



# CROCKER PARK LIVING

A STARK LIVING COMMUNITY

## EXCELSIOR



# WELCOME HOME!

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SUITE #: \_\_\_\_\_

LEASING OFFICE: 440.250.0505

OFFICE HOURS:  
MON - FRI: 9am - 6pm  
SAT: 9am - 5pm  
SUN: 11am - 5pm

# STARK LIVING

© A STARK ENTERPRISES COMPANY



### YOUR NEW HOME

Floor: \_\_\_\_\_

Building: \_\_\_\_\_

### LEASING OFFICE

440.250.0505

### OFFICE HOURS:

MON - FRI: 9am - 6pm

SAT: 9am - 5pm

SUN: 11am - 5pm

### LINC SOCIAL HOURS:

S/TH: 9am - 8pm

F / SAT: 9am - 10pm

### 24 HOUR

### SECURITY DISPATCH:

440.343.4017

(To Report a Disturbance)

### EMERGENCY

### MAINTENANCE:

440.212.1377

(After Hours ONLY)

### 60 DAYS' NOTICE DATE:

\_\_\_\_\_

### LEASE EXPIRATION:

\_\_\_\_\_



SCAN HERE TO VISIT  
YOUR RESIDENT  
RESOURCE CENTER

# WELCOME HOME!

## VISITOR ACCESS

Your guest will need you to buzz them into the building by using the Call Box, located on the ground level where your mailbox is located. Guests will need to scroll to your name using the arrows. After highlighting your name with the arrows or dialing the corresponding code next to your name, your quick access dial code is \_\_\_\_\_, they then must press the CALL button. This will ring your telephone that has been set to the system at move-in. Press "6" on your phone to unlock the doors.

## PARKING

Reserved space/s: \_\_\_\_\_ in the \_\_\_\_\_ garage on the \_\_\_\_\_ Level.

**Parking Alert:** Please note the following Parking Requirements for all Residents:

- Place your Resident Parking sticker visible in the upper front or rear window corner.
- Overnight parking should always be in your assigned space and/or open parking on the 2nd or higher floors of the attached parking garage to your building.
- If you are going to be out of town for an extended period of time, please notify the Management office and confirm your parking decal is visibly displayed.
- All guests must park in designated parking areas or in unassigned parking on the 2nd or higher floors overnight.

## MAILBOXES

Mailbox \_\_\_\_\_ is located in the \_\_\_\_\_ building lobby on the first floor.

Outgoing mail is also picked up daily from these mailboxes.

## PACKAGES

See page 4 for Luxer One Details. Packages should not be delivered to your unit.

## RUBBISH

Rubbish chutes are located at the end of the hallway near the elevators and stairs.

Rubbish and Recycling can be combined; our waste service provider sorts these items off site. Broken-down boxes can be placed in the moving room/service corridor at the lobby level accessible via the doorway to the right of the mailboxes.

## FITNESS CENTER ACCESS

Located inside LINC Social Club; 24/7 access with your key fob.

## RENT

Rent Payments are due on the 1st of the month (grace period until the 5th). Payment can be made via Aptexx or by Check.

## DRY CLEANING SERVICE

Dry Cleaning Service is picked up/dropped off twice a week; bring your outgoing dry cleaning to the Concierge Desk for service.

## PET WASTE

For your convenience, pet waste stations are installed across the property. All pet defecation MUST be picked up and dispose of property; if the pet waste station is out of waste bags this does not relieve you of your obligation to pick up your pet's waste.



# RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The **Resident Resource Center** is your online one-stop-shop for everything you need as a resident of Crocker Park Living. This all-encompassing page makes it easy to connect to where you need to go! **You have quick access to your resident portal, payments, service requests, chat with management, & more!** Please follow the steps below for ease of use with all our services

## STEP 1: RESIDENT RESOURCE CENTER

BOOKMARK THIS URL!

