

OFFICE STAFF Main office - Amanda Rangel – Property Manager/Leasing agent info@scrapyardlofts.com
Email us in Tenant Web Access (TWA) by clicking “Email Property Manager”

TENANT WEB ACCESS (TWA) Tenants are required to use Rent Manager’s Tenant Web Access (TWA) for maintenance issues, correspondence, and tenant violations. If you completed an application, or if you are a current tenant renewing your lease, you already have a username and password. The web address is asu.twa.rentmanager.com. You can also download the rmResident app on Apple and Android phones. The company code is **asu**. You will see minimal features on the app such as payments and service; however, all features are available on TWA and is mobile friendly. If you need assistance logging in, please let us know.



STATEMENTS AND OPEN CHARGES Monthly statements will not be mailed. Open charges can be viewed on TWA at any time. If you have any questions or concerns regarding your bills, please contact your property manager.

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

- Online: TWA or rmResident. Convenience fees: ACH Fee \$3.17, Credit Card Fee 3.76%, DBT Fees \$5.32
- Drop box: Located inside the River Ave. entrance and outside the office. If paying after the 5th, please pay online.
- Online banking through your financial institution.

ELECTRIC service is billed directly to each tenant through Holland Board of Public Works. Contact them directly to have services changed over to your name as soon as you have a move in date. They will need a copy of your lease.

GAS service is applicable only to our rear (west) building tenants. Contact Semco Energy Gas Co. directly to have services changed over to your name as soon as you have a move in date.

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.

LOCKDOWN All entrances of the main building are locked 24 hours a day, 7 days a week. Please do not prop open any door, at any time, for any reason. This includes interior hall doors. The rear (west) building is locked 7pm – 7am.

LOCKOUT In the event of a lockout and no one is in the office please email property manager. A \$50.00 lockout charge will be billed to your rental account. If no one is available, you will need to call Keppel’s Lock & Safe at (616) 392-3639. You are responsible for any charges incurred.

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

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 each user 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 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.



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 Holland Police Department at (616) 355-1100. You may also email the office if you need assistance. 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.

SMOKING Scrap Yard Lofts 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. 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**.

PARKING The parking lot first come, first served. Please use designated parking spots only. Parking in the cul-de-sac or in the turn around at the northwest tenant entrance is not permitted. It is important to keep your current vehicle, make, model, color, and license plate number on file with the main office. Unauthorized vehicles may be towed. Parking lot is for tenant use only. Because of limited spaces, please have guests find alternate parking.

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.

BICYCLE STORAGE Residents should store their bicycle(s) in designated bicycle storage racks only. Bicycles shall not be stored in any other area of the building, within residential units, in hallways, walkways or in areas which impede exit from the building, nor transported through common areas or hallways. Bicycles found in areas other than designated bicycle storage area or not secured to bicycle storage racks will be removed and impounded. Bicycles should always be secured with a proper bicycle chain and lock.

Bicycle storage is provided to occupants of the Scrap Yard Lofts on a first-come, first-served basis. Additional racks will be added as necessary. Bicycles are to be stored at the owner's risk. Scrap Yard Lofts, LLC. is not responsible for damage, loss, or theft of bicycles.

MOTORCYCLES Motorized vehicles of any kind are strictly prohibited inside the building. We also ask that you do not park or store motorcycles/scooters in the parking lot at any time.

WINDOWS The windows are custom made for this building and require special handling. Please do not open windows more than 12-15 inches, as they are not made to be fully opened. Blinds must be in the open position when raising or lowering. If you are having issues with your windows, please submit a maintenance/service issue through TWA or rmResident.

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.

LAUNDRY ROOMS located on the 2nd & 3rd floors of the main building and are for tenant use only. Machines are mobile pay only. Instructions for downloading the app and adding funds can be found in each laundry room. Use at your own risk. Do not leave personal property unattended. Scrap yard Lofts is not responsible for Lost or Stolen items.

Machines are owned and maintained by W.A.S.H. and are not the property of Scrap Yard Lofts. You can find more information posted in the laundry room or at www.wash.com/wash-connect/ 

WASHER & DRYER HOOKUP None of our main building units have dryer vents. If your unit has a washer/dryer hookup you may install a washer dryer of your choosing however, a ventless dryer is preferred. If your dryer is not ventless you must use a ventless drying kit and must maintain it properly, as it can pose a fire and/or health hazard if left uncleaned.

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.

COMMON AREAS AND HALLWAYS The residential halls are not to be used as personal storage area. Such things as garbage bags, boxes, shoes, etc. are not to be left outside a tenant's door for any amount of time. Door mats are not permitted as they are considered a fire hazard. If any items are left outside the door, maintenance will dispose of those items for you, and you will be billed a \$50.00 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

PETS Dogs are permitted in the main building only and must be registered and incur a \$300.00 annual pet fee plus \$25.00 per month pet rent. All dogs must be pre-approved and all necessary paperwork completed and turned into the office prior to any pet being brought onto the premises. Guests shall not bring any pets 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 immediately. For additional pet rules please refer to the "Pet Agreement" you signed upon move in. If you decide to get a dog at any time during your lease, please contact the office beforehand.

Other caged animals such as reptiles, gerbils, guinea pigs, etc., are permitted providing they are legal to possess in the State of Michigan. Cages must be well kept and cleaned regularly. Only fish tanks 20 gallons or less are permitted. Birds are not permitted.

Dogs **must be leashed at all times** when outside of your unit. Be advised that this is not only our policy but an ordinance with the City of Holland and State of Michigan. Dogs off leash is a civil infraction and you will be fined.

*Pets are not permitted in the rear (west) building.

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

PET WASTE Please remember to pick up your pet waste no matter where it might land. Not doing so may result in asking that the pet be removed permanently from the building and/or a fine from Scrap Yard Lofts or The City of Holland. Mutt Mitts are provided at the entrances to assist you.

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!