

welcome home!



Resident Handbook

100 Stephanie Dr. | Cary, NC 27511

336-815-5897 | woodcreek@prgrealestate.com

www.woodcreekapartments-prg.com

Your T-Code:





Frequently Asked Questions

1 of 4

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Partial payments are not accepted.

What happens if my rent is late?

A late fee equal to 5% of your base rent will be charged at the close of business on the 5th of every month. Once rent is late, payment is accepted in a certified cashier's check or money order(s) only for the full amount. Partial payments are not accepted.

What happens if my rent is later than the 11th of the month?

Court filing takes place as early as the 11th of every month. This is the first step in the eviction process. As of March 2016, court filing fees total \$206 plus \$30 for each additional leaseholder. The full balance, including court filing fees, is due no later than the 25th of the month in a certified cashier's check or money order(s) only. If paid after the 25th, the following month's rent is due upfront at the same time, and we may reserve the right to no longer accept your payment. Partial payments are not accepted.

Are any utilities included with rent?

Utilities are not included. Water/sewer is conveniently sub-metered and will be paid with rent each month to Woodcreek Apartments. You will receive your water bill by email around the 5th of each month, telling you the grand total amount due for the upcoming month. A company called Conservice sends this bill. Electricity is metered by and paid to Duke Energy, which can be contacted at 1-800-777-9898 or www.duke-energy.com. Your electricity account must be active on your move-in date and throughout your residency.

Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability coverage, and Insurance Tracking is listed as an additional interested party on your policy as stated in your lease's Insurance Addendum. Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider since policy coverage may vary.



Frequently Asked Questions

2 of 4

What if I want to transfer to a different unit within the community?

Woodcreek Apartments realizes your changing lifestyle, and we will gladly discuss our transfer policy to determine if you qualify.

How do I put in a service request?

There are many ways to submit a work request! Simply call 919-439-4505 anytime during or after business hours, email woodcreek@prgrealestate.com, or go to our online portal, Resident Connect, and submit your work request online. If you have an emergency work request, you must call the office so that our on-call personnel can be contacted. We always have maintenance staff on call 24/7 for maintenance emergencies.

Does maintenance change light bulbs or air filters?

Yes! We conduct preventative maintenance, typically quarterly, when we change filters and test smoke detectors inside every unit.

Can I have my locks changed?

Yes, we will be glad to change your lock and provide you with new keys if you so request (the request must be made by all leaseholders in writing, and all leaseholders will be given new keys). However, per your lease, there is a \$35 charge for this service, which can only be done during regular maintenance hours, 9 a.m. to 4 p.m. We may ask for the payment upfront before the service is performed.

Can I get a pet after I move in?

Yes. We are a pet-friendly community. Before you get the pet, you must fill out a pet application with the office, provide a photo of the animal, provide the vaccination records, and pay the current pet fees. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine.

What if I need to break my lease?

For any reason other than the fulfillment of the Military Personnel Clause of paragraph 22 in your lease agreement, you have two options: (1) Submit a written notice and pay a buyout fee (the amount of fee depends on how much notice you provide) (2) Submit a written notice, then pay rent on your apartment until the next resident moves in or until your original lease term end, whichever comes first. Please stop by the office for more details.



Frequently Asked Questions

3 of 4

Can I sublease my apartment?

Subleasing is not permitted at Woodcreek Apartments. Please see the office if you need to move out early.

How much notice do I need to give if I plan not to renew my lease?

Of course, we'd love for you to renew instead! You must give written notice 60 days before the end of your lease. If you miss the 60-day mark, rent will be pro-rated at the pre-determined month-to-month rate beginning the day after your original lease term ends for 30 days.

Can I add someone to my lease, like a new roommate, friend, or family member?

Yes. The new tenant will be required to apply, pay the application fee and \$150 admin fee, and pass our rental requirements the same way every other leaseholder does. Once approved, we will create a new addendum to your lease that must be signed by all current leaseholders, the new leaseholder, and us.

