

2019-2020

*Meadows Crossing  
Resident Handbook*



**MeadowsCrossing**  
apartments | *the place to be*

## **Leasing Office**

Phone: (616) 892-2700 Fax: (616) 892-2702

Email: [leasing@meadowscrossing.net](mailto:leasing@meadowscrossing.net)

### **Office Hours:**

Here are our typical office hours. Check out our website for holiday hours and summer hours.

Monday – Friday: 10 AM – 6 PM

Saturday: 11 AM – 3 PM

Sunday: 11 AM – 3 PM

Sunday: Closed (Summer)

*\*Check our website for current Sunday hours*

One of the primary purposes of the Leasing Office is to provide guidance to you as a resident. There will be Community Assistants in the Leasing Office every day during the office hours listed above. The Community Assistants can help you with the following:

- Maintenance work orders
- Tanning beds
- Making payments
- Lease renewals
- Resident questions/concerns
- Lost & found

### **Staff Contact:**

Karen Kilmer, Property Manager  
[karen@meadowscrossing.net](mailto:karen@meadowscrossing.net)

Melissa Meredith, Office Manager  
[melissa@meadowscrossing.net](mailto:melissa@meadowscrossing.net)

Kathie Holden, Leasing Manager  
[kathie@meadowscrossing.net](mailto:kathie@meadowscrossing.net)

Community Assistants  
[leasing@meadowscrossing.net](mailto:leasing@meadowscrossing.net)

Rick Berridge, Maintenance Manager  
[leasing@meadowscrossing.net](mailto:leasing@meadowscrossing.net)

## **Management & Resident Staff**

- Our *Property Manager is Karen Kilmer*, she has been with our team since 2006. She offers expertise in managing the satisfaction of resident living, parent relations and ensuring the property is groomed and manicured for cleanliness and safety. Any lease violations, delinquencies/evictions, security deposit disputes, policy implementation, and property complaints/concerns are handled by Karen.
- Our *Office Manager is Melissa Meredith*, she has been with our team since 2009. She is the first point of contact in any roommate mediation, online applications/animal applications, ESA accommodations, pre-leasing and renewal questions.
- Our *Leasing Manager is Kathie Holden*. She is the most recent addition to our management team. She is responsible for collecting rent payments, calling on delinquent accounts and answering general leasing questions.

- Our *Maintenance Supervisor is Rick Berridge*. He joined our team in 2018. He offers experiential knowledge in maintenance, grounds keeping and unit turnover during our summer move-outs. Rick oversees mechanical maintenance and repair issues that arise on the property and inside the units.
- In addition to the managers, there is a team of Community Assistants. The Community Assistants are your first point of contact, so get to know them, as you will probably see them frequently.  
Even though the Community Assistants are the first point of contact, Karen and Melissa have open door policies and are happy to assist you in any way possible after you have spoken with a Community Assistant. As a staff, we invite you to stop by and meet us. We are here for you and are willing to answer any questions and accept any ideas about how to make Meadows Crossing even better.

## **Mail**

### **Your address is:**

10745 48<sup>th</sup> Avenue  
Unit \_\_\_\_\_  
Allendale, MI 49401

Each apartment is provided with a mailbox which is located at one of our six mailbox stations. Please bring any mail that is not addressed to you or anyone in your unit to the Leasing Office Building. If you are sending mail, please utilize the mailbox slot labeled “Outgoing Mail” located at each of the mailbox stations.

### **Packages**

If you have ordered a package, it will be delivered to your door. If no one is available to accept the delivery a note will be left on your door indicating that a delivery was attempted. You will be able to pick up your package anytime 24/7 at the Package Center in our Leasing Office. You will need your key fob and I.D. to retrieve your package. Packages will be held at the Leasing Office for a maximum of 7 days.

## **Maintenance**

If a problem arises, please submit a maintenance work order from your Resident Portal account.

