

welcome home!



Resident Handbook

1137 W. Grace St | Richmond, VA 23220
(804) 718-0800 | circ@prgrealestate.com
www.lifeatcirc.com

Resident Resources:
flowcode.com/p/4i2vASOl5?fc=0





Frequently Asked Questions

1 of 2

What is the public wifi password?

The network is Circ Public Wifi. The network is open and there is no password. Wifi can be accessed in the lobby and meeting room.

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.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. If rent is not paid on the 5th day, late fees will be charged to the account.

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 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 us. There are lease change fees that are charged.

Does the office accept packages?

Circ 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 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 lobby area. It is the responsibility of the resident to retrieve the package within 3 days or storage charges will apply.

May 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 and pay the current pet fees. Please be advised that weight limits apply. 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.

Does Circ have a smoking policy?

Circ is a non-smoking community. This means no smoking will be permitted in the apartments, on the balconies, or within any area closer than 25 ft. from the building. This will be strictly enforced.

How are utilities billed?

Water / Sewer charges are billed monthly, in arrears, through our Conservice, and a \$25.00 flat trash fee is charged each month. You will receive an email from Conservice with a breakdown of your utility bill towards the end of each month. All are payable in your resident portal with your monthly rent.

Does Circ have bike storage?

Yes! We offer free bike storage in the lower level of the parking garage. Bike storage is on a first-come, first-served basis.



Frequently Asked Questions

2 of 2

Does Circ have a noise ordinance?

Circ follows the Richmond City Noise ordinance which is from 11 pm until 6 am every day.

Who do I call if there is a power outage?

In the event of a power outage, please visit the Dominion Energy website at <https://www.dominionenergy.com/virginia/report-outage-or-emergency> or call them at 1 (866) 366-4357.

What do I do if I'm locked out?

If you are locked out during office hours simply call us (804) 506-0376 or stop by the office and we've got you covered! If you are locked out after office hours you will have to call a locksmith to be let in.

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 apartment at Circ?

Circ wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. Restrictions and fees apply. Please contact the leasing office for the full transfer policies.

Does maintenance change light bulbs or air filters?

Yes! We conduct preventative maintenance on a quarterly basis. We change filters and test smoke detectors inside every unit.

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

Of course, we'd love for you to renew instead! 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 for 30 days.

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 may break your lease by submitting a 60-day written notice, then pay a buy-out fee equal to one months' rent.

May I grill at Circ?

Unfortunately, you cannot use a gas or charcoal grill in your apartment or on the balcony or patio. This is a fire hazard.

What's In The Community?

New to RVA? We have you covered!



