process is completed. Management reserves the right to amend or change the rules and regulations at any time by posting the changes throughout the community.

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### MANAGEMENT TEAM

**Loydes Vazquez** is the General Manager at Merwick Stanworth. Loydes has the overall responsibility for managing the staff, the business operations, and facilities. Loydes has an open door policy and is very willing to help you in any way possible. However, in order to address concerns effectively, the Assistant General Manager should be your first contact when trying to solve a problem.

**Kendra Lowery** is the Assistant General Manager at Merwick Stanworth. Kendra assists the General Manager in the day-to-day operations of the facility. The Assistant General Manager is someone you will see frequently and acts as your contact for lock-outs, maintenance issues, neighbor issues, and emergency assistance.

**Esteban Sanchez** is the Maintenance Supervisor. Esteban is responsible for all facilities maintenance at Merwick Stanworth. He oversees all the facilities work completed at the property. Esteban works with Maintenance Technician, **Oscar Bucaro-Guerra**, to complete work orders in your apartment.

Staff members are accessible at the Leasing Office:

- Monday-Friday, 8:45am–5pm

If you ever need any assistance after office hours, call the Leasing Office phone number (609-924-3000).

### RULES & REGULATIONS

Rules and regulations are necessary for the smooth functioning of any community. Here at Merwick Stanworth, we believe that you have the right to an environment in which you can socialize and live comfortably. There are three basic principles involved in achieving this:

- Demonstrate care for yourself
- Demonstrate care and consideration for others
- Respect others' and community property

Take time to familiarize yourself with the rules and regulations as both you and your guests are responsible for following them.

## NOISE COMPLAINTS

To facilitate an environment conducive to quiet enjoyment, Merwick Stanworth has a 24-hour courtesy policy. Any behavior or noise that may be disturbing to another resident must cease upon the request of other residents or any member of Merwick Stanworth staff.

The use of amplified musical instruments is not allowed within the complex.

These policies apply to all areas of Merwick Stanworth, including, but not limited to, parking lots, breezeways, hallways, the courtyard, common areas, and apartments.

Any resident or resident's guest found violating these policies must immediately conform to them. Repeat violations may result in disciplinary action by Management.

## PARTIES & GUESTS

You are to escort your guests at all times. Your guests require your presence for access into the property.

Per the lease, "only you can live in the Premises. You may not permit another person to live in the Premises or in the Apartment." Management will evict any resident who persists in violating the limitations on the visitation policy.

Merwick Stanworth reserves the right to adjust visitation privileges at any time.

## GRILLS

Please note that neither charcoal nor gas powered grills are allowed on patios or inside your apartment. There are grills available at the pavilion areas for your use on a first come, first served basis. If you would like to reserve this area for an event please contact the Leasing Office. You are responsible for cleaning the grill and grilling areas after each use.

## PARKING

All residents wishing to park a vehicle on the property MUST register their vehicles with the Merwick Stanworth Leasing Office. In addition, a Merwick Stanworth resident decal must be on the rearmost window of the driver's side of the vehicle. Parking decals are issued at the Office upon reservation and a signed lease agreement with parking provisions. Parking in our lot is available on a first come, first served basis and not guaranteed.

Please call the office to report a parking violation. The staff may notify the towing company which will, in accordance with the law, tow the vehicle, if any of the following situations exist:

1. The vehicle is parked in such a manner as to obstruct a fire lane.
2. The vehicle is obstructing an entrance, exit, space or aisle of the parking facility.
3. The vehicle does not have a valid parking decal.

The vehicle may be towed without notice to the owner or operator of the vehicle and at the expense of the owner and operator of the vehicle.

There are two visitor parking spaces in front of the Leasing Office.

## ACCESS

Residents found climbing over a fence, gate, or door, for any reason, will violate their lease. Any person who is not a resident found climbing on the fence or walking unescorted through the property is criminally trespassing.

If you see any suspicious persons around the property or see anyone climbing over the fence, door or gate, please contact the apartment staff or call 911.

## KEYS

You are to keep your apartment key in your possession at all times. Keys are not to be in anyone else's possession, and if someone else has your key, it could result in your eviction from the Merwick Stanworth property.

## PETS

Merwick Stanworth does allow pets under a 70lb weight limit in lower level apartments with private egress and townhomes. A signed Pet Addendum from the Leasing Office is required along with a \$200.00 Pet Deposit.

Fines will be assessed to any resident in violation of the pet policy.

## COMMUNITY LIVING 101

## CONNECT

CONNECT is your online resource to pay your rent. Visit [connect.studenthousing.com](http://connect.studenthousing.com) to make one time payments to your account. You may create an account using this site to submit maintenance requests for your apartment.

## RENTAL PAYMENTS

Rental payments are due on the 1st of each month, regardless of whether it is a holiday or weekend. Rent is late on the 5<sup>th</sup> day of the month and a late fee of \$35.00 will be assessed to your account. Manager will charge Resident (and Resident agrees to pay) an additional late charge of \$5.00 per day each additional day rent remains unpaid.