Does the office accept packages?

No. Residents' packages are delivered to our 24-hour package and mail center, located on the side of the 100 Woodcreek Drive building. Please see the Package Concierge flyer for more information about registering for this service.

Can I bring guests to the pool?

Yes, you can bring up to two guests with you to the pool as long as you are present with them and you and/or your guests are not creating a disturbance to others enjoying the same community amenity.



Frequently Asked Questions

4 of 4

Can I grill at my apartment?

Unfortunately, you cannot use a charcoal grill in your apartment or on the balcony or patio. This is a fire hazard. You must be 10 feet away from a building to use a charcoal grill. However, you can store a charcoal grill on your patio and then use it on our grounds as long as you are 10 feet from a building. We also have charcoal grills in our grilling area on-site that you are welcome to use. Gas grills are not allowed to be used or stored in your apartment.

How can I show my love for living at Woodcreek Apartments?

There are plenty of ways to let us know if we're doing a good job. We want to hear your thoughts! Visit apartmentratings.com, Google+, Yelp, or Facebook, and let us know how we're doing. We can't wait to hear from you!

Review

Like

Follow



Please leave us a Google Review, like us on Facebook, or follow our Instagram! Scan QR code to checkout our website.

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Woodcreek is nothing short of exceptional! To help us achieve this goal, we have implemented a survey system that gathers your feedback. You will receive occasional surveys via email from Kingsley inquiring about your experiences at Woodcreek. **We welcome your responses!**

Thank you!

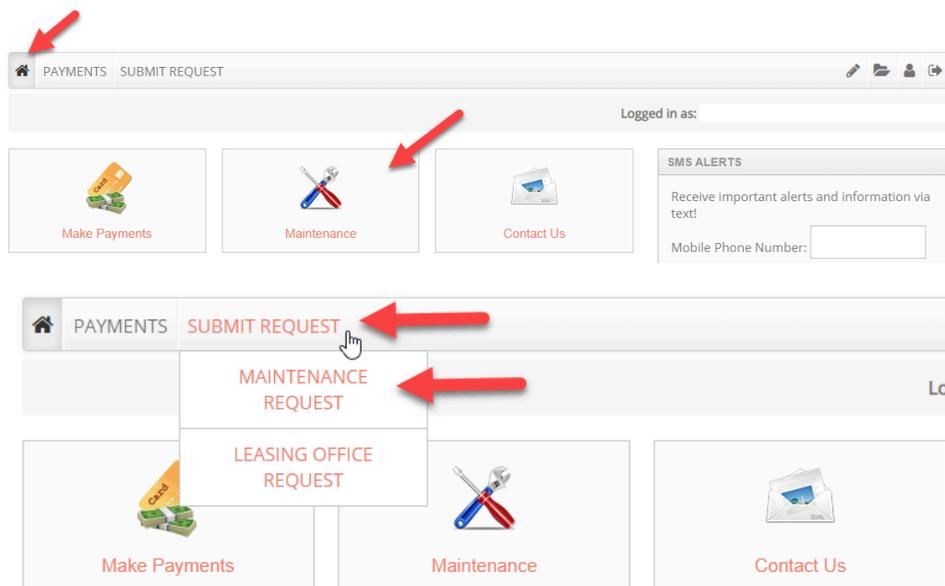
HAVE A SERVICE REQUEST?

LET US KNOW 24/7!

Service requests are completed in order of age in queue and priority. Please be aware that requests made online may not be seen until the following business day.

Option 1: Submit a Request Through Resident Connect:

We will be notified immediately when you submit! This is a great way to communicate requests in your own words. You can even upload pictures!



Option 2: Send us a Text or an Email:

Go to bit.ly/parkridgeresidents and select "Text Us," or email parkridge@prgrealestate.com.

Make sure you include your name and address in the message.