Grocery Store

Kroger
5 Minute Walk
901 N. Lombardy St
Richmond, VA 23220



Pharmacy

Kroger Pharmacy
5 Minute Walk
901 N. Lombardy St.
Richmond, VA 23220



Veterinary Hospital

Fan Veterinary Clinic
5 Minute Drive
307 N. Robinson St.
Richmond, VA 23220



Boutique

Rumors Boutique
5 Minute Drive
723 W. Broad St
Richmond, VA 23220



Hospital

VCU Medical Center
10 Minute Drive
1250 E. Marshal St.
Richmond, VA 23219



Music Store

Vinyl Conflict Record Store
5 Minute Drive
300 E. Grace St.
Richmond, VA 23219



Coffee Shop

Harrison Street Café
7 Minute Walk
402 N. Harrison St.
Richmond, VA 23220



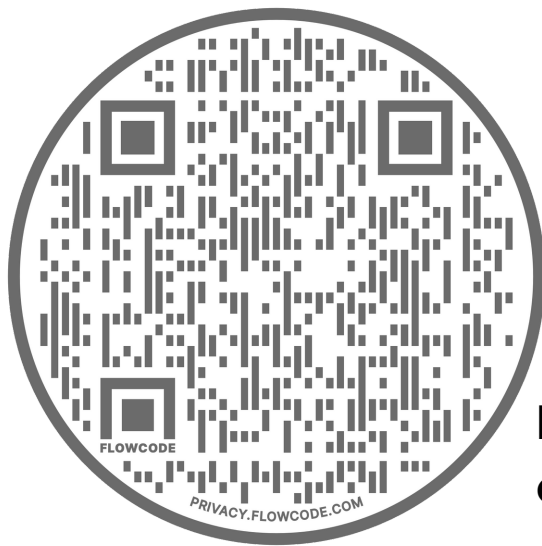
Post Office

USPS
5 Minute Walk
1645 W. Broad St.
Richmond, VA 23220

Review

Like

Follow



Please leave us a Google Review, like us on Facebook, and follow our Instagram! Scan QR code or visit

<https://www.flowcode.com/page/circapartmentsresidents>

KINGSLEY ASSOCIATES:



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

Thank you!

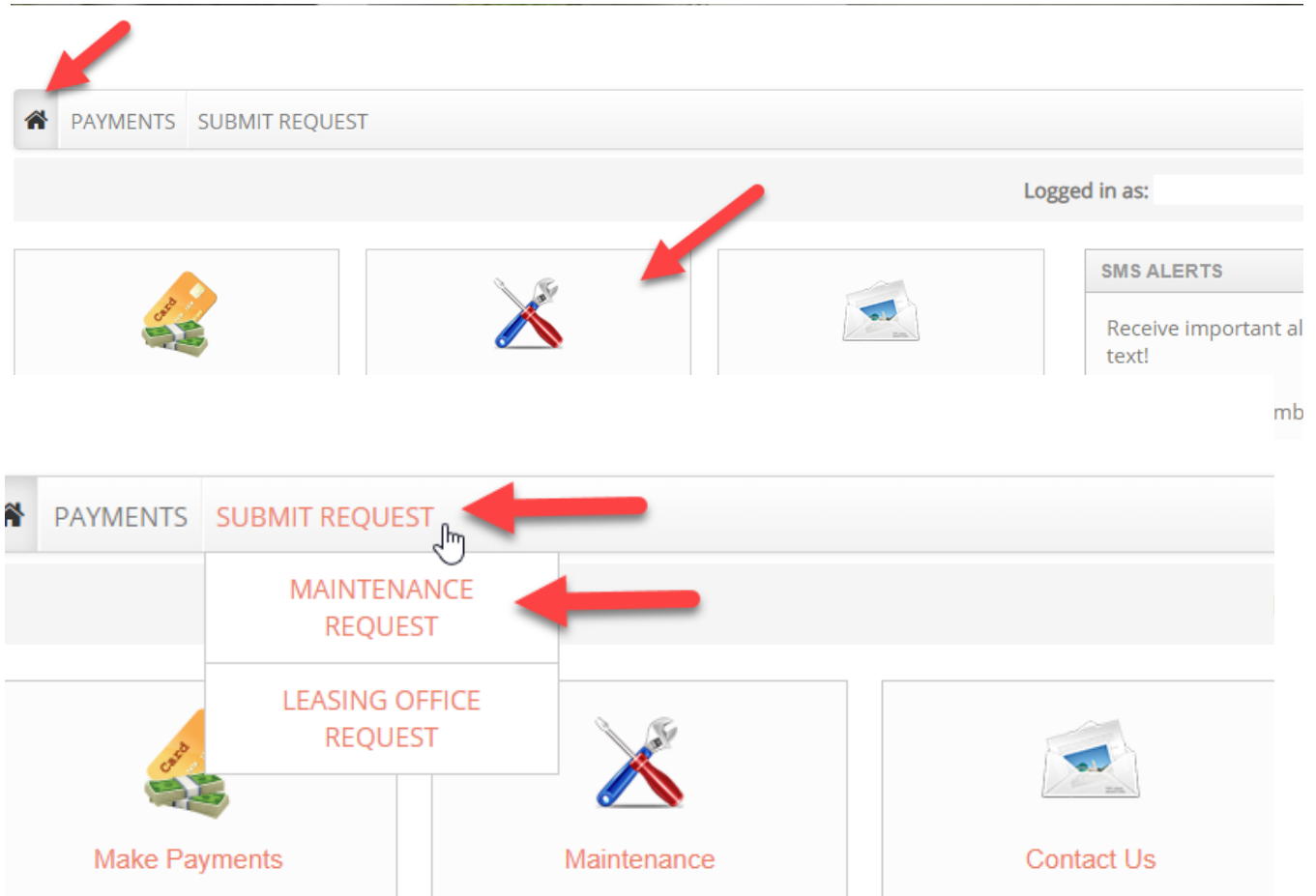
HAVE A SERVICE REQUEST?

