

CONTACT INFORMATION Property Manager - Amanda Rangel amanda@woodardstation.com (989) 721-0192
Email Amanda in Tenant Web Access (TWA) by clicking "Email Property Manager"
Maintenance - Robert Barnum maintenance@woodardstation.com
Support Staff - Stacy Stier stacy@woodardstation.com

TEXT LINE TEXT LINE Texts are delivered to all Woodard Staff. The person to whom your issue most applies will respond. Please text from the phone number associated with your tenant account. Keep in mind, someone may not always be available to respond right away, especially after hours and weekends. This line is for non-emergent matters and should **not** be used to request maintenance.

TENANT WEB ACCESS (TWA) Tenants are required to use Tenant Web Access (TWA) for maintenance/service issues, correspondence, and tenant violations. The web address is asu.twa.rentmanager.com. You can also download the rmResident app on your mobile device. You will see minimal features on the app such as payments and service; however, all features are available on TWA and is mobile friendly. Use company code **asu** on the app. Let us know if you need assistance logging in.



STATEMENTS AND OPEN CHARGES Statements will be issued only for electric usage and/or past-due balances, when applicable. Current charges can be viewed at any time through the TWA resident portal.

Please note that the on-site team at Woodard Station does not manage billing matters. For any questions or concerns regarding your account, please contact the property manager directly.

ELECTRIC Charges are billed monthly and paid to Woodard Station Condo Association.

PAYMENTS may be made using any of the options listed below:

- **Online** at TWA or rmResident. Convenience fees are as follows: ACH \$3.17, Credit Card 3.76% Debit Card \$5.32
- **Mail** payments to the main office at 148 S. River Ave. Ste., 100 Holland, MI. 49423
- **Drop box** place checks in the drop box near the mailboxes. (*On-time payments only. If late, please pay online*)
- **Online banking** through your financial institution. Use the main office address in Holland. You will need to set up both **Station Properties** and **Woodard Station Condo Association** as payees. Make sure payments process prior to the 1st to avoid late payments.

DOOR ACCESS Tenants are required to download the *UniFi Identity Endpoint App* to access the building. All main doors are accessible only via the UniFi app. You will receive an email from UniFi Identity (identity@ui.com). The credentials in this email are unique to you and cannot be shared or transferred. Please note: the link in the email will expire after 7 days and can only be used one time on a single mobile device.



If you are having issues with the UniFi Endpoint Door app, please ensure both your phone and the app are updated to the latest version. If updates are needed, complete those first before attempting to load your credentials.

If you get a new device your credentials will not transfer. We recommend requesting a new link in advance.

MAINTENANCE All maintenance and service requests must be submitted online through TWA or rmResident. When submitting your request, you will have the option to upload photos of the issue, indicate whether maintenance may enter in your absence, and note if there are pets in the home. Please note: Tenants are responsible for any repairs made necessary due to misuse, neglect, or damage caused by the resident, their occupants, guests, or invitees while in or upon the premises.

GARBAGE Dumpsters are located near the northwest corner of the parking lot and are for regular office/household garbage only. Lids should be closed at all times, flush with the top edge of the dumpster. Trash should be securely bagged and placed inside one of the 3 dumpsters. Boxes of all sizes must be broken down and placed inside the dumpster. Unbroken down boxes contribute to overflow. **DO NOT** use Woodard carts to transport garbage.

Large items, such as furniture, should never be disposed of inside dumpsters or left outside the dumpster area **EVER**. Disposal of large items is the responsibility of the tenant.

RECYCLING cardboard recycling will no longer be collected on-site. This change is due to the **recycling company discontinuing service**, not a management decision. If you have cardboard recycling, it may be dropped off at the following location: **DJ Root Recycling Center** (Shiawassee Health and Wellness) 1555 Industrial Drive Owosso, MI. 48867 Phone: (989) 323-9574

If you choose to dispose of cardboard in the community dumpsters, **all boxes must be fully broken down**, and **dumpster lids must always be able to close completely and sit flush**. Cardboard left unbroken or preventing lids from closing is not permitted.

CARTS are provided for tenant use to transport groceries and personal items **ONLY**. Please clean and sanitize carts after each use and return promptly to the first-floor lobby so they remain available for others. Carts may not be used for trash removal and should not be stored in lofts or left in hallways.