Resident also agrees to pay \$40.00 for each returned check (plus any fees charged to Manager by Manager's bank) plus the above late charges until Manager receives acceptable payment. Late Fees will continue to accrue until the last day of the month or full outstanding balance is paid, whichever occurs first.

We accept payment in the form of **credit card, recurring direct debit, personal check, cashier's check, or money order. WE DO NOT ACCEPT CASH.**

### **When paying by credit card or direct debit:**

All credit/debit card payments will be made through CONNECT. You will make a payment via a "Guest Payment" that does not require a profile; anyone can use this feature on behalf of a resident to make a payment.

All **one-time** online payment transactions will include a **\$19.95 convenience fee.**

### **When paying by personal check, money order, or other certified funds:**

Please make sure:

- Your check is made out to Merwick Stanworth
- Your *full name and apartment number* are listed on the check
- Your check is **NOT POST-DATED**

## FINES & CHARGES

Merwick Stanworth can assess fees for the following:

- Lost key (apartment or mailbox)
- Noise violations
- Fire alarm pulled
- Trash outside door
- Lost parking sticker
- Pet policy violation
- Lock-outs (after office hours)

Fines assessed to your account are added to your monthly invoice. You will receive written notification of fines before they are added to your invoice.

*Note: If you or your guests incur any damage to your apartment or Merwick Stanworth property, you will receive a fine that is due within 10 days after a notification has been sent to you. In addition, you will receive a statement of deposit after move-out that will detail any unpaid charges and/or deposit refunds.*

Fine charges are subject to change and listed as the following:

Lost Apartment Key	\$75.00
Lost Mailbox Key	\$10.00
Noise Violation (After 1 <sup>st</sup> warning)	\$50.00
Fire Alarm Pulled	\$300.00
Pet Policy Violation	\$250.00
Trash Outside Door	\$10.00 per bag, per day
Lost Parking Sticker	\$20.00
Lock-out (During Office Hours)	\$0
Lock-out (After Office Hours)	\$75.00

## PERSONAL SAFETY

The management would like you to be aware of some important guidelines for the safety of yourself and the property. We recommend that you consider following these guidelines, in addition to other common-sense safety practices:

### WHILE INSIDE YOUR APARTMENT

1. Lock your doors at all times.
2. You have deadbolt locks on the doors; use them while you are inside.
3. When answering the door, first determine who is there by looking through the peephole. If the person is unknown, first talk with them without opening the door and don't open the door if you have concerns.
4. If the person says they work for management, maintenance, housekeeper etc., please feel free to call the office to confirm it's an employee.
5. Make sure to keep your windows locked when you are not in your home and at night.
6. Do not give or lend your keys, your ID, access card, or mailbox key to anyone.
7. Do not put markings on your key ring to identify your name, address, or phone number.
8. If you are concerned because you have lost your key or because someone you distrust has a key, ask to have your locks reprogrammed. You have a statutory right to do so, provided you pay the cost of the reprogramming in advance. There is a \$100 fee per entry door for reprogramming of locks.
9. Dial "911" for emergencies. Immediately following, please call the office or CA so they may take appropriate measures.
10. At least monthly, check your smoke detector for dead batteries or malfunctions.
11. Frequently check your door locks and other devices to make sure they are working properly.
12. Immediately report to the office in writing any malfunction of other devices outside your home, such as broken gate locks, burned out lights, blocked passage ways, broken railings, etc.
13. Mark or engrave identification on valuable personal possessions, such as your computer or bicycle.

### WHILE OUTSIDE YOUR APARTMENT

1. Lock your doors and windows every time you leave your home regardless how long you will be away.
2. Tell your roommate or neighbor where you are going and when you will be back.
3. When walking at night, please walk with another person.
4. Let the office staff know if you are going to be gone for an extended period of time.
5. If you are going to be gone for an extended period, notify your General Manager and have mail and newspaper delivery temporarily stopped.

## **WHILE USING YOUR CAR**

- 1.** Always lock your car doors.
- 2.** Whenever possible, do not leave any visible items in your car, such as CDs, wrapped packages, briefcase, purses, etc.
- 3.** Do not leave your keys in your car.
- 4.** Carry your key ring in your hand while walking to your car...whether it is daylight or dark...whether you are at home, school, work, or on vacation.
- 5.** Remember to check the back seat and under the car before getting in it.

## **AROUND THE COMMUNITY**

- 1.** Entry doors should be locked at all times. Residents should always keep their keys with them even when leaving for a short period of time.
- 2.** Valuables should be kept locked and out of sight.
- 3.** Residents should practice being their "neighbor's keepers". This can be done by knowing the other residents and reporting to management staff any suspicious person(s) seen around the property.
- 4.** Please call 911 or local law enforcement if your personal safety or the personal safety of another is at risk.
- 5.** Merwick Stanworth does not allow soliciting. Please report those individuals to your leasing office.
- 6.** Lost keys should be reported immediately to your leasing office.