### **Maintenance Requests**

To submit a maintenance work order, simply log into your Resident Portal account and click “Maintenance Requests”. Anything needing attention should be reported as soon as possible. We work diligently to resolve maintenance requests within 24 hours, but please allow adequate response time before filling out a duplicate form. Emergencies related to maintenance and repair should be reported to us immediately.

For power outages, please contact Consumer’s Energy at 800-477-5050. For gas leaks, please contact DTE at 800-477-4747. We have an on-call maintenance phone for after-hours emergencies, but keep in mind this service is for EMERGENCIES only. For emergencies after office hours, please call 616-889-7087.

Examples of emergencies include:

- No heat
- No water
- Flooding/leaking
- Fire

Emergencies DO NOT INCLUDE:

- No air conditioning
- No Internet
- No TV cable services
- Power outage

## **Utilities**

One of the greatest challenges in renting an apartment with other unrelated people is who will place the utilities in their name. The person who puts the utilities in their name has the challenge each month to collect the expense of utilities from each of their roommates. Meadows Crossing has greatly simplified this process by implementing a flat-rate utility fee of \$49 a month for each of our tenants. This will help take away the hassle of one roommate collecting utility expense from roommates and also the worry of facing high utility bills when winter comes around (as it always does). **However, you and your roommates still must manage the utilities responsibly to avoid paying for excess utility usage as defined in section 9 of your lease.** Meadows Crossing townhomes and apartments are designed to promote energy efficiency. All Meadows Crossing apartment units have energy-efficient floor plan designs, Andersen Windows, 90% efficient gas forced-air furnaces, and fast-recovery gas water heaters. Meadows Crossing is committed to providing our tenants energy-efficient apartments and appliances to help minimize their ecological footprint.

## **Cable & Internet**

Internet and Cable TV can be very expensive. A typical high-speed Internet bill for one apartment is about \$80 per month. Depending on the package, Cable TV can be up to \$120 per month. Meadows Crossing provides high-speed Internet and Cable TV to every apartment. This cost is included in the monthly rent, so our tenants do not have to pay an extra utility bill for Internet and Cable TV.

## **Parking**

Meadows Crossing offers free parking, open and covered. You must register your vehicle with the Leasing Office and get a Meadows Crossing parking permit that will be placed on the back of your rearview mirror, making it visible from the outside. Otherwise, you will be at risk of getting ticketed, booted or towed at your expense. If your parking permit is lost or stolen, a replacement can be purchased in the Leasing Office for **\$25**.

### **Guest Parking**

Guests are welcome at Meadows Crossing. If your guest has a vehicle on the property, a Guest Parking Permit must be printed and placed on the dashboard of the vehicle. These permits can be printed from [Meadowscrossing.net](http://Meadowscrossing.net) under the "Residents" tab, then click "Guest Parking Permits". If a guest does not have a parking permit, they are at risk of being ticketed, booted or towed at their expense.

## **Entry / Bedroom Keys**

You are given one key fob upon move-in that gives you access to the Pool & Spa, Recreation Room, Fitness Center, Study Center and Package Center. You will also be given two brass keys which you will use to lock and unlock your unit and own personal bedroom. **One mailbox key will be provided per unit.** If you get locked out of your unit or bedroom, come to the Leasing Office to borrow a spare key. If you

lose your key, you will be charged an amount based on the key you lose. The costs per key are as follows:

- **Unit Key:** \$25
- **Bed Key:** \$25
- **Mail Key:** \$30
- **Key Fob:** \$50
- **Full Set (fob, entry, bed):** \$100
- **Lock Change:** \$100
- **Garage Door Opener:** \$50

#### **After- Hour Lockout Service:**

Meadows Crossing offers after-hour lockout service as an amenity to its residents. If you get locked out of your apartment after office hours but **before 8 PM**, contact the On-Call Maintenance at 616-889-7087. **Lock-outs that occur between the hours of 8 PM and 4 AM, please call Absolute Security at 616-245-4500.** A \$20 lockout fee will be added to your account for all after-hour lockouts.