SMOKING Woodard Station is a **Smoke-Free Property**. **Smoking of any kind is strictly prohibited!** Per the Michigan Smoke-Free Air Law as well as your lease agreement, smoking is not permitted in any indoor common areas, hallways, stairwells, shared spaces, or inside your loft. No Smoking at/near or within 25 feet of any entrance, including the handicap ramp. This includes cigarettes, cigars, marijuana, vaping devices, etc. If you violate the terms of your lease, we may take appropriate action, up to and including eviction or may result in non-renewal of your lease.

QUIET HOURS are from **10:00pm – 7:00am** However, we ask that everyone be considerate of their noise levels at ALL hours, including managing pet noise. If a neighbor is louder than you're comfortable with, please be neighborly and first make a courteous request for the noise to be lowered. If the disturbance continues during the same incident, you may contact the non-emergency number for the Owosso Police Department. Please also submit an email through TWA so the incident can be documented as a lease violation. As a renovated loft-style community, some sound transfer between homes is to be expected. Area rugs and white noise machines can help greatly reduce everyday noise.


LOCKDOWN The main entry doors lockdown automatically everyday between the hours of 11:00pm – 6:00am. You will need to use the UniFi door app to enter the building during these hours. The West tenant entrance is locked 24/7. The gym and employee entrances are locked 24/7 and are not accessible during lockdown hours.

LOCKOUT If you get locked out of your unit, please use the text line or doorbell and if someone is available, they will unlock your door for you. If it is on a weekend or after 5pm on a weekday there will be a \$50.00 after hours' lockout charge billed to your rental account. Use of the doorbell feature is considered a Lockout, and you will be charged the lockout fee. Please note: Staff is not available 24/7 and this feature should not be relied upon as a method of entering.

KEYS Charges for replacement or additional keys: Door key \$5.00, mail key \$10.00, mailbox lock replacement \$50.00.

HEATING When outdoor temperatures fall below 40°F, switch your thermostat to the Emergency Heat setting (EM, EMER, or AUX). Once temperatures remain consistently above 40°F, you may return the system to the standard Heat setting. Also, remember to keep your thermostat on "Hold" unless you have properly programmed your thermostat settings.

WASHER & DRYER If your loft includes a washer and dryer, please remember they are energy-efficient and require less detergent than traditional machines. Overuse can cause buildup and maintenance issues. When not in use, we recommend leaving the washer door slightly ajar to allow the drum to dry. Keeping the door closed can cause the seal to appear dirty and may lead to mold growth. Additionally, dryer lint filters must be cleaned after every use to ensure safe and efficient operation.

LAUNDRY ROOM is located in the first floor lobby and is for tenant use only. Use at your own risk. Do not leave personal property unattended. Station Properties, LLC. and/or The Woodard Station Condo Association are not responsible for lost, stolen or damaged items. You will be required to download the mobile WASH Connect app. Machines are owned and maintained by WASH and are not the property of Station Properties, LLC. or The Woodard Station Condo Association. You can find more information posted in the laundry room or at www.wash.com/wash-connect/ 

CHILDREN must not be in the common areas, hallways, stairwells, elevators, laundry room, play area, etc., without adult supervision. Except when arriving or leaving, children should remain within your leased space for their own safety.

STORAGE UNITS are available for lease in the lower level of the building. Each storage unit is \$35.00 per month and are leased on a month-to-month basis with 30 days' notice to vacate. All units are approximately 8x8. We do not provide locks for storage units. No proration or credits for vacating prior to the end of the month. If you would like to lease a storage unit, contact your property manager for availability.

BICYCLE STORAGE All bicycles are to be stored in designated **bicycle storage area only**. Residents should store their bicycle(s) in designated bicycle storage racks in the basement or bicycle racks outside the building. Bicycles shall not be stored in any other storage area, attached in any way and/or leaning up against storage cages, within residential units, in hallways, walkways or in areas which impede exit from the building, nor transported through lobbies, hallways or elevator. Bicycles found in areas other than designated bicycle storage areas will be removed and impounded. Bicycles should always be secured with a proper bicycle chain and lock. All bicycles must also be clearly labeled with your unit number to avoid confusion or removal.