Option 3: Call our 24/7 Resident Service Line:

You can call us at **(919) 439-4505** to notify us of your service request. If the office is closed or we are unable to answer the phone, a member of our Call Center team can notify us right away!



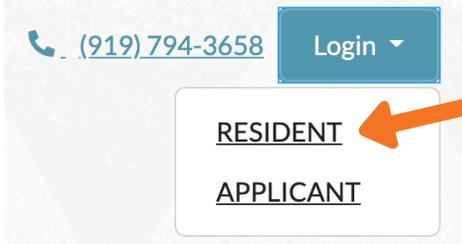
FOR EMERGENCIES, PLEASE CALL (919) 439-4505.
THE CALL CENTER IS AVAILABLE 24/7. FOR A FIRE, CALL 911.



PRG RESIDENT CONNECT

Resident Connect is your handy online resident portal! From here, you can contact us, post on the residents' bulletin board, submit service requests, pay online, manage your notification settings, and more.

- To register, go to **www.woodcreekapartments-prg.com** and select **Login** in the top right-hand corner. Then, select **Resident**.



Don't forget to **accept** the terms and conditions and press **Register** when you are finished!

Already a member? [Click here to login.](#)

User Registration

* Denotes a Required Field

Personal Details

First Name*

Last Name*

Registration Code

OR

Phone Number

- Choose **Click here to register.**

Welcome to Resident Services

If your username is not an email address, [click here to login.](#)

Email

Password

[Forgot password?](#)
[Click here to register.](#)
[Send Verification Email](#)

Account Information

Email*

Password*

Confirm Password*

Security Question*

Security Answer*

- Fill in the required information on the registration screen.

Your **registration code** is the t-code or r-code that management provided for you.

***Important: The email you use must match the one management has on file!**

User Verification

I'm not a robot

I have read and accept the [Terms and Conditions](#)

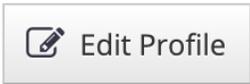
Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Woodcreek Apartments, we send helpful and important information by email and sometimes by text message. **Make sure you opt-in as soon as possible!**

1) First, navigate to your **profile**. Select this button near the top right-hand corner of your dashboard:



2) Press  near the top right corner (below "MY ACCOUNTS") to adjust your communication settings. Make sure you opt-in for emails and SMS (text) notifications!

My Profile

Email:

Office1:

Home:

FAX:

Allow Text (SMS) Notifications:



Mobile Phone for Texts (SMS):

**See Disclosure. Rates may apply.*

Bulletin Board Display Name:

Bulletin Board Email Notifications:

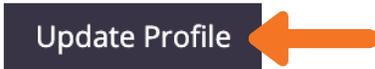
Allow personal messages from Bulletin Board:

Subscribe to Voice Calls:

Subscribe to email notifications:

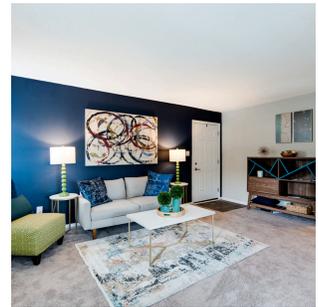


When you are finished, scroll all the way to the bottom and press **Update Profile** to save your settings!



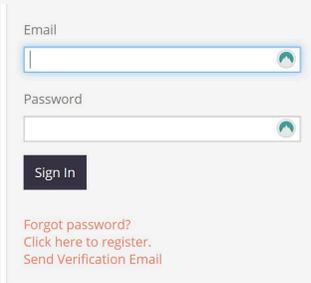
COMMUNITY AMENITIES

- Washer/Dryer in All Units
- Brick-Surround Wood Burning Fireplaces in Select Units
- 24/7 Package Center
- Stainless Steel Appliances
- Oak-Style Plank Flooring in Select Units
- Private Outdoor Terraces
- Hammock Lounge Terrace
- Tennis Court
- Gated Dog Park
- Pool
- 24/7 Gym Access
- Grilling Area



ALL THE WAYS YOU CAN PAY

Many options available 24-7. Want to Pay in cash? Ask the office about Pay Near Me.