**CROCKERPARKLIVING.COM/RESIDENTS**



SCAN TO VIEW  
YOUR RESIDENT  
RESOURCE CENTER

## STEP 2: RESIDENT CONNECT PORTAL



Personal Portal

Here you can access and edit your information you have on file and view all your available forms. Please note that you log in with your email and password that you used when you applied. You do not make a new account!

## STEP 3: APTEXX



Payment

Aptexx is our secure preferred payment partner. You will go through them to make payments, submit service requests(see step 4) and chat with management.



Chat With Us

When first accessing their site, you will be asked to enter in your information to verify your status as a resident. Then you will be required to create a 4-digit pin upon registration, each time thereafter when you log in you will be required to enter this pin.

## STEP 4: MAINTENANCE REQUESTS

### HOW TO SUBMIT A SERVICE REQUEST



Service Requests

1. Go to your online resident resource center
2. Click Service Requests
3. Enter your name and unit number
4. Start creating your service request

Scan to sign up for live updates on your service requests!



**NetVendor** MAINTENANCE | formerly ServusConnect

## APTXXX™

**CHOOSE WHICH  
PAYMENT OPTION  
WORKS BEST  
FOR YOU!**

**CHECKING ACCOUNT  
(ACH) FEES**  
NO FEE - FREE!

**DEBIT CARD FEES**  
\$5.95 per payment

**CREDIT CARD FEES**  
Visa, MasterCard,  
Discover: 3.00%  
American Express: 3.50%

## GOOD NEIGHBOR SERVICES

It is our belief and commitment that you, our residents, deserve all the conveniences of apartment living. We strive to make your lifestyle more comfortable by offering you the best services. Our staff is dedicated to making your life easier. Our Good Neighbor Services are just the beginning. Let our on-site team pamper you with unparalleled service. Call us at **440.250.0505**.



### GOING OUT OF TOWN?

We will help you hire a pet walker when you are away:

#### **Finicky Cat Sitting and Behavior**

440-523-1786

[beth@finicky.us](mailto:beth@finicky.us)

#### **The Doggie Concierge**

216-801-2165

[thedoggieconcierge.com](http://thedoggieconcierge.com)



### NEED TO MAKE COPIES?

Come on down to LinC Social to enjoy a cup of coffee and some snacks while we make copies for you.



### NEED A CLEANING SERVICE?

We can help you hire a cleaning service:

#### **Suzi's Cleaning Service**

440-320-4453

#### **Magda Cleaning Services**

216-832-2020

[magda832@yahoo.com](mailto:magda832@yahoo.com)

INVITE A FRIEND TO OUR NEIGHBORHOOD &

# EARN EXTRA CASH

AS A TOKEN OF GRATITUDE, WE'LL REWARD YOU WITH A REFERRAL BONUS!

# \$300

12+ MONTH LEASE



# \$150

6-11 MONTH LEASE

## PACKAGE PICK-UP

From now on, you can safely & securely pick up your packages from the new Luxer One package acceptance system.

The package room is located next to the women's restroom in LinC Social.

To access this room when LinC Social is closed, go through fitness center and follow signage.

[luxerone.com/residents](http://luxerone.com/residents)

### NEED A HAND?

Contact the Luxer One dedicated support team.



EMAIL

[support@luxerone.com](mailto:support@luxerone.com)