#### **Move-Out:**

All keys must be returned upon move-out to prevent any additional fines to your account.

### **Amenities**

#### **Recreation Room - 24 hours a day, 7 days a week**

The Recreation Room is available to all tenants. It is equipped with two 75-inch flat screen Smart TV's, a pool table, shuffle board, ping-pong table, arcade games, PlayStation 4, and a full kitchen.

#### **Fitness Center - 24 hours a day, 7 days a week**

We are here to fit your busy schedule so that you can work out whenever you want. All it takes is a swipe of your key fob and you're in. No matter how you train, you will have access to the best state-of-the-art, fitness equipment for your cardio, strength, and functional training needs.

#### **Tanning Beds**

**Monday - Friday: 10 AM – 6 PM**

**Saturday: 11 AM – 2:30 PM**

**Sundays: 11 AM – 2:30 PM (Closed during Summer)**

Located conveniently in our Leasing Office Building are our free tanning beds. Make a tanning reservation at [MeadowsCrossing.net](http://MeadowsCrossing.net) under the "Residents" tab, then click "Tanning Reservation".

Bring your Meadows Crossing ID to the Leasing Office when you check in to use the tanning beds.

Tanning is a risk and you are responsible for your own choices of usage. The following guidelines apply:

- **Avoid overexposure.** As with natural sunlight, overexposure can cause eye and skin injury and allergic reaction. Repeated overexposure can cause premature aging and skin cancer.
- **Wear protective eyewear.** Failure to wear goggles may result in severe burns or injury to the eyes.
- **Tanning time.** You understand and have been made aware that under Michigan Law you are only permitted to tan once in a 24-hour period. *Only two* reservations may be made in a seven-day period at our Meadows Crossing Tanning Center.

Tanning appointments are scheduled in 30-minute increments. Maximum tanning time is limited to 20 minutes; this may vary based on your arrival time for your appointment.

### **Study Center - 24 hours a day, 7 days a week**

Our Study Center is located in the Leasing Office Building and is accessible to all Meadows Crossing residents 24/7. Our Study Center offers five PC's and two new state-of-the-art printers which also offer scanning capabilities and black & white printing. The Study Center has a quiet atmosphere and also includes study tables, chairs and a white board for your convenience.

### **Basketball & Volleyball Courts - 24 hours a day, 7 days a week**

Meadows Crossing amenities include a full-size outdoor basketball court and beach volleyball court. These courts areas were built with the needs of our residents in mind, and we urge you to get full use of them and enjoy the beautiful outdoor weather. Just be mindful that Meadows Crossing Apartments has a diverse group of people with different ideas of what relaxing recreation entails. Consideration is a small price to pay for better facilities for all. **PLEASE BE ADVISED** that court-side drunkenness is both dangerous and unacceptable. It will not be tolerated and will result in revocation of court privileges. No animals are allowed on the courts.

### **Pool & Spa**

#### **Pool hours:**

**Fall: 10AM-10PM**  
**Winter: CLOSED**  
**Summer: 10AM-12 Midnight**  
**Spring: 10 AM-10PM**

#### **Spa hours:**

**Fall: 10AM-10PM**  
**Winter: 5PM-10PM**  
**Summer: 10AM-12 Midnight**  
**Spring: 10 AM-10PM**

- Space is limited, so gather your belongings and keep them within your immediate area. Leaving items on tables or chairs will not "reserve" them for future use. Meadows Crossing will not be held liable for your personal property that is broken, stolen, or left behind from our pool area.
- One guest is permitted per resident. Remember, these facilities are primarily for the use of Meadows Crossing's residents. They should not feel crowded out by the number of outside guests.
- If you would like to bring a guest to the pool in the summer season during office hours, you will need to obtain a guest wrist band from the Leasing Office with your Meadows Crossing ID. ID's will be checked randomly throughout the day on the pool deck. If you do not have your ID with you, you may be asked to leave.
- **PLEASE BE ADVISED** we do not allow any alcohol, glass or animals in the pool area.