PRG Resident Connect Resident Service Portal

www.woodcreekapartments-prg.com



Rent Cafe App

Download the app to access PRG Resident Connect anywhere



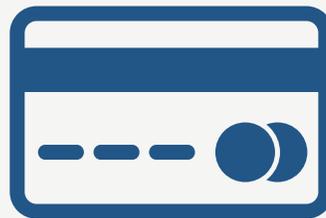
336-738-3415

Call office for payment options or questions



ACH

- Set up monthly auto pay
- Make a one-time payment
- Free with checking or savings account



Card Payment

- Credit Card Processing Fee of 2.95%
- Debit Card Processing Fee
 - <\$1000: \$3.95
 - <\$2000: \$4.95
 - \$2000+: \$9.95



Certified Funds

- Money Order, Cashier's Check, Certified Check
- Drop these off at the leasing office

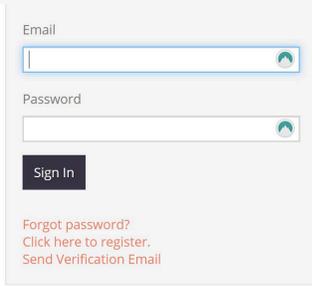


Text to Pay

Opt-in to SMS notifications on your Resident portal and then register on the payments tab

TODAS LAS FORMAS QUE SE PUEDE PAGAR

Muchas opciones disponibles 24-7. ¿Quiere pagar en efectivo? Pregunte en la oficina sobre Paga Cerca de Mí.



Email
Password
Sign In
Forgot password?
Click here to register.
Send Verification Email

PRG Resident Connect Portal de Servicio para Residentes

www.woodcreekapartments-prg.com



Aplicación de Rent Cafe

Descargue la aplicación para acceder PRG Resident Connect en cualquier lugar



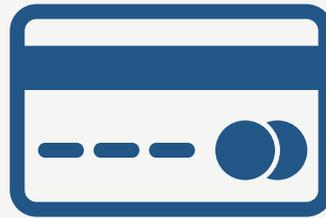
336-738-3415

Llamar a la oficina para opciones de pago o preguntas.



ACH

- Crear pagos automáticos mensualmente
- Crear un pago único
- Gratis con una cuenta bancaria de cheques o ahorros



Card Payment

- Tarifa de procesamiento de 2.95% con tarjeta de crédito
- Tarifa de procesamiento con tarjeta de débito:
 - <\$1000: \$3.95
 - <\$2000: \$4.95
 - \$2000+: \$9.95



Fondos Certificados

- Giro postal, cheque de caja, cheque certificado
- Entrégar a la oficina de administración



Pagar por Mensaje

Opte por las notificaciones por SMS en su portal de Residente y regístrese en la sección de pagos

WWW.UTILITIESINFO.COM

Utilitiesinfo.com is Conservice's mobile-friendly account portal. With it you can:



- 1 Make payments and view balance
- 2 View, download, and print current & past bills
- 3 View current month utility usage
- 4 View account history
- 5 Adjust key settings
- 6 Monitor recent account activity

Getting Started

To log in for the first time, use the account number and web pin located in the top right-hand corner of your bill. For security reasons, you will be prompted to change your password during your initial log in. If you have trouble logging in, please call 1.866.947.7379.

