

welcome home!



Resident Handbook

111 Hull Street, Richmond, VA 23224

804-292-2133 | southfalls@prgrealstate.com

www.southfallstower.com

Your T-Code:

Resident Resources:





Frequently Asked Questions

1 of 3

What is the public wifi password?

The network in the clubroom is Community Wifi. The network is open and there is no password. Wifi can be accessed in the common areas.

What is the mobile phone app for using the call box?

The app is called "Comelit". Residents should download the free app on their phones and register as a new account. You can then buzz guests and deliveries into the building using the app. The email address and phone number must match what management has in their system exactly

Does the office accept packages?

South Falls Tower offers a Package Concierge. Mail carriers are instructed to place packages in the Concierge, not the leasing office. Residents will be alerted via text or email that their package has been placed in the Concierge and will be able to retrieve their package using a personal code or by scanning the barcode in their notification. Should a resident receive a package too large to fit in the Package Concierge, the delivery will most likely be left in the mail room or near the South Falls entrance door. It is the responsibility of the resident to retrieve the package within 3 days or storage charges will apply. South Falls is not responsible for lost or damaged packages.

Are any utilities included with rent?

Utilities are not included. South Falls Tower will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.) on the first of the month. Water/sewer is metered and managed by a company called ConService. You will receive your water/sewer usage statement by email from ConService monthly. This balance will be paid to South Falls directly with your rent (not to ConService). Water/sewer is back billed by 2 months. When you first move in, you will not receive your first month of utilities until 2 months later. (September usage is billed in November, October usage in December, etc). Electricity is metered by and paid to Dominion Power directly. You can contact Dominion at 1-866-366-4357 or www.dominionenergy.com. Your electricity account must be active by your move-in date and throughout your residency.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. South Falls Tower accepts online payments ONLY. No cash, personal checks or certified checks accepted..

What happens if my rent is late?

A late fee equal to 10% of the base rent or 10% of the balance on the account (whichever is the lesser) will be charged on the 6th of every month.

Frequently Asked Questions

2 of 3

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. Additionally, the following must be listed as "additional interest" on your policy:

Insurance Tracking
PO Box 100513
Florence, SC 29502

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.

May I transfer to a different unit at South Falls Tower?

South Falls Tower wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. However, one must have lived in their current apartment for at least 6 months and have no late payments NSF payments, or lease violations in the immediate 6-month term to qualify to transfer. We can only accommodate transfers to a larger or smaller apartment. Submit a transfer request with the leasing office and we will conduct a pre-move-out inspection of your current apartment. There is a transfer reservation fee of \$200 to hold the new apartment. You will need to pay an additional non-refundable transfer reservation fee of \$200 if it is 30 days outside of your lease expiration date. If you are interested in transferring please contact the Leasing Office for additional information and guidelines for transferring.

Does maintenance change light bulbs or air filters?

As most of the lights in the apartments are LED, our maintenance team can take care of that with a service request submitted. We do conduct preventative maintenance typically on a quarterly basis, at that time we change filters and test smoke detectors inside every unit.

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order; however, per your lease, there is a \$35 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

How much notice do I need to give if I want to decline renewing my lease?

Of course, we'd love for you to renew instead but in the event that you do need to move out, a written notice 60 days prior to the end of your lease is required. 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 until the 60 days is satisfied.

What if I need to break my lease?

For any reason other than fulfillment of the Military Personnel Clause in your lease agreement, you are required to submit a 60-day written notice, and then pay a buy-out fee equal to two months' rent (and any concessions if they apply).



Frequently Asked Questions

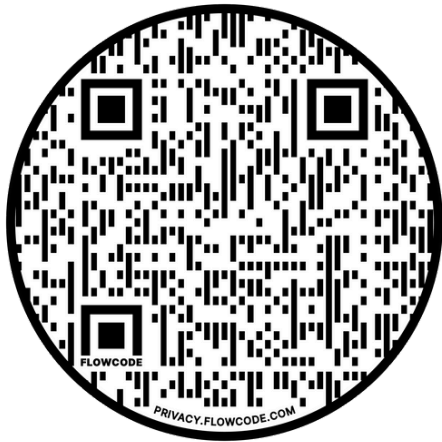
3 of 3

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required to apply and pay the \$50 application fee and pass our rental requirements the same as every other leaseholder. Once approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and South Falls Tower Management. There is a \$150 administrative fee to add/remove a roommate and an additional security deposit may be required based on the new resident's credit/background check.

May I get a pet after I move in? Yes! We are a pet-friendly community.

Before you get the pet, you must get written permission from the office and pay the current pet fees. There are no current breed restrictions, but all pets must be vaccinated. 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. Please see the pet policy for more details.