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.

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!



THE CAPITAL TRAIL BUILDING IS CURRENTLY UNDER WARRANTY. MOST WORK ORDERS, UNTIL THE END OF 2021, WILL BE COMPLETED BY CONSTRUCTION. THIS MAY RESULT IN LONGER THAN NORMAL WORK ORDER COMPLETION TIMES.

IN NEED OF EMERGENCY MAINTENANCE?

On occasion, you may have a maintenance request when our team is not on-site. No need to panic! For your convenience, we have 24 hour emergency maintenance available.

For emergency maintenance, please call 866-203-9666

Our maintenance team will be contacted and will be out as soon as possible.

Emergency maintenance requests include:



- Toilet not working in a 1 bathroom apartment
- Uncontainable water leaks (Exception: leaky faucets)
- No AC or heat
- Electrical issues (not including area-wide power outage)

Common Work Orders

that you can troubleshoot yourself!

Microwave - Won't turn on? The microwave is on a light switch. Try turning on the light switch located beside the oven.

Outlets - Having trouble plugging things in? The outlets are tamper-resistant. Sometimes a little extra force is needed to get past the safety mechanism. Bedroom outlet not working? Try turning on the bedroom light switch. Some outlets are connected to the light switch, so, when the switch is off, the outlet is off.

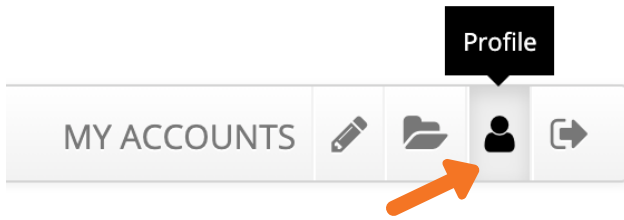
Clogged Toilet - Invest in a plunger! Maintenance will only come out for a clogged toilet if you have tried to plunge it first.

Heating system - Turned on your heat and there is a burning smell? This is totally normal! Your heating coils are burning off dust particles. Let your heat run for 20-30 minutes to completely burn off all the particles. This may happen when you turn on your heat for the first time in a while. This may also cause your smoke detector to go off. No need to worry, just open a window or patio door to filter out the air.

COMMUNICATION SETTINGS

Don't forget to modify your communication settings in Resident Connect portal! At East 51, 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:

Weekly Digest

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](#)

ONLINE RESIDENT RESOURCES



- View Your Handbook
- See Community Updates
- Text the Office Staff
- Go To Resident Connect
- Find Answers to FAQs
- Review Policies
- Follow us on Social Media
- Review us on Google
- ... and more!

Scan code or visit
<https://www.flowcode.com/page/circapartmentsresidents>

COMMUNITY AMENITIES

- Business Center
- State-of-The-Art Fitness Center
- 24 Hour Package Lockers
- Free Bike Storage
- Parking Garage
- Car Charging Stations

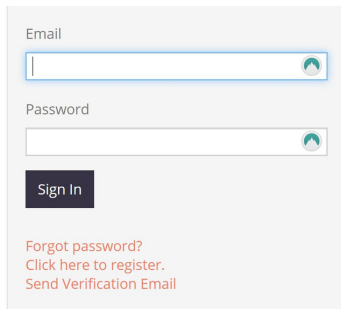


- Direct access to I-95 and I-64,
- Walking Distance to VCU and VUU
- Community Events
- 95/100 Walkability Score
- Direct access to the GRTC Rapid Pulse



ALL THE WAYS YOU CAN PAY

RESIDENT CONNECT

A screenshot of the Resident Connect login interface. It features two input fields: 'Email' and 'Password', each with a small eye icon for toggling visibility. Below the fields is a dark 'Sign In' button. At the bottom, there are three links: 'Forgot password?', 'Click here to register.', and 'Send Verification Email'.

