

Contact Information Property Manager - Amanda Rangel

Email Amanda in Tenant Web Access (TWA) by clicking "Email Property Manager" or amanda@woodardstation.com

Maintenance - Robert Barnum

Support Staff - Stacy Stier stacy@woodardstation.com

Dedicated 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 only be mailed for electric usage and/or past due accounts. Open charges can be viewed on TWA at any time. The staff located at Woodard Station do not deal with any aspect of your billing. If you have any questions or concerns regarding your bills, please contact Amanda.

Electric Electric usage and/or fixed electric charges are billed monthly on your condo association bill. Electric charges are paid to Woodard Station Condo Association.

Payments 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 24 hours and can only be used one time on a single mobile device.

If you are having issues with the UniFi 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.

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



Maintenance All maintenance/service issues must be submitted online through TWA or rmResident. You'll be able to upload a picture of your issue as well as let maintenance staff know if they may enter in your absence or if there are pets in the unit. Tenant shall be responsible for all repairs to the building which are made necessary by any misuse or neglect by the tenant, or any visitors, guests, or invitees of Tenant, while in or upon the Premises.

Garbage Dumpsters are located near the southeast corner of the parking lot and are for regular 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, electronics, mattresses, etc. should not be disposed of inside dumpsters or left outside the dumpster area. Disposal of large items is the responsibility of the resident; bulk item disposal charges may apply.

Recycling Flattened cardboard ONLY can be placed in the bin in the basement tenant lobby next to the mailbox area. Boxes may be returned to you to dispose of properly.

Carts Carts located in the 1st floor lobby. These carts are for groceries and are for tenant use only. Please clean and sanitize after each use. DO NOT use carts to transport garbage. Return cart immediately after use so that other tenants may use as needed, do not leave carts in your loft or in the hall for an extended period.

Smoking Woodard Station is a Smoke-Free Property. Per the Michigan Smoke-Free Air Law and your lease agreement, smoking is not permitted in any indoor common areas, hallways, stairwells, shared spaces, or inside your loft. **Smoking of any kind is strictly prohibited** 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. No Smoking at/near or within 25 feet of any entrance, including the handicap ramp.

Quiet hours 10pm – 7am are tenant quiet hours, please keep noise at a minimum during this time. However, we ask that everyone be considerate of your neighbors at ALL hours. This includes pet noise. If a neighbor is being a little noisier than you would prefer, please be neighborly and kindly ask them to be quieter. If, within the same incident, the neighbor continues to be loud, feel free to contact the non-emergency number of the Owosso Police Department. In addition, please send us an email in TWA so that the incident is recorded as a violation and kept on file. Living in a renovated loft style community such as Woodard Station some sound between units is to be expected. Rugs and white noise machines help immensely with the issue.

Lockdown The main entry doors (1st & 2nd floor lobbies) lockdown automatically everyday between the hours of 11pm – 6am. You will need to use UniFi door access 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 \$50.00 lockout fee. 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 If the outdoor temperature is below 40 degrees, please turn your thermostat to its Emergency Heat (EMER) setting. When the outdoor temperature reaches a continuous 40 degrees or above your heat setting may be turned back to heat. Also, please keep your desired temperature setting in hold mode when in emergency, heat or cool unless you have programmed your thermostat.

Parking Please keep your current vehicle, make, model, color & license plate number on file with the main office.

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

Please note the "customer only, 2-hour parking" nearest the building. These spaces 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.

West side tenants parking anywhere except the Cass St. parking lot and/or any tenant parked in a customer only parking space will be fined as follows:

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

Storage units Storage units/cages 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, please contact property manager to complete a storage agreement.

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 owners and/or occupants of the condominiums 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.

Common areas and Hallways personal belongings should never be left in any common areas or residential hallway for any reason. Things such as garbage bags, empty boxes, shoes, etc. are not to be left outside a tenant's door for any amount of time. If any items are left outside the door, maintenance will dispose of such items, and you will be billed a \$50.00 refuse removal fee.

If you are selling, or donating an item, we suggest posting on the bulletin board. Items left out will be disposed of immediately and you will be charged the refuse removal fee. If items are left in your unit, common areas or residential hallway after moveout the charge will be deducted from your security deposit.

Seasonal Door Decorations 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.

Washer & Dryer If you have a washer & dryer in your loft they are energy efficient and do not require the same amount of detergent as standard size washer. If you are not using your washing machine, we suggest you keep the door open to allow the drum to dry, otherwise, the seal may start to look dirty, and signs of mold may start to show up.

Laundry Room Laundry Room is located in the 1st floor lobby and is for tenant use only. Use at your own risk. Do not leave personal property unattended. Station Properties and/or The Woodard Station Condo Association are not responsible for Lost or Stolen items. You can now pay with the mobile WASH app. Machines are owned and maintained by W.A.S.H. and are not the property of Station Properties and/or The Woodard Station Condo Association. You can find more information posted in the laundry room or at www.wash.com/wash-connect/

Pet Owners The following animals must be registered and incur a \$200.00 annual pet fee, dogs, cats, rabbits, ferrets. Pets must be pre-approved and all necessary paperwork completed and turned into the office prior to any pet being brought onto the premises. Unauthorized pets are a tenant violation and will be noted on your tenant account. Fines may be imposed, and we will ask that the pet be removed from the property.

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.

Birds are not permitted.

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

Dogs Dogs must be licensed and leashed at all times. Be advised that this is not only our policy but an ordinance with the City of Owosso and the State of Michigan. Dogs off leash is a civil infraction and you will be fined. More information regarding dog laws in Michigan can be found here <http://legislature.mi.gov/doc.aspx?mcl-Act-339-of-1919>

Dog owners MUST pick up waste no matter where it might land. Not doing so will result in a fine from Woodard Station Condo Association and/or The City of Owosso and we may also ask that the pet be removed permanently from the building. The Guido's entrance should **NEVER** be used when bringing your dog(s) outside. Dogs must be brought out through the 1st floor lobby or the west side tenant entrances **only**.

Children in common areas Children, of any age, are not to be wandering the common areas unsupervised (commercial and residential halls, stairwells, elevators, lobbies, etc.). Unless children are coming or going, they are to be within the confines of your personal loft. This is for their own safety.

Community Bulletin Board Located in the 1st 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 or The Woodard Station Condo Association.

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.

Please remember that these guidelines are in place for your own safety and protection. We take pride in keeping our building clean, safe & secure for everyone living, working, and visiting us. This is not an easy task. We rely on our tenants to help maintain the integrity of our building and we appreciate every one of you.

We appreciate your cooperation and 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 the fitness equipment at any time. Please do not bring children into the fitness area during your work 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. Failure to dress appropriately may result in denial to workout.
5. Disrupting or interfering with the workout of another resident 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. Please wipe machines down after each use.
11. You are exercising at your own risk.
12. No pets/dogs should be brought into/through the fitness area at any time, for any reason!

SWIMMING POOL

1. The swimming pool and pool area are for tenant use and their invited guests only.
2. A tenant household may host no more than a maximum of three (3) guests per day.
3. Tenant guests are only permitted as long as tenant is present for the entire duration of use.
4. Everyone must take a shower before entering the pool.
5. Proper swimming attire must be worn in the pool.
6. Children under the age of 18 must be under the supervision of a responsible adult tenant.
5. No running, pushing, or shouting is permitted in the pool area.
7. No animals allowed in or around the pool area.
8. No food or drinks allowed in the pool area.
9. Parties are not permitted in the pool area.
6. No glass containers or sharp objects are permitted in 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.

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.