Please remember there is no such thing as a fail-safe system. Even the most elaborate of safety precautions are not guarantees against crime. You should always proceed as if such systems do not exist. All systems are subject to mechanical malfunctions, tampering, human error, and personnel absenteeism. Merwick Stanworth makes no expressed or implied warranties of security. The best safety measures you can take are the ones you yourself can perform as a matter of common-sense and habit.

Merwick Stanworth is not responsible for any personal damages or thefts. Contact your Insurance Agent in the event of a loss.

## MAINTENANCE 101

Maintenance is on site daily Mon – Fri. from 8am to 4:30pm. Emergency after hours maintenance is also available by calling 609-924-3000.

### **Q: How do I put in a work order request for maintenance?**

A: Call the Leasing Office at 609-924-3000 to put your work order request in or you can go to [connect.studenthousing.com](https://connect.studenthousing.com) and add a work request from your account.

### **Q: How long will it take for my work order to be resolved?**

A: Usually a work request is performed in less than 24 hours. If a part needs to be ordered maintenance will keep you abreast of the time table.

### **Q: How will I know if my work order has been completed?**

A: Maintenance will leave a hang tag in your apartment letting you know it was completed.

### **Q: Where do I put my trash?**

A: Dumpsters are located at the end of each apartment building and in parking areas throughout the property. There are recycling dumpsters and regular trash dumpsters.

### **Q: What do I do if I lose power to my whole apartment?**

A: Notify the office and maintenance personnel will stop by.

### **Q: What do I do if I lose power to just part of the apartment?**

A: You will first want to check the breakers in your apartment and if that doesn't work call the office for a work order.

### **Q: Can I use regular dish soap in the dishwasher?**

A: No, dishwasher soap ONLY in the dishwasher.

### **Q: What do I do about insects in the apartment?**

A: Household pest control items can be used and if the problem persists please call the leasing office for service.

### **Q: What do I do if my toilet is clogged?**

A: First attempt to plunge and if that is not successful please call the office for a work order.

### **Q: How do I program my thermostat?**

A: The leasing office has a copy of the programming instructions. You can also find a copy in your move in packet.

### **Q: Why don't I have a garbage disposal?**

A: Garbage disposals are not permitted inside the Princeton City Limits. Please do not place food down the drains in your home.



## AREA INFORMATION & USEFUL LINKS

### GAS & ELECTRIC

Gas/Electric bills are the responsibility of the resident to have turned on prior to move in and billing will be sent directly to your address by PSE & G.

### WATER

Water bills are processed monthly from an independent billing agency and will be sent directly to your address. You should budget approximately \$30 per month until you have determined your actual average cost. You may pay your water bill with your rent to the Leasing Office.

### CABLE / INTERNET / PHONE

Cable, Internet & Telephone are the responsibility of the resident to have connected and billing will be sent directly to your address.

## IMPORTANT NUMBERS & INFO

Princeton Taxi	(609) 924-1756
A & B Princeton Taxi	(609) 356-3231
Emergency	911
Leasing Office	(609) 924-3000
PSE&G UTILITY CO.	(800) 436-7734
Maintenance Emergency	(609) 924-3000
Maintenance Non-Emergency	(609) 924-3000
Poison Control	(800) 222-1222
Kovi Towing Company	(609) 452-9044
Verizon (Glenn -Rep.)	(609) 342-3631
Comcast (Justin -Rep.)	(908) 723-9503

### **Guest Parking Downtown:**

Parking Garages - Chambers St. and Hulfish St.

### **Deliveries:**

All mail & packages should be sent to your home address. In the event a package is delivered to the Leasing Office it will be held for no longer than 7 calendar days.

## SCHOOLS

Princeton Regional School District- 609.806.4200  
Community Park Elementary School- 609.806.4230  
Johnson Park Elementary School- 609.806.4240  
John Witherspoon Middle School- 609.806.4270  
Princeton High School- 609.806.4280

## SHOPPING

Wegmans- 240 Nassau Park Blvd (4.6 mi)  
ShopRite- 1325 US 206 (3.9 mi)  
Trader Joe's- 3528 Brunswick Pike (4.1 mi)  
Whole Foods- 3495 US 1 (4.1 mi)  
McCaffrey's- 301 N Harrison St (1.5 mi)  
Walmart- 101 Nassau Park Blvd (4.6 mi)  
Acme Markets- 2497 Brunswick Ave (7.7 mi)

## WEBSITES

Palmer Square: [www.palmersquare.com](http://www.palmersquare.com)  
Princeton Events: [www.visitprinceton.org/events](http://www.visitprinceton.org/events)  
Princeton Online: [www.princetonentertain.com](http://www.princetonentertain.com)  
Tiger Transit: [www.princeton.edu/transportation/ttroutes](http://www.princeton.edu/transportation/ttroutes)  
YMCA: [www.princetonymca.com](http://www.princetonymca.com)  
YWCA: [www.princetonywca.com](http://www.princetonywca.com)