Bicycle storage is provided to tenants on a first-come, first-served basis. Bicycles are to be stored at the owner's risk. Station Properties, LLC. and The Woodard Station Condo Association are not responsible for damage, loss, or theft of bicycles.

PARKING Your vehicle, make, model, color & license plate number should be on file with the main office at all times.

West Side Tenants & all visitors are to use the parking lot on the SW side of the building across Cass St., entrance is located on S. Cedar St. Seasonal vehicles and tenant guests are also required to park in the SW Cass St. parking lot.

The "customer only, 2-hour parking" spaces nearest the building are **NOT FOR TENANT USE** and are noted as such.

Inoperable vehicles, recreational vehicles, campers, trailers, etc. are not permitted on site, at any time. These items will be towed at the vehicle owners' expense without warning.

Tenants **MUST** utilize the SW Cass St. parking lot. Improperly parked vehicles will incur a fine and will be listed as a violation on your tenant account.

Parking fines are as follows: 1st offense verbal, 2nd offense \$25.00 fine, 3rd+ offense \$50.00. Your vehicle may be towed without notice, at your expense after your 3rd offense.

COMMON AREAS AND HALLWAYS Residents may not leave personal items, garbage, or other belongings in hallways, outside their door, or in any common area, including the lobby. Any items found in these areas will be removed by maintenance immediately, without notice, and a \$50.00 refuse removal fee will be assessed.

For items you wish to sell or donate, please use the community bulletin board.

COMMUNITY BULLETIN BOARD Located in the first floor lobby directly across from the elevator door for tenant use. Have a joke you'd like to share? Have something you'd like to sell? As long as it's "clean" you can post it on the bulletin board. Any items posted may be removed at the sole discretion of the staff at Station Properties, LLC. or The Woodard Station Condo Association.

SEASONAL DOOR DECORATIONS placed in the residential halls are to be maintained and tastefully done. They must be easy to clean around and any residue left behind must be taken care of by the tenant or it will be considered a violation and a fine may be incurred. Décor should not stand out further than 6 inches into the walkway, as they do pose a hazard in the event of emergency evacuation.

PETS All pets must be registered and pre-approved before being brought onto the premises. If you decide to get a pet at any time during your lease, please contact the office prior to bringing any pet onto the property. A \$200 annual pet fee applies to dogs, cats, rabbits, and ferrets. Birds are not permitted. Only fish tanks 20 gallons or less are permitted. Other caged animals such as reptiles, gerbils, guinea pigs, etc., are permitted provided they are legal to possess in the State of Michigan. Tanks and cages must be well kept and cleaned regularly.

Unauthorized pets are a lease violation and will be recorded in your tenant account. Fines may be imposed, and the pet may be required to be removed from the property.

DOGS must be licensed and leashed at all times. This is both a Woodard Station policy and a requirement under City of Owosso and State of Michigan law. Dogs off leash are considered a civil infraction and may result in fines. More information on Michigan dog laws can be found here <http://legislature.mi.gov/doc.aspx?mcl-Act-339-of-1919>

Dog owners are required to pick up all waste, regardless of where it occurs. Failure to do so may result in fines from Woodard Station Condo Association and/or the City of Owosso, and the pet may be permanently removed from the building. Dogs should never be taken out through the Ollie's Coffee & Cafe entrance; please use only the first-floor lobby or the west-side tenant entrances.

For additional pet rules please refer to the Pet Agreement and/or pet policy you signed upon move in.

PEST CONTROL AND PREVENTION To ensure a healthy and pest-free environment for all residents, tenants agree to the following terms regarding **pest control**:

1. Tenant Responsibility for Prevention

Tenants are expected to maintain clean, sanitary living conditions and take reasonable steps to prevent infestations, including:

- Avoiding discarded or secondhand furniture unless thoroughly inspected.
- Treating pets regularly for fleas.
- Keeping kitchens and garbage areas clean and free of standing food, moisture, or trash that can attract fruit flies.
- Storing produce properly and promptly disposing of overripe fruit or waste.

2. Mandatory Reporting

Tenants must **immediately notify management** of any signs of bed bugs, fleas, or fruit flies. Delays in reporting can result in spread to other units and increased treatment efforts.