CONSERVICE
The Utility Experts

Utility Statement for Fort Bragg - Corridor

Account #:	11111111
Account Name:	Jane Doe
Past Due Date:	11/01/2018
Statement Date:	10/17/2018
Total Charges:	\$26.50
Service Address:	123 ABC Street #105, Dallas, TX 7XXXX
Web Pin:	99999999

Account # = username

Web Pin = password

Store drinking water in the refrigerator rather than running the tap. This way, every drop goes into you

PARKING POLICY

- Residents are required to display the Woodcreek parking decal in the bottom left corner of the windshield.
- Only one parking decal will be issued per leaseholder.
- Residents with an additional car that is not marked with a current permit MUST park their additional vehicle in the parking spots marked VISITOR.
- If you sell /trade your vehicle, the decal issued must be returned or documentation of the trade must be provided. If not, there is a \$100 fee to replace the lost decal.
- If you have a visitor, they MUST park in a parking spot marked VISITOR. It is the responsibility of residents to inform their visitors of the parking policy.
- Cars that are towed will be charged a \$165 towing fee with an additional \$35 storage fee per day at the owner's expense.
- As stated in your Lease Agreement, any vehicles that are deemed to be illegally parked are subject to towing at any time without warning. A vehicle is considered unauthorized or illegally parked if it (is):
 - Has a flat tire or is rendered inoperable
 - Is on a jack, blocks or has tires missing
 - Has no current license plate or no current inspection sticker
 - Takes up more than one space (Double Parked)
 - Belongs to a resident who has surrendered or abandoned the apartment
 - Is parked in a designated handicapped space without the legally required handicapped insignia
 - Blocks another vehicle from exiting
 - Is parked in a fire lane or other designated "Do Not Park" area
 - Is parked in the grass, sidewalk or patio
 - Blocks garbage trucks from access to a dumpster

Please note that Woodcreek Apartments has no authority once your vehicle has been towed from the property. If you do find that your vehicle has been towed, please contact:

Unlimited Recovery
3201 Durham Drive, Raleigh, NC 27603
(919)-790-9393





ASSURANT
Specialty
Property®

RENTERS INSURANCE Is ESSENTIAL.

FIRE

FACT: Last year, there were **1,298,000** fires in the U.S. That means every minute, fire departments responded to 2 to 3 fires. The value of belongings residents lost equals **\$11.5 Billion.**

Source: *The National Fire Protection Association*



EXPLOSION

FACT: The average household contains between 3 and 10 gallons of materials that are classified as **hazardous...** the dangers of explosion, fire, or reaction are constant in their storage.

Source: *Ohio State University Fact Sheet*



WATER

FACT: The average cost of a water damage claim is **\$6,965** and annual costs to insurance companies for water and mold damage adds up to **\$2.5 Billion.**

Source: *Water Damage Defense*



BURGLARY & THEFT

FACT: Last year the number of thefts and burglaries was **7,932,918.** That's more than 15 occurrences every minute. The value of stuff victims lost was over **\$12 Billion!**

Source: *The Federal Bureau of Investigation*



Accidents happen every day. Could your residents pay for damages from **fire, smoke, explosion or water?** Could they afford to replace their belongings **if they lost everything?**

Assurant Renter's Insurance* covers all of the above, with **guaranteed acceptance.**
*HO4 Policies Only

BATH AND PLUMBING CARE

DON'T:

Please do not use rubber suction cup bathtub mats. These damage the finishing.



Please do not flush anything other than toilet paper and waste. For example, do not flush feminine hygiene products, disposable wet wipes (even "flushable" ones), paper towels, etc.



DO:

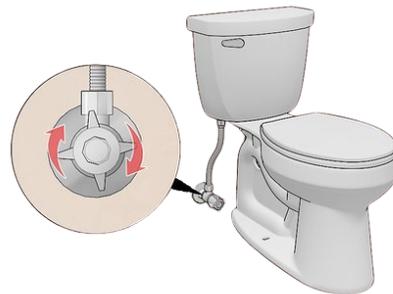
Use no-suction bathtub mats designed for refinished bathtubs. Visit tinyurl.com/y3gr68vt for an example!



Report leaks and rushing water sounds to the office immediately to avoid damage and high water bills.



If your toilet is about to overflow, cut off the water supply by turning the knob at the base of the toilet near the wall.



