

We are so happy you've chosen Bates Creek Village for your new home! The management team is here to provide you with the BEST service the industry has to offer, and our goal is your continued satisfaction. Here is some useful information to help you as you get settled in. Please feel free to contact us at the office if there's anything you need!

## FREQUENTLY ASKED QUESTIONS

### **01 How do I pay rent if the office is closed?**

Residents are encouraged to pay online via their resident portal, or with the RentCafe app! Rent must be paid by the 5th of the month in order to prevent a 10% late fee

### **02 Can I pay rent with multiple checks or money orders?**

Yes! We can accept any of those payment methods. We can never take cash.

### **03 How do I check my balance?**

All charges are posted on the 1st of the month, so you can log in to your resident portal or the app at that time to see your balance. If you'd like to pay early, simply add your lease charges (rent + trash + pet fees (if any) + renters insurance (if you use our provider Assurant)) to the utility statement total you receive from Conservice via email.

### **04 How do I submit a maintenance request?**

All non-emergency requests can be made via your resident portal, the RentCafe app, or by calling the office. ***If you have an emergency request, please call (859)554-0015***

### **05 How do I sign up to use the gym?**

The fitness center is open during business hours daily. Give us a call at (859)554-0014 to reserve a slot! Due to the pandemic, we are limiting the amount of residents who can use the fitness center.

### **05 What are the office hours?**

Monday - Friday 8:30 - 5:30 (9 - 6 During Summer)

Saturday - 10 - 5

Sunday - Closed