Please leave us a Google Review, like us on Facebook, and follow our Instagram! Scan QR code or visit [flow.page/southfallstower](https://www.flow.page/southfallstower)

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at South Falls Tower 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 South Falls Tower. **We welcome your responses!**

Thank you!

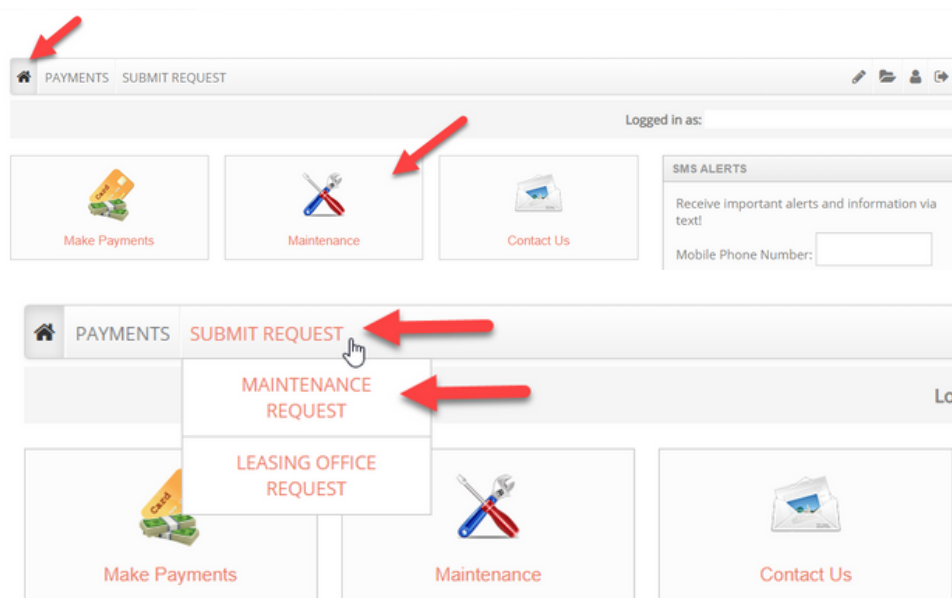
HAVE A SERVICE REQUEST?

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: Call our 24/7 Resident Service Line:

You can call us at **(804) 292 -2133** 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 (866) 203-9666.
THE CALL CENTER IS AVAILABLE 24/7. FOR A FIRE, CALL 911.

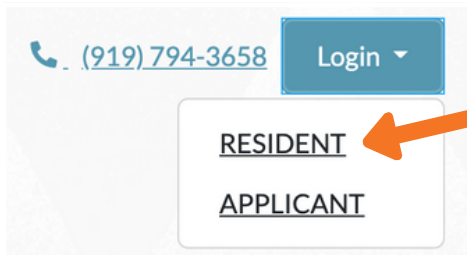




PRG RESIDENT CONNECT

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.

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



- 2) Choose **Click here to register**.

Welcome to Resident Services

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

- 3) 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!**

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

Account Information

User Verification

Register

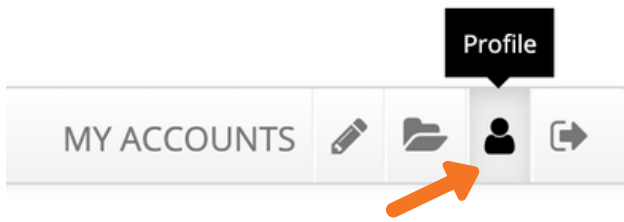
Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Park Ridge Estates, 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 **Edit Profile** 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:

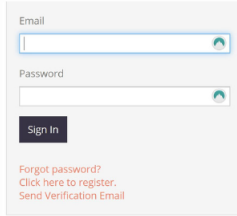


When you are finished, scroll all the way to the bottom and press **Update Profile** to save your settings!

Update Profile

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.southfallstower.com



Rent Cafe App

Download the app to access PRG
Resident Connect anywhere



Pay-by-Phone 833-971-2622

Credit Card payments only



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

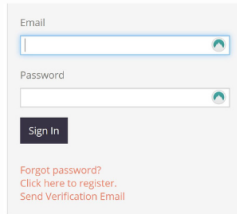


Text to Pay

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

TODAS LAS FORMAS EN QUE PUEDES PAGAR

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



PRG Resident Connect Portal de Servicio para Residentes

www.southfallstower.com



Aplicación de Rent Cafe

Descargue la aplicación para acceder a PRG Resident Connect en cualquier lugar



Pagar por Teléfono 833-971-2622

Solo pagos con tarjeta de crédito



ACH

- Crea pagos automáticos mensual
- Crea un pago único
- Gratis con una cuenta corriente o de ahorro



Card Payment

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



Fondos Certificados

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



Pagar por Mensaje

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