- Easy-to-use online portal
- Available 24/7
- Set up monthly auto pay
- Make a one-time payment via a checking/savings account or a credit card*

* a convenience fee may apply



RENT CAFÉ APP

Download the app on your smart device to access PRG Resident Connect anywhere!



PAY BY PHONE

- Call toll-free: **(833) 971-2622**
- Available 24/7
- Credit Card payments only



PAY BY TEXT

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

MOVING DAY LOGISTICS

On moving day, here are some items to remember:



1. Moving trucks can park in the alley located behind the building, off N. Lombardy St,
2. When parked in the alley, do not block the alley way for incoming or outgoing vehicles.
3. Be mindful not to block the garage doors of our neighbors across the alley.



4. Unloading should be done through the lobby entrance located off N. Lombardy St and into the elevator.
5. If you need to prop open entry doors, please make sure to close them after you are done.
6. When using the elevator, be aware that other residents may need to use it as well, so sharing is caring.



7. Do NOT prop open the elevator doors to prevent them from closing. This is a fire safety hazard and could cause the elevator to shut down completely. Damage caused to the elevator could be billed to the responsible parties.
8. Please be mindful of hall ways and entry ways. Damage caused to the property could be billed to responsible parties.

PACKAGE RECEPTION



Announcing Package Concierge: A New Service for Handling Packages!

- **To Register:** You will receive an email with your username. Use the link provided to create your PIN and register for your account.
- **Package Notification:** You will receive instant notification when a package has been delivered via, email, text message, push notification and/or phone call.
- **To Retrieve a Package:** Enter your username or scan your key fob or barcode. Then enter your PIN. All lockers containing your packages will automatically open.



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



For assistance call 888.989.7225 or email support@packageconcierge.com

*Package Concierge offers you the
convenience of having your
packages delivered securely with
24/7 access*

How it works:



Place an order



**Carrier delivers the
package in less than
eight seconds**



**Instant notification of
delivery is received by
resident**



**Resident is able to
retrieve package 24/7
with barcode, key fob,
or username**

packageconcierge.com

PackageConcierge is a secure package locker delivery system. Carriers will bring your packages to the mailroom. They will deliver the package to a locker under your name. You will be notified of its arrival with a text and/or email. Retrieve your package using your username and PIN code 24/7 at your convenience! To register, you must enable billing and enter your card information. You will not be charged for storage fees unless the package has been waiting for over 3 days. The daily storage fee for overdue packages is \$3.00. If the lockers are full, your package will be delivered to the office or your door.

TRASH DISPOSAL

Valet trash is picked up on **Sunday through Thursday**. They do not pick up on Fridays or Saturdays. Your trash can must be placed outside your apartment door between **6 pm and 8 pm**. Valet trash is collected after **8 pm**. Your trash can must be brought back inside by **9 am the next morning**.

Trash cans cannot be left in the hallways between 9 am and 6 pm or on Fridays/Saturdays. Your trash/recycling **MUST** also be placed inside or on top of your provided Circ trash can. If you do not have a Circ trash can, please let us know and we will make sure to get you one!

We do have a **\$25 per occurrence** trash violation fee that we will charge to accounts of residents who:

- a.** Have their trash can left in the hallway between 9 am and 6 pm or left outside on Fridays/Saturdays.
- b.** Leave their trash bags in the hallway without the Circ trash can.

Leaving trash bags in the hallway without the trash can causes uncleanliness, odors, and carpet stains in the hallways. Leaving your trash can in the hallways after the designated hours is a tripping hazard for residents moving in/out and also makes the hallways look messy during the day.

We have a blue recycle bin and trash bin located in the alley behind the building. **The blue bin is not for trash/ large trash items.** They are for recycling items only.