3. Inspection & Access

Tenants agree to allow timely access for inspection and professional pest control treatment when requested by management. **Refusal to allow entry is considered a lease violation.**

4. Cooperation with Treatment

If treatment is necessary, tenants must fully cooperate by following all pest control preparation instructions, which may include:

- Washing and drying bedding/clothing.
- Removing clutter and vacuuming.
- Pet relocation or treatment.
- Emptying trash, cleaning drains, and removing food sources in the case of fruit flies.

5. Liability

If it is determined that an infestation originated due to tenant negligence, poor housekeeping, or failure to report, the tenant may be held **financially responsible** for:

- Treatment of their unit and affected neighboring units.
- Additional cleaning, disposal, or damage repair costs.

**These guidelines are in place for the safety and well-being of our community. We appreciate your cooperation in helping keep Woodard Station clean, safe, and enjoyable for everyone.
Thank you for being a part of our community!**

Information regarding unit upgrades for Station Properties

Upgrading to a larger or more expensive unit prior to your current lease expiration is permitted. There is a \$250.00 unit transfer fee. A new 12 month lease is required regardless of how many months are left on your current lease.

Unit downgrades, to a smaller or less expensive unit, are only permitted once your current lease expires.

You will be charged prorated rent, condo fee & electric on your current unit until the new unit has been turned over and is move in ready.

Security deposits cannot be transferred from one unit to another. You will be required to pay a security deposit on any new lease when moving to a different unit. Security deposit on the expiring unit will still be refundable pending any deductions after final inspection.

When moving to a different unit you are permitted **2 days** to vacate and turn in keys. Move-in will be scheduled for 1 day immediately following the date the new unit is considered “move in ready” and includes the day you receive keys. Beginning at noon on day 3 there will be a charge of \$50 per day. If keys to new unit are received on a Friday, final walkthrough must be completed, and keys turned in no later than noon the following Monday or you will be charged an additional day for Monday.

POOL & FITNESS AREA RULES

Hours for tenant use are 5am – 11pm, 7 days a week.

FITNESS AREA

1. Fitness Area is for Tenant use only. No Guests are permitted in the Fitness Area.
2. Children under the age of 18 are strictly prohibited from using fitness equipment at any time. For safety, do not bring children into the fitness area while working out.
3. Personal items: No bags, coats or personal items are allowed in the workout area. This includes additional workout equipment.
4. Athletic shoes and appropriate workout clothing must be worn at all times in the workout area for health and safety reasons. No sandals or casual shoes are allowed. A shirt must be worn at all times.
5. Disrupting or interfering with the workout of another tenant is not allowed.
6. Except for capped water bottles, eating or drinking is prohibited in the fitness area.
7. Please dispose of all trash in the proper bins in the fitness area.
8. Do not chew gum inside the fitness area.
9. Do not drop your weights. Put them away in the appropriate place after use. Do not place weights on benches.
10. Wipe down machines down after each use. Disinfectant wipes are provided for your convenience.
11. You are exercising at your own risk.
12. No pets, including dogs, are allowed in or through the fitness area at any time for any reason.

SWIMMING POOL

1. The swimming pools and pool area are for Tenant and registered employee use only.
2. Children under the age of 18 are not permitted in the pool area unsupervised.
3. A tenant household may host no more than a maximum of three (3) guests per day. Registered tenant **MUST BE** present for the entire duration of use.
4. Parties are not permitted in the pool area.
5. No food or drinks allowed in the pool area.
5. No glass containers or sharp objects are permitted in the pool area.
6. Everyone must take a shower before entering the pool.
7. Proper swimming attire must be worn in the pool.
6. No running, pushing, or shouting is permitted in the pool area.
8. No animals allowed in or around the pool area.
7. All trash must be disposed in the bins.
8. Restroom facilities have been provided for your use. The pools are not to be used for this purpose.
9. Bicycles, skateboards, or other recreational wheeled vehicles of any type are not allowed in the pool area.
13. Pool accessories and furniture are not to be removed from the pool area.
14. Infants must wear a swim diaper.
15. Swimming pools are both kept at around 82°F. The smaller pool IS NOT a spa/hot tub.

Note: Use of the Swimming Pools & Fitness Center is a privilege and access can be revoked at any time for any reason such as mistreating fitness equipment, accessing the area outside of tenant hours, horseplay in or around the pool or fitness equipment, unpaid condo association fees, etc. Revocation of privileges is at the discretion of the Woodard Station Condominium Association staff.