Thank you!

PET POLICY

1 of 3

This policy establishes the rules and conditions under which a pet may be kept at Woodcreek Apartments. The primary purpose of these rules are to establish reasonable requirements for the keeping of common household pets in order to provide a decent, safe and sanitary environment for all residents, and to preserve the physical condition of the property. These rules do not apply to assistance animals, which are not considered pets, except as indicated below.

Registration

- 1) Residents must obtain prior approval before moving a pet into their apartment by completing an application form available in the office. A current photo and copy of vaccination records must be provided to the office. If local law requires, the pet must have a current license.
- 2) Once approved, the resident must sign a pet addendum authorizing the pet for the apartment and paying a fee and the first month's pet rent.
- 3) At the time of lease renewal, updated license information must be provided if applicable.

Types and Number of Pets

- 4) Pet ownership shall be limited to common household pets, which shall be defined as follows:
 - a. Chargeable pets: Dogs, cats, and ferrets
 - b. Birds: Birds commonly kept as pets (no pigeons or birds of prey such as hawks, eagles, condors, etc.)
 - c. Aquarium pets such as tropical/gold fish, frogs, snakes, lizards, and turtles
 - d. Caged pets such as iguanas, guinea pigs, hamsters, and gerbils
 - e. No other species of animal or any exotic animal is permitted.
 - f. Prohibited animals: Livestock, poisonous reptiles/amphibians/fish, rodents (except as listed above), insects, and arachnids.
 - g. Any animal deemed by Management to be potentially harmful to the health or safety of others, including attack or fight-trained dogs, will not be approved.
- 5) Number of pets:
 - a. A maximum of two (2) dogs or two (2) cats are allowed per apartment.
 - b. NO BREED RESTRICTIONS; Certain weight restrictions on upper floors may apply. All pets must be approved by management; PRG reserves the right to approve or deny pet applications.
 - c. No resident shall have more than one aquarium, which shall not have a capacity of more than 20 gallons, unless renter's insurance is provided.

PET POLICY

2 of 3

Pet Ownership Rules

- 6) For Chargeable pets: A non-refundable pet fee of \$ 300.00 and a monthly pet fee will be charged.
- 7) Renter's insurance is required for any aquarium in excess of twenty (20) gallons in size.
- 8) The Resident shall keep his/her pet inside the apartment at all times except for transporting on and off the property and daily walks/curbing for dogs. When outside the apartment, dogs must be controlled on a leash. Other pets shall be in suitable portable cages.
- 9) Pets must be quartered in the resident's apartment. No doghouses or tie-outs will be permitted.
- 10) The Resident shall keep the apartment and surrounding areas free of pet odors, insect infestation, waste and litter and maintain the apartment in sanitary condition at all times.
- 11) Dishes or containers for food and water must be located within the resident's apartment. Food and/or table scraps, shall not be deposited on the patio, balcony, or common areas.
- 12) Residents shall not feed or water stray or wild animals.
- 13) Pets are strictly prohibited from the playground, swimming pool, recreational facilities, and laundry areas.
- 14) Every pet owner is responsible for proper disposal of fecal waste of his or her pet. Pet waste shall be bagged and disposed of in an appropriate trash receptacle. Pet waste or pet litter shall not be deposited in the toilet or in community trash receptacles.
- 15) Pets shall not be curbed on shrubbery, flowers, small trees, structures, vehicles, or property of other persons.
- 16) Pet owners who fail to remove and dispose of pet waste will be charged a \$50.00 pet waste removal fee per occurrence.
- 17) Residents will restrain and prevent the pet from gnawing, chewing, scratching, or otherwise defacing doors, walls, windows, and floor coverings and other fixtures of the resident's apartment and common areas. Pet owners are liable for all damage caused by their pet including the cost of exterminating for fleas or other pet-borne pests. The resident shall pay promptly, upon receipt of a bill, for the cost of all materials and/or labor for repair of any damage caused by their pet.
- 18) All approved birds must be caged at all times.
- 19) Residents will not allow pets to disturb the health, safety, rights, comfort or quiet enjoyment of other residents.
- 20) Pets must comply with all local ordinances including shots, licenses, and leash laws.
- 21) The presence of a pet may not interfere with the routine pest extermination of the apartment. The resident is responsible for removing or otherwise protecting pets every time extermination is scheduled.

