

2024-2025

*Meadows Crossing
Resident Handbook*



MeadowsCrossing
apartments | *the place to be*

Leasing Office

Phone: (616) 892-2700 **Fax:** (616) 892-2702 **Email:** leasing@meadowscrossing.net

Office Hours: Monday – Friday: 10AM – 5PM
Saturday: 10AM – 3PM
Sunday: CLOSED

**Check our website for updated holiday hours and spring/summer business 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 Contacts:

Karen Kilmer, Community Director
karen@meadowscrossing.net

Kylie Elwell , Leasing Manager
kylie@meadowscrossing.net

Sarah Nyman, Community Manager
sarah@meadowscrossing.net

Community Assistants
leasing@meadowscrossing.net

Derrick Nyman, Maintenance Supervisor
derrick@meadowscrossing.net

Mail

- **Mailboxes**

Your mailing address is: 10745 48th Ave. 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 a valid ID to retrieve your package. Packages will be held in the Package Center 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. Non-emergency calls to this number after office hours may result in violation charges up to \$200.

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 \$60 a month for each of our residents. This will help take away the hassle of one roommate collecting utility expenses from roommates and 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 residents energy-efficient apartments and appliances to help minimize their ecological footprint.

- **Internet Services**

Meadows Crossing provides high-speed Charter Spectrum Internet Router and a XUMO Streaming Box in every unit . This is a complimentary service provided to all residents. Although our maintenance team is always willing to help, they are not authorized Charter Spectrum Technicians. All Internet issues must be routed to Charter Spectrum by calling 855-892-5302.

Parking

- **Resident Parking**

Meadows Crossing offers parking for a low registration cost of \$35.00 annually. You must register your vehicle at MyVIPParking.com and obtain your parking permit from the Leasing Office. **Resident parking permits are to be placed on the INSIDE of the lower driver's side of your vehicle.** Otherwise, you will be at risk of getting ticketed, booted or towed at your expense. If your parking permit is lost, stolen or damaged, you may receive a replacement, free of charge. Any previous passes will be voided.

- **Guest Parking**

Guests are welcome at Meadows Crossing. If your guest has a vehicle on the property, they MUST be registered via Register2Park.com. Once the guest is registered, you may either print the pass or use the hanging guest pass provided to each resident. Guest passes must be turned in at move-out. 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 (2) additional keys. A unit key and a bedroom key 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 for a maximum of 48 hours. If you lose your key or fail to return a borrowed key, you will be charged an amount based on the key type. 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:** \$100

- **Move-Out:**

All keys must be returned to the leasing office upon move-out to prevent any additional charges to your account.

- **After- Hours 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. A \$30 lockout fee will be added to your account for all after-hour lockouts.

Lockouts that occur between the hours of **8 PM and 4 AM**, please call Absolute Security at 616-245-4500. A \$30 lockout fee will be added to your account for all after-hour lockouts.

Amenities

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

The Recreation Room is available to all residents. It is equipped with two 75-inch flat screen Smart TV's, a pool table, shuffleboard, 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 Rooms**

Hours: Monday – Friday: 10AM–5PM

Saturday: 10AM–3PM

(see website for current up-to-date hours, coinciding with office hours)

Located conveniently in our Leasing Office Building are our free tanning beds. Make a tanning reservation on your Livly App for Bed #1 or Bed #2.

Show your Livly App when you check in to use the tanning beds. 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 15 minutes; ***this may vary based on your arrival time for your appointment.***

- **Study Room - 24 hours a day, 7 days a week**

Our Study Room is in the Leasing Office Building and is accessible to all Meadows Crossing residents 24/7, simply swipe your key fob to enter. Our Study Room offers PC's and two printers which also offer copying capabilities and black & white printing. The Study Room has a quiet atmosphere and includes study tables & chairs for your convenience.

- **Basketball & Volleyball Courts – Sunrise to Sunset, 7 days a week**

Meadows Crossing amenities include a full-size outdoor basketball court and beach volleyball court. These court 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 intoxication 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-Midnight

Spring: 10AM-10PM

Spa hours:

Fall: 10AM-10PM

Winter: 5PM-10PM

Summer: 10AM-Midnight

Spring: 10AM-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 by showing that you’ve registered your guest via the Livly App. Livly App verification will be checked randomly throughout the day on the pool deck. If you do not have your phone 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 sure to lock your bicycle up when it is not in use. Meadows Crossing is not responsible for damaged or stolen bicycles. 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.

- **Pest Control**

The property at Meadows Crossing is treated by a professional pest control company 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 via PetScreening and it must be approved **before** it is brought to the property. There is a one-time \$350 Pet Fee and a \$35 monthly Pet Rent that will be added to your account on the 1st of every month. Dogs will be required to provide a DNA sample at the owner's expense of \$40 to the leasing office. A request must be submitted for an ESA before an accommodation is granted with the office. 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 may result in damage charges. String lights and LED lights are not permitted for use along walls, doors or windows.

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

- **Utility Room Storage**

When storing items in the utility room that houses the hot water heater and furnace, 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 \$1,000 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**

Always keep apartment doors locked. 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. Although it's not required, 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 streetlights on the property to help with your safety but remember that you are responsible for your own safety.

Meadows Crossing offers a nightly **Safe Walk Service** provided by Absolute Security 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**

Resident and Resident's guests shall not engage in any activity which violates Federal or State Laws related to the possession, use, growing, dispensing, or selling of any Controlled Substance, including, but not limited to, marijuana, whether for medical use or otherwise. In addition, Smoking marijuana is strictly prohibited in the Unit and Common Areas of the Community. Neither Resident nor Resident's guests shall smoke, grow, or dispense marijuana anywhere on or in the Community, whether as a patient or caregiver. A fine of \$1,000.00 will be assessed for violating this Lease provision.