Residents with large household trash items should properly dispose of them at the East Richmond Road Landfill located at 3800 E. Richmond Rd, Richmond, Va 23223.

TRASH
FAIRIES



Parking Rules and Regulations

This is a refresher and update on parking rules and regulations for Circ Apartments. **Please read through carefully.**

1. Cars parked in the parking garage without a proper decal will be towed. Towing is enforced strictly based on parking decals/passes and not vehicle information.
2. Parking decals and parking passes are not to be photocopied. Photocopied decals and passes will be towed.
3. Your decal must be properly displayed at all times while parking in the parking garage. Vehicles found with stickers not visible will be towed.
4. Striped areas of the parking garage are not parking spaces. Vehicles parked in these areas will be towed.
5. Double parking is not permitted. Cars found to be taking up more than 1 parking space will be towed.
6. ADA accessible parking spaces are reserved for those with proper decals. Those parked in these spots without the valid and proper decals will be towed.
7. Guest passes are limited and issued on a first come first served basis. Passes will be issued for guests **for up to 3 days**. Guest passes must be properly displayed to avoid towing. Guest passes found to be expired, invalid or tampered will be subject to towing.
8. Parking spaces in the alley located off N. Lombardy are **NOT** Circ Apartments parking spaces. Cars found to be parking in these spaces will be towed.
9. The parking spaces in the upper garage labeled with a "CH" are reserved for St. John's Church. Parking in these spaces is not permitted on Sunday's between 8 am and 2 pm. These spaces may also be reserved for the church in the case of an event and residents will be notified when this occurs. Vehicles found to be parking in these spaces during these times will be subject to towing.

Circ Apartments uses Shanks Towing for all our towing purposes. All towing is done at the owner's expense. Their contact information is below.

Shanks Towing South

168 E Belt Blvd

Richmond, Va 23224

Phone: (804) 262-2020

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:

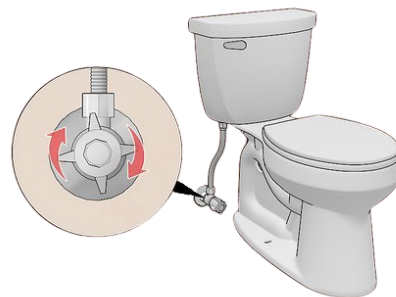
Use no-suction bathtub mats designed for refinished bathtubs. Visit tinyurl.com/y3gr68vt for an example!



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.



PET POLICY

1 of 3

This policy establishes the rules and conditions under which a pet may be kept at East 51 at Rocketts Landing. The primary purpose of these rules is 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 of the pet must be attached to the application. 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/goldfish, 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 pet will be permitted which is expected to exceed one hundred (100) pounds in weight at maturity.
 - 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 for 1 pet, \$400 for 2 pets, and a monthly pet fee will be charged \$35 for 1 pet, \$50 for 2 pets.
- 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) Every pet owner is responsible for the 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.
- 14) Pets shall not be curbed on shrubbery, flowers, small trees, structures, vehicles, or property of other persons.
- 15) Pet owners who fail to remove and dispose of pet waste will be charged a \$50.00 pet waste removal fee per occurrence.
- 16) 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.
- 17) All approved birds must be caged at all times.
- 18) Residents will not allow pets to disturb the health, safety, rights, comfort, or quiet enjoyment of other residents.
- 19) Pets must comply with all local ordinances including shots, licenses, and leash laws.
- 20) 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)

- 21) 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.
- 22) 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 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.
- 23) Residents shall not alter their apartment, patio, balcony, or other areas to create an enclosure for a pet.
- 24) 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.
- 25) Residents shall allow Management to inspect their apartment as required to ensure compliance with these rules.
- 26) 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

- 27) 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.
- 28) 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.
- 29) Any violation of the policy shall give rise to all appropriate remedies under the lease, including eviction proceedings.
- 30) In the case of a vicious dog, Management may make a complaint to the local animal control unit.

Unauthorized Pet

- 31) 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.

