

Welcome to Alta Apartments FAQ

1850 North University Ave.
Provo, UT 84604
(801-360-0424)
altaapartments@gmail.com

Welcome to Alta Apartments! Please read through the following info about life at Alta.

BIKES: No bikes of any kind are allowed in the apartments. A \$50 fee will be charged per bike found in the unit. Do not leave your bike behind when you move out. If bikes are left behind after a tenant moves out, the bike becomes property of Alta and we reserve the right to remove the bike from the premises. Bike permits are free and you **MUST** get one if you have a bike. You can come into the office during office hours to get one. If there is no sticker on the bike in the hallway we will remove it from the property.

BREEZE WAYS: On each floor of your building we provide bike rack bars for you to store your bikes. That should be the extent of what should be stored outside your apartment. Trash, furniture, shoes, etc. are not permitted. There needs to be plenty of room for walking and for parking bikes. Anything unauthorized that is left outside for more than 24 hours will be disposed of and there will be a \$10 disposal charge. Any trash left out will be charged at \$10 a day that it is left out.

CLEANING CHECKS: Cleaning checks are held every month on the second Saturday. There **MUST** be someone home during cleaning checks to let the cleaning check person in. If your job fails, there is a \$20 cleaning check failure fee. If your job fails again a second time (or you aren't home during the recheck) then you will be charged \$50+/hour for cleaners to come and clean up your failed job. During checkouts, those staying will have their normal cleaning check and those moving will do cleaning and a checkout as well. If you fail your job there will be no recheck. You will automatically be charged the \$20 cleaning check failure fee and cleaners will be coming in at \$50/hour to clean.

FURNITURE: Never remove any of the Alta furniture or property from your apartment. This includes chairs and tables. They are not for use on the lawns, in the parking lots, or for ward/personal activities. Alta provided chairs should also not be on balconies. You will be charged \$50 for any chairs and furniture that are left on the balcony or outside in general. Do not bring in any new furniture without first checking for bed bugs and clearing it with the office. You will need to fill out a new furniture form before bringing anything in. Any furniture found in the apartment without a signed form will result in a charge of \$50 a week.

GARBAGE DISPOSALS: Do **not** put anything large down the drain (e.g. left-over food, spaghetti, pieces of meat or fat, potatoes, rinds of any kind, dough, strawberry tops, carrot ends, egg shells, etc.). Make sure you run the water the entire time the disposal is on. The disposals are not able to handle these types of loads. Please let us know if your disposal is not working.

INTERNET: High speed Google Fiber is available in all apartments. Once you arrive in your apartment, ONE tenant will need to login to their Google account on fiber.google.com or call (833)-813-5283 to set up an account for your apartment. This will require a router name and password; please share that information with all the tenants in your apartment as you will all share the router.

LAUNDRY ROOM: Alta's laundry room is located on the bottom floor, southeast corner of building number 2. The laundry facilities are for residents only. You will need to use your key to get into the laundry room. The laundry room is open at all times. Make sure to clean out the lint traps and throw away your trash to help keep the facility clean. Do not overload the machines. If you do, the cost of maintenance will be added to your account.

POOL/FACILITIES: The pool opens at 10am and closes at 10pm in order to respect quiet hours. Furniture from your apartment can not leave your apartment. If you leave furniture outside you will be charged \$50. If you need chairs to take outside we have foldable plastic chairs in the rec room you can check out with the front office. No children under the age of 12 are allowed at the pool. Any visitors under the age of 18, will need to get written permission from the office, before their visit to the pool. We do not allow reservations for the pool or courts. The pickleball/basketball and volleyball courts are open from 7am-10pm. If you are using the court lights, please turn them off when you are done.

LOCKED OUT: If you get locked out, the managers can loan you a key to get into your apartment. You **MUST** bring the key back within 5 minutes. This means that you do not have time to go in your apartment and shower, do homework, cook, etc. When we loan you a key, **you must bring it RIGHT back.** You will be charged a \$25 lock out fee. If we have to come find you to get the key back, that fee increases to \$50. If you are locked out, **DO NOT** break into your apartment (this includes removing a screen to get through a window). A fee may be assessed if it is found that you've broken into your apartment.

KEY FOBS: The key fobs are unfortunately somewhat difficult to replace and more expensive than a regular key. The fine for losing a key fob is \$50 dollars. PLEASE keep your key fob attached to a lanyard or keychain. If you keep it separate, you are much more likely to lose your fob.

