Welcome Home!

On behalf of the entire CollegePlace management staff, we happily welcome you as a new resident of this amazing community! We would like to thank you for choosing to live with us and we look forward to making this year a memorable one. With so many fun and engaging resident events and giveaways planned for the year ahead, we hope to provide all the resources that will contribute to your happy stay here!

We are so excited to have you join us! Included in this informational packet are some FAQs and instructions on how to complete the steps necessary for move-in.

The Following is required to be completed in order for keys to be released

_____ 1. Pay August's installment

_____ 2. Pay for parking and register your vehicle with the online parking permit (if applicable)

_____ 3. Ensure all contact information in resident portal is up to date with resident's contact information

Move In Day Process

When you arrive on site, we will have designated moving area as well as visitor parking. Please know these stalls are first come first serve and we will be having a huge influx of move-ins at this time. Please know that towing will still be enforced, if you park in any of the non-designated areas for move-in, you will be subject to either fines, a tow, and/or boot.

As a reminder, we have a huge amount of people moving in at this time. Elevator access will be limited, but stairwells will be found throughout each end of the buildings.

With having such a large amount of move-ins, we will have 3 separate times to pick up keys depending on the first letter of your last name.

CollegePlace Woodland	CollegePlace Provo
Move in August 22, 2024	**Move in August 23, 2024**
Last name: A-I 10 AM- 12:30 PM	**Last name: A-I 10 AM- 12 PM**
Last name: J-R 1:30 PM- 3 PM	**Last name: J-R 1 PM- 3 PM**
Last name: S-Z 3 PM- 5:30 PM	**Last name: S-Z 3 PM- 5 PM**

*** _**WE WILL NOT BE DOING CHECK-INS AFTER OFFICE HOURS!**_***

If you are unable to join us on move-in day or will be arriving after your designated time slot, please notify us at least 48 hours in advance and we will make additional arrangements.

Office Hours: Mon-Thurs: 10 AM – 6 PM, Friday: 10 AM – 4 PM, Saturday: 10 AM – 3 PM, CLOSED SUNDAYS
www.collegeplaceprovo.com P: 801.494.5449 E: collegeplaceprovo@redstoneresidential.com
www.collegeplacewoodland.com P:801.494.5449 E: cpwoodland@redstoneresidential.com
737 N. 900 E. Provo, UT 84606

Important Things to Complete within 48 hours of move-in:

1. There is a move-in checklist available on your resident portal. We ask that these are completed within 48 hours of move-in to document the state the apartment was received in. If this is not completed within 48 hours we will not be able document any damages in the apartment and you will be responsible for any damages at the time of move-out that are not documented.
2. Verify that all keys you were provided work. If they do not, please submit a work order online through the resident portal.
3. Verify there is a mailbox key in the apartment. If there is not, you will need to contact the post office for a new copy as we are unable to alter federal property and that includes changing locks or making keys.
4. If you run into any maintenance issues, please login to the resident portal and submit a work order.

Important Things to Know:

1. **You are responsible to report any maintenance needed in your apartment through the resident portal.** Maintenance is unable to complete any verbal requests and will require you to submit a request online for them to complete any maintenance you may need. Maintenance typically handles any issues within 48 hours of it being reported unless there is a circumstance causing for further delay such as vendors scheduling or parts on order. If your issue persists for over 48 hours, please follow up with the office to ensure that maintenance has received your request.
2. You are responsible to keep track of your keys. Any keys that are lost or not returned at move-out will be charged. If you lose them during your tenancy with us, you can request a replacement through resident portal. The replacement key will not be replaced until the replacement fee is paid. **Door Key replacements are $50 per key and Key Fob replacements are $75 per key**. These fees are high to stress the importance of keeping track of your keys and ensuring they are kept in your possession from move in to move out.