### **Policies and Procedures**

#### **Bicycles**

Meadows Crossing provides bike racks located at each townhome door for resident use. Please be aware and make sure to lock your bike up when it is not in use. Tampering or the removal of bike racks will result in a \$500 fine.

## **Damage to Property**

Residents are equally responsible for the condition of their apartment's common areas. Any person causing damage will be billed for repairs and subject to disciplinary action. When no one is willing to take responsibility, all residents of an apartment will share in the costs of repairs within the common area. Residents are responsible for any damage caused by their guests. Residents are also responsible for keeping the area in front and behind their apartments picked up.

## **Exterminations**

The property at Meadows Crossing is treated by professional exterminators several times per year. If there is a continuing pest problem in a room, please report it to the Leasing Office as soon as possible. It is important to note that cleanliness goes a long way towards keeping your apartment pest-free. Exterminators have the right to enter the Unit just the same as Meadows Crossing staff.

## **Guests**

Meadows Crossing is your home and you are welcome to have an occasional overnight guest. Keep in mind your lease limits you to an overnight guest 4 nights per month. You are responsible for your guests and their behavior. This means informing them of Meadows Crossing policies and soliciting their cooperation while visiting.

## **Animals**

We are an animal friendly property. However, you **must** register your animal and it must be approved **before** it is brought to the property. There is a \$300 required Animal Deposit that is refundable upon move-out, a \$150 non-refundable Pet Fee and a \$50 monthly Pet Rent that will be added to your account on the 1<sup>st</sup> of every month.

All ESA animals must be pre-approved before an accommodation is granted with the office and before the animal is brought to the property.

A \$1,000 animal violation fee will apply to any unregistered animal.

## **Room Furnishings/Decorations**

Meadows Crossing is your home, and we want you to feel comfortable. You are free to decorate the walls using small finishing nails. Any holes you make that are larger than a small nail must be patched upon move-out. Please feel free to bring any decorations you want as long as Meadows Crossing's property is undamaged.

All furnishings supplied by Meadows Crossing will not be permitted to be removed from the unit. Do to limited storage space we can not remove any furnishings for you.

## **Utility Room Storage**

When storing items in the utility room that houses the hot water heater, you must maintain a clearance of 12 inches around the water heater to allow adequate air flow for proper functioning of the water heater.

## **Misuse of Fire Safety Equipment**

An individual who misuses or tampers with fire safety equipment may be subject to eviction, a fine of \$1000 plus the costs of repair or replacement of the equipment, cleaning the facility and damage to other personal property. We will also contact local law enforcement officials and you may be subject to disciplinary action under jurisdiction.

## **Security & Personal Safety**

Keep doors locked at all times. Lock your car, bike, etc. to ensure safety. Although there will be nightly security guards who will patrol the property at Meadows Crossing, residents are entirely responsible for their own personal safety. If there is an issue regarding inappropriate behavior, we encourage you to call our security firm at (616) 245-4500, or if the issue is life-threatening, call **911**.

Meadows Crossing is not responsible for any personal thefts. We highly recommend that you obtain renter's insurance. There are security cameras in the Recreation Room, Fitness Center, Study Center, and the Pool/Spa deck. There are numerous street lights on the property to help with your safety but remember that you are responsible for your own safety.

Meadows Crossing offers a nightly SafeWalk Service at no charge. If you do not feel safe walking to or from your apartment, we encourage you to call our security at (616) 245-4500 and request an escort to where you are going.

## **Responsibility**

Individuals at Meadows Crossing will be held responsible for their actions. Damage, vandalism, removal of public furniture, setting off alarms, etc. could result in fines or eviction. If the individuals responsible cannot be identified, we reserve the right to hold residents of the unit responsible for damages.

## **Controlled Substances**

Read your Lease regarding use of controlled substances and Marijuana.