MAIL: Each apartment has one mail key. If you lose the mail key, you can pick up a new one at the office with a \$50 fee. If you have roommates who lived in your apartment in previous semesters, have them show you where it is kept. If your apartment has all new residents, your mail key should be found on the bulletin board in the kitchen. Please contact the managers if your apartment cannot locate the mail key. If you receive mail for former tenants, please mark the mail "MOVED" and put it in the outgoing box for USPS to take care of. The outgoing box is found outside of the Alta main office. (We do not have forwarding addresses for former tenants.) Your address is as follows:

1850 North University Ave. Apt #(insert your apt number) Provo, UT 84604

MAINTENANCE: If you have a maintenance request, you may scan the QR code and fill out the form OR let the managers or office know what needs to be fixed. In your request, please describe the problem so we know what it is. Don't just say something is broken.



- **For emergencies only** call the number of our managers listed on the office window.
- If your apartment has maintenance needs, we don't know about it until we get a phone call/email/message from you. Don't assume we know what has broken in your apartment if you never let us know. We will do our best to respond to your needs as we become aware of them. **Please do not tell us about maintenance issues when you see us out on the grounds—we are human and are more likely to forget if you tell us in passing.**
- Please do not fill out a maintenance request for a clogged toilet until someone in your apartment has first plunged it themselves.
- Our managers will come by every 5 weeks to replace air filters.

BED BUG COVERS: Everyone should have a blue bed bug cover on their bed. Please keep this on at all times. The cost to get rid of bed bugs is very high, so we will be checking for these covers every cleaning check to ensure they are on each bed. If you fail to have it on your bed there will be a \$50 fee. If you don't have one please come to the office and let us know. Do not bring in any new furniture without first checking for bed bugs and clearing it with the office. ie the contract.

MEMOS: Throughout the year, the managers make important announcements via email and text. Once a memo is emailed or texted, residents are held responsible for the information mentioned therein. Please notify the managers of any change of email address and phone number or if you are not receiving the emails or texts

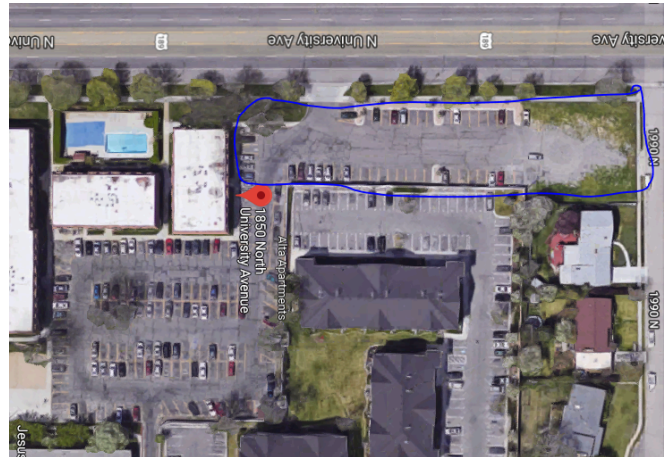
MUSICAL INSTRUMENTS: We encourage building talents through the joys of music! Please feel free to practice your instruments any day between **9 a.m. and 9 p.m.** Any large instruments should be stored correctly. Please do not bring in pianos, only keyboards. A piano is available for use in the rec room.

OFFICE HOURS: At Alta, while we do hold limited official office hours, we try to be home often and invite you to call or stop by with any questions and concerns as they come up. However, **please understand that the office is also our home so please do not disturb the managers before 10 a.m. or after 8 p.m. or on Sundays unless it is an emergency. If it is an emergency LET US KNOW immediately.**

PARKING: Our parking lots are enforced by University Parking 7 days a week. Booting and towing occurs from midnight-8am. If you own a car, please come get a parking sticker from the office during office hours, to avoid getting a boot. **DO NOT PARK** on the lawn, in the fire lanes, directly in front of the buildings, where it clearly says NO PARKING, or in the designated “Manager Parking Only” spot. Parking in these unauthorized places will result in a boot/being towed, even if you have a current parking sticker. The minimum fee to remove a boot is \$70. If a guest needs a parking pass, we have

temporary ones available. They must come during office hours to get one. You must get your parking passes during office hours or you can make an appointment with the managers to get one. Alta does not refund charges for boots or getting towed. If there are parking issues, it will need to be taken up with the parking company. Motorcycles and scooters will require a parking pass as well.

During events, such as football games and Stadium of Fire, the owners sell parking in the north end of the parking lot into the gravel area. They will not sell spots for the main parking sections on the east side of the complex. In the picture below, it circles the area of parking that the owners sell.



QUIET HOURS: Quiet hours are 10pm-7am. Please respect your roommates and neighbors by keeping music, movies, parties, etc at a minimal noise level after 9pm.