FAQs

- Why am I paying a full installment if I move in after the 1st?
    - Great question! Our lease is broken into 12 equal installments! August 2024 - July 2025. Your August 2024 installment will cover both August 2024 and August 2025.
- If the rent is 12 equal installments, does that apply to my parking permit, renter's insurance, and communication fees?
    - Yes! All fees are 12 equal installments! If you would like to opt out of parking at any point during the year, you may by notifying the office in writing. For renter's insurance and my credit lift you will need to contact the companies outlined in the lease.
- How do I opt-out of liability insurance?
    - We require that the building is insured at all times. If you would like to opt-out of our liability insurance, we highly recommend you obtain your own renter's insurance. You will be required to have limited liability coverage of at least $100K and the apartment listed as the insured address. You will then upload that to portal.confirminsurance.com/s/
- How can I make a payment?
    - The best way to make a payment is through your Resident Portal. We normally accept checks or money orders but will not be doing so on move-in day. You MUST pay online, but you can pay with a card or e-check.
- Why do I need to add my vehicle information to my account?
    - If you would like to have a parking spot, you must enter your vehicle information to your Resident Portal.
- What if I do not have a car?
    - If you have opted-out of parking, you do not need to enter anything here.
- What if I am on the waitlist?
    - Please have your vehicle information entered to your Resident Portal, even if you are on the waitlist.
- What if I have a parking spot but am unsure of which car I will be bringing?
    - You will be required to have the vehicle you are actively using registered with UPE at utahparkpass.com. If the vehicle you are using is not registered under your online parking permit you will be subject to towing, a boot, and/or fines.

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How to Add Vehicle Information to Resident Portal and UtahParkPass:

1. Log into the Resident Portal.
2. Click on "Hi (name)," in the upper right-hand corner and then click on My Account.
3. From there, click on My Vehicles and add vehicle information.
4. Press Save Changes and it will save your vehicle information to your resident portal.
5. You will be required to sign up with our online parking permits in order to use your parking space. You will need to visit utahparkpass.com and follow the steps listed on their website to register your vehicle with them.

How to Make a Payment:

1. Log in to your Resident Portal.
2. On the move-in checklist, click on Pay First and Last Month's Rent or click on the Dashboard tab, and then make a payment.
   a. If you are checking your Dashboard before August 1 and it does not show a balance due it is because charges will get added on August 1. You can check under Payments>Scheduled Charges for how much you need to pay and manually input the amount you'd like to pay.
      i. **There is no way for our system to distinguish from rent, fees, and parking. The total listed will include your parking fee (if applicable).**
3. Select payment method, input information, and submit.
   If you opt in for scheduled payments/auto-pay you are responsible to ensure that it gets submitted on time. Any auto-pay issues will not be considered grounds for a late fee reversal as you are responsible to login and ensure that payment is made by the 5th or rent will be considered late.

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CollegePlace - Reminder

Rent & Utilities

Rent and utility payments are due each month on the 1st, any unpaid balance will receive a late fee at 12 am on the 6th of each month. Payments can be left in the dropbox outside the office, but will be processed the following business day (checks left in the dropbox on the 5th will receive a late fee – pay online to pay on time). While only check, money orders and credit cards are accepted in the office, e-check payments can be made conveniently online.

Parking

All residents need to be familiar with the parking rules. All residents with vehicles must obtain a parking pass before they can park at CollegePlace Provo or Woodland. Parking is monitored 24/7 by UPE. **CollegePlace Provo/Woodland is not responsible for parking enforcement or violations and does not receive any compensation**. If you are in violation, you must contact UPE at (801) 492-0616. If you feel you have been unlawfully booted or towed, you may contest this operation as provided in section 6.01.080 of the Provo City Ordinance. You may also appeal a parking enforcement fine through University Parking Enforcement's web site.

Internet

CollegePlace provides "house internet" through Fastel. There are jacks in the living rooms as well as the bedrooms for Ethernet accessibility. If your apartment would like to have wireless internet, you will be responsible for purchasing and installing a router. Please be aware that being a student housing complex, speed of internet is subject to change as students log on each day. You CANNOT opt out of paying the communications fee.

Furniture

CollegePlace will provide the following in the apartment. Stove/Oven, Refrigerator/Freezer, Microwave, TV, Couch, Washer/Dryer, Bed, Mattress, Desk, and Vacuum. You will be responsible for obtaining or bringing anything else you may need in your apartment. We highly recommend you bring your own pots, pans, and silverware as they will not be provided. The most commonly used items that are most commonly forgotten are hand soap, laundry detergent, toilet plunger, toilet paper, dish soap, and paper towels. We highly suggest you also bring your own mattress cover and bedding.

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