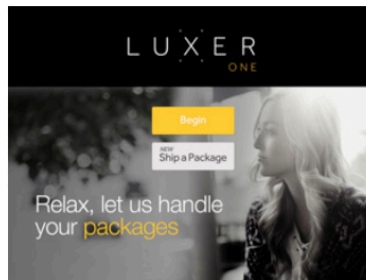
PHONE

(415) 390 - 0123

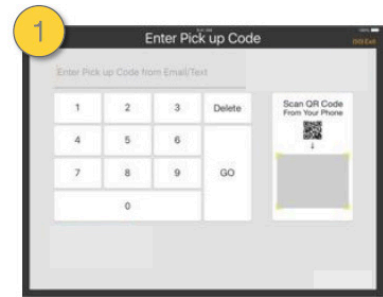


24/7 SUPPORT

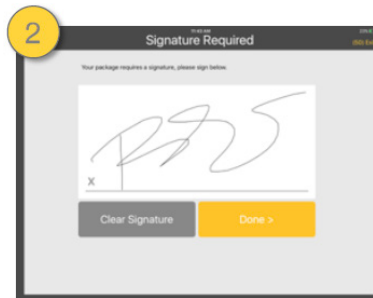
Reach out anytime!



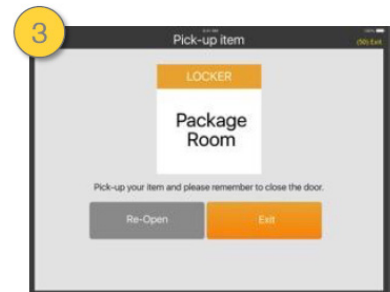
Welcome screen.



Resident inputs access code from email.



Resident signs.



Locker door opens. Resident picks up package. Pick-up is complete!

## TOP TIPS:

### Going out of town?

Put packages on hold in your Luxer One account settings.

### Don't see your package?

Double-check the tracking number to make sure it was delivered. Or check your USPS mailbox.

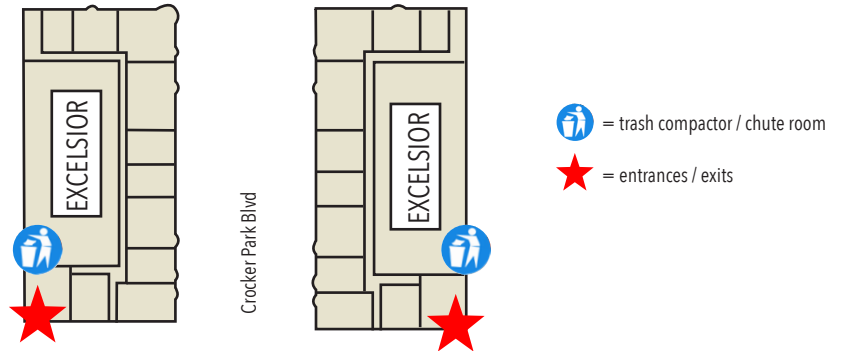
# HELP KEEP OUR COMMUNITY CLEAN!

As your management staff, we work each day to provide you with the highest quality. However, we all play a role in keeping our community clean. We kindly ask you to help us in our effort to maintain a clean and safe environment for all to enjoy.

## TRASH DISPOSAL:

Please keep in mind that each building has TWO trash compactor/chute rooms. If one of the trash compactors/chutes is backed up, please notify our office, and use the other trash compactor/chute.

Rubbish chutes are located at the end of the hallway near the entrance to the stairs. Rubbish and Recycling can be combined; our waste service provider sorts these items off site



**Bulk items and broken-down cardboard boxes should be placed neatly, not thrown, in the move-in room. Bulk items should never be left in the trash compactor rooms.** If your bulk item prevents safe passage, we ask you to refrain from leaving it in the move-in room without consulting our office first. Per city law, we must maintain the safe passage through that room.

If you have large furniture items, please remove this item and **DO NOT LEAVE** it in the Move-In Room, or contact a bulk pick-up company and notify our office immediately when the item was left and when it will be picked up.

## Donate Furniture to chair-ity.

Help support aged-out foster youth transition to independent living!

Learn more at [chair-ity.org](https://www.chair-ity.org)

- 1 Make sure items are free of rips, tears, stains, and pet residues, and cleaned to the best of your ability
- 2 Take a photo of the full item in good lighting, each item separately (10 pics max per submission)
- 3 Submit your items at [chair-ity.org/donate-furniture](https://www.chair-ity.org/donate-furniture)
- 4 Check your email for a message from our staff to schedule a pick up (\$15 fee) or drop off
- 5 Meet our staff at the designated time and place, and see your furniture off to its second life.