RECREATION ROOM: The Rec Room hours are from 7am-11pm. This is a space open to all tenants. However, reservations may be made in which case, you have the right to the area for the specified time. Please make reservations with the office where we will put it on the wall calendar. Rules for the rec room are posted on the wall. **DO NOT** move furniture. You will be charged \$50 for moving furniture even if you put it back where it was.

RENT: Rent is due by the 1st of each month, rent is considered late on the 5th. After that point there will be a \$15/day late fee. You can pay with a card in the office or online in the resident portal. **NO CASH or CHECKS ALLOWED.** You can also pay online. Using your bank account info to pay with an “echeck” will be a free method of paying online.

TELEPHONE: Alta neither requires nor provides a home telephone line. You are required to give the managers your current cell phone number so they can get a hold of you if they need to. Also, the manager’s cell phone number can be found on the office window/door. By providing your phone number, you agree to receive text messages from Alta Apartments regarding updates, offers, and promotions. Reply STOP to opt-out anytime. Message and data rates may apply. For more information,

please read our privacy policy and terms of service. Your information will only be used for Alta related purposes. We will not be selling your information or giving it away.

VISITING HOURS: Visiting hours are 9am-12am Sat-Thurs and 9am-1:30am on Fridays.

Please feel free to contact the managers if you have any questions or concerns.
We hope you enjoy your stay at Alta Apartments!

Alta Apartment Management

Management

Hi! We are Jaxon and Jayde Smith, and this is our second year as the live-in managers here at Alta. In 2021, we were both living at Alta as YSA and then met at a combined ward Halloween party, both dressed like Rex Kwan Do. "I guess you could say things were getting pretty serious" ;) We got married Sept 2, 2022 and have been in Provo since. Together, we enjoy all sorts of games and activities, taking photos, hanging out with friends, and eating cereal. You will see us in the office from time to time, changing air filters, or working around the grounds. We can't wait to get to know you all during our time here!

We live in Apt #101, please call, text, or knock in case of emergencies. (Jaxon: 208-851-2780)

Jayde: Jayde grew up on a ranch in Duchesne, Utah. In high school she was involved in volleyball, basketball, track & field, and FFA. From 2019-2021 she served a mission in Dallas, Texas. She enjoys UVU where she is working towards a BFA in Graphic design. Hobbies of hers include playing and watching sports, crocheting, playing the piano, all sorts of art, card games, and spending time with Jaxon.

Jaxon: Jaxon is from Franklin, Idaho. He graduated from Preston High School in 2018. Yes, the same Preston as seen on Napoleon Dynamite, and fun fact: he had his locker in high school. Jaxon served a mission in Moldova in the Ukraine Kyiv/Moldova Mission from 2018-2020. He has a certificate from MTECH in Precision Machining. He is attending UVU this year to get an Associates in Business Management. He loves antiques, playing sports, and taking photos on film. In the winter he loves to snow bike (Timbersledding) and also enjoys anything with a motor on it. He enjoys that Jayde likes spending time with him.



Emily: Emily is from American Fork, Utah. She served a mission in Philadelphia Pennsylvania from 2019-2020. She graduated from trade school in 2022, and has decided to continue her education at UVU. She is majoring in Digital Cinema Production with a Directing track. She is obsessed with the Pokemon TCG, and has a vast collection that is still growing. She is a cinephile (a person who is fond of motion-picture) and will talk to you for hours about film. She enjoys art and music, and loves to go for midnight hikes up the 'Y'. She has worked for Alta for over two years now, and has loved her time here.



Kyle: Kyle has worked at Alta for over a year and a half. He is a Mechanical Engineering major at BYU in his 2nd year. In his free time he loves reading and playing all manner of sports including volleyball, spikeball, pickleball, and ultimate frisbee. Kyle is from Millcreek, Utah (up by Salt Lake) and loves riding dirt bikes and camping with his family. He served a mission in Tampa, Florida and Luanda, Angola and is very excited to be living on site this year with his awesome roommates.



About Alta Apartments

Alta Apartments was built in 1972 by Bliss and Alta Allred. They owned land and orchards in the area and decided to build an apartment complex to house single BYU students. They wanted to leave a legacy for their family. Bliss named the complex 'Alta' after his wife. Alta was a loving wife, mother, grandmother, and great grandmother. She was an amazing woman who did endless service for her family and community. To honor her the family has kept Alta Apartments all these years. We are a family-owned complex. Our goal is to have a nice place for students to live that is reasonably priced and owner-operated.