PET POLICY

3 of 3

Pet Ownership Rules (cont'd)

- 22) Any animal found on the grounds or in common areas without a proper license or tags, will be reported to the local animal control unit or other applicable authority for its removal.
- 23) No pet is to remain unattended, without proper care, for more than 24 hours. The resident shall designate one or more persons as an emergency contact that can tend to the pet if the resident is unable to do so. In instances where a pet appears to have been abandoned for more than 24 hours, and an emergency contact cannot be located, Management shall report the matter to the local authority for its removal. If necessary, Management will enter the apartment, as in an emergency, to rescue the animal.
- 24) Residents shall not alter their apartment, patio, balcony or other area to create an enclosure for a pet.
- 25) Visitors with pets will not be allowed on the premises, with the exception of Assistance Animals. Residents may not temporarily care for pets of friends or relatives in their apartments.
- 26) Residents shall allow Management to inspect their apartment as required to ensure compliance with these rules.
- 27) A copy of these rules shall be given to every resident who registers a pet and additional copies will be available at the Management Office.

Enforcement

- 28) All violations of this pet policy shall be dealt with as a material violation of the lease and appropriate lease enforcement actions up to and including eviction shall be taken.
- 29) If Management determines, by its sole discretion, that the presence of a pet constitutes a risk of damage to property, creates a threat to health and safety of any person, including residents, household members, guests and/or employees, Management may require the removal of the resident's pet upon 48 hours written notice. Failure to comply with this notice shall be deemed a violation of the resident's lease obligations and grounds for eviction.
- 30) Any violation of the policy shall give rise to all appropriate remedies under the lease, including eviction proceedings.
- 31) In the case of a vicious dog, Management may make a complaint to the local animal control unit.

Unauthorized Pet

- 32) If a Resident is found to have an unauthorized pet, a letter of violation will be issued, and a \$300 Pet Fee will be added to the account of the offender. This letter shall state that the resident must remove the pet immediately. The pet may not re-enter the apartment until proper application and approval for the pet have been received. If the pet isn't removed from the premises or the Resident fails to respond to the letter within seven (7) days, the resident will be issued a Notice to Quit.

1 Place an online order addressed to your location.



2 Carrier delivers your package directly into to the Package Concierge.



3 You receive an email or text notification that package has been delivered.



4 Retrieve your package by entering your Username or scanning your user bar code.



Registration: You will receive a “Welcome” email with your unique Username and a link to [your resident web portal](#). Please login with your Username, create your PIN, set your notification preferences and complete your registration process.

Billing Setup: You will be asked to [enter billing information to complete your registration](#) so that you can begin using the Package Concierge. Some communities choose to implement use fees to help offset the cost of package management. Please contact your property manager if you have any questions.

Package Notifications: When a package is delivered, you can receive notifications via email, text message or mobile app push notification – it’s your choice!

To Retrieve a Package: Enter your username on the touchscreen or scan the barcode in your message and enter your PIN if required. Your personal barcode is always in your mobile app if you simply want to use your phone app to login.

The following fees apply at your community:

- ✓ 1-Time Registration fee = \$0
- ✓ Storage Fee per package if package not retrieved after 5 days = \$3.00 per day
- ✓ Monthly Subscription Fee = \$0

**Download free mobile app
for on-the-go account
management!**





WOODCREEK
A P A R T M E N T S



Train 24/7

**Enjoy strength training and
cardio in our 24-hour newly
renovated fitness facility.**