## PET WASTE:

**For your convenience, pet waste stations are installed across the property. All pet defecation MUST be picked up and disposed of properly;** if the pet waste station is out of waste bags this not relieve you of your obligation to pick up your pet's waste. *Per Cuyahoga County Code 603.041 Disposal of Dog Waste; (d) Whoever violates this section of is guilty of a minor misdemeanor.* We ask kindly that all residents pick up after their pets and dispose of the waste properly.

Your compliance with this notice is necessary; we appreciate your attention to this matter and assistance in keeping our community clean!




**EXCLUSIVE PERKS**  
 SCAN HERE FOR RESIDENT ONLY DISCOUNTS  
[CROCKERPARK.COM/PERKS](http://CROCKERPARK.COM/PERKS)

JUMP ON THE 1-MILE FITNESS LOOP

# CROCKER PARK DIRECTORY



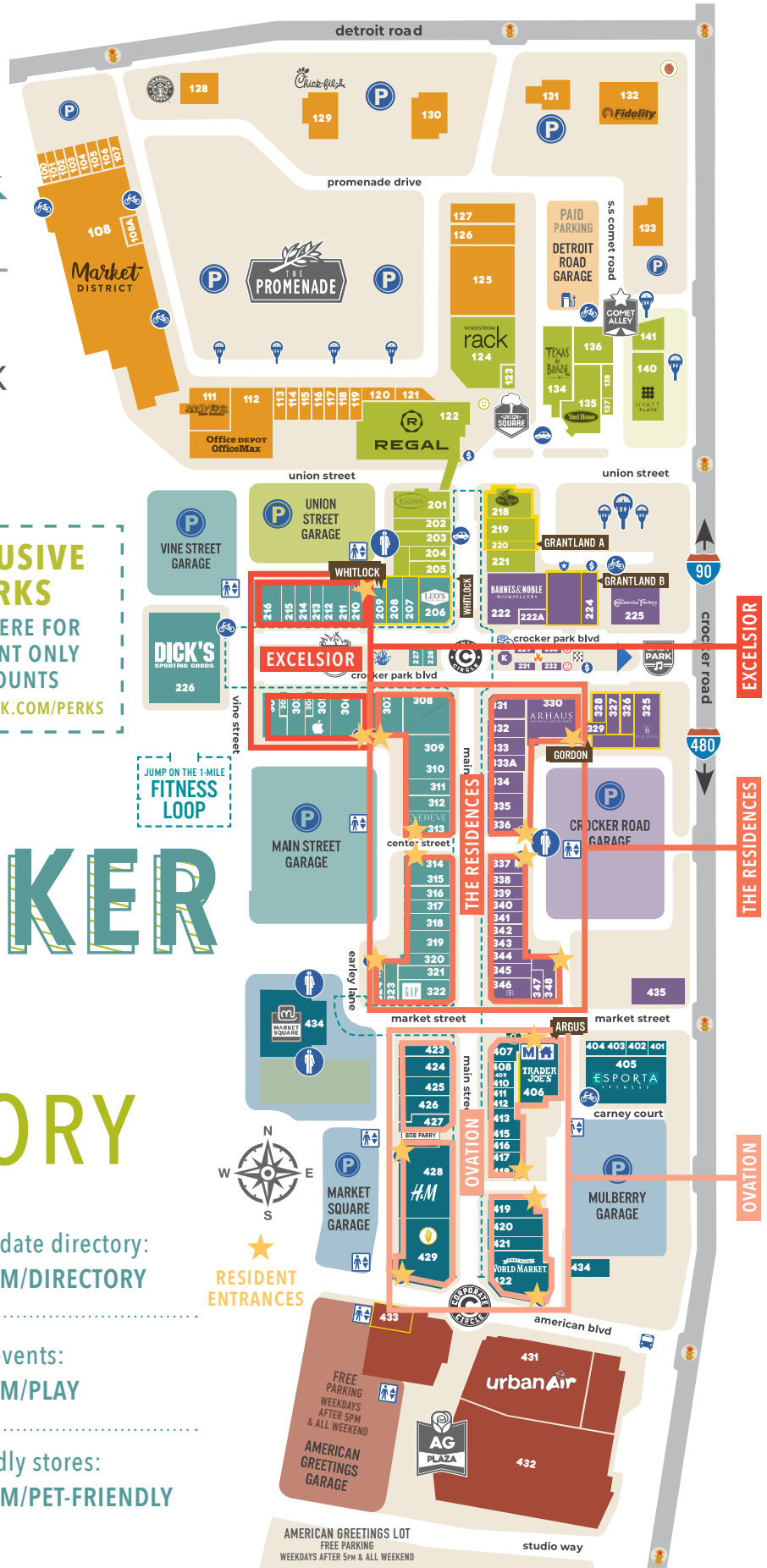
For the most up to date directory:  
[CROCKERPARK.COM/DIRECTORY](http://CROCKERPARK.COM/DIRECTORY)



All our upcoming events:  
[CROCKERPARK.COM/PLAY](http://CROCKERPARK.COM/PLAY)



All of our pet friendly stores:  
[CROCKERPARK.COM/PET-FRIENDLY](http://CROCKERPARK.COM/PET-FRIENDLY)



**CROCKERPARK.COM • 440.835.9343**



## ELECTRIC VEHICLE CHARGING

Plugzio is the most scalable electric mobility charging provider in North America. Plugzio platform allows properties to monitor, manage and monetize access to power so you can use electricity in a common property without having to worry about being denied access or receiving usage fines.

### WHAT YOU WILL NEED

1. Your electric vehicle charging cable
  - Every electric vehicle gets delivered with a charging cable, found in the front or the trunk of the car, when you purchase it. Most electric vehicle chargers lock into the vehicle when you lock the doors so your cable will be as safe as anything within your vehicle while you are charging.
2. Your smart phone or a computer
  - Every Plugzio unit has a QR code and a Device ID (e.g. ADAIE), by scanning that QR code using your smart phone, you will be redirected to the login page. If you don't want to use the QR code, and prefer to activate using a computer, go to the following URL on your favorite browser: **my.plugz.io**

### PLUGZIO WALLET

Every user has a wallet on the Plugzio user dashboard, wallets are used to pay for usage on Plugzio devices. The dashboard wizard will walk you through the steps to create and top up your wallet on your first activation. You can manually create and top up a wallet by going to "Wallets" page and pressing "+ TOP UP" on your wallet.

After you press "TOP UP", you can insert the amount you want to add to your Plugzio wallet. It's completely your choice how much money you want to top up your wallet with. *NOTE: If your wallet runs out of money as you are using a Plugzio device, electricity will be shut down until you recharge your wallet!*

### CHARGING LOCATIONS

#### Market Square Garage

- 2 chargers
- Southwest corner
- 1<sup>st</sup> floor

#### Mulberry Garage

- 2 chargers
- North wall
- 3<sup>rd</sup> floor

**Please note:** Do not leave your car in one of these spots if you are not charging it or else you could be ticketed.

### USER REGISTRATION

See how to activate a Plugzio device for the first time below:

**Plugzio works on any mobile or desktop operating system.** All communications on Plugzio platform is fully encrypted and secure.

#### STEP 1

**Register as a new user**  
Go to my.plugz.io and click "Register." This step helps us verify that you are authorized to use the specific device.

#### STEP 2

**Confirm your email**  
Check your email to verify your account using the provided link.

#### STEP 3

**Enter the Device ID**  
Go to my.plugz.io and click "Login." Login to the user dashboard. On the main page, enter your 'device Id' as shown at the front of the Plugzio device and click "Activate."