

# Reserve at the Falls

29 University Estates Boulevard  
Athens, Ohio 45701  
740.566.4400

## Frequently Asked Questions

### **Q: Something broke in my apartment, can I fix it myself?**

A: As a resident you are not permitted to schedule repairs through an outside company, nor are you permitted to make repairs or install replacement items yourself. All repairs and/or replacements must be handled by our maintenance staff, and must be scheduled with management prior to repair. Maintenance requests can be made in person in the office, by phone at 740-566-4400, or by email at [reserveatthefalls@gmail.com](mailto:reserveatthefalls@gmail.com).

### **Q: Can I use my balcony/patio as storage?**

A: Using your balcony or patio for storage is prohibited. We ask all of our residents to please only use their balconies or patios for their intended use. Appropriate outdoor furniture is permitted.

### **Q: Can I paint my apartment?**

A: We do not allow for the interior or exterior painting of apartments.

### **Q: Can I use a wall mount for my TV?**

A: TV wall mounts are prohibited. Using a TV wall mount will be considered causing structural damage to your apartment.

### **Q: Who pays for electric?**

A: It is your responsibility as a resident to have the electric account put into YOUR name prior to moving in. You will be billed directly by American Electric Power (AEP). Please provide management with your AEP confirmation number as soon as possible.

### **Q: Can I own a pet?**

A: First, you MUST live in a pet friendly building (no exceptions). Secondly, you must pay a \$300 non-refundable pet fee. Thirdly, your monthly rental amount will increase by \$25 per pet (limit: two pets). All pet owners must pick up after their pets EVERY time, without exception. Any resident caught not cleaning up after their pet(s) will be subject to a \$250 initial fine. If any resident fails to pick up after their pet(s) a second time, they will lose the privilege of being allowed to live with a pet. **The fine for an unauthorized, unregistered, or unapproved pet in a unit is 300.00 per offense.**

### **Q: Can I smoke in my apartment?**

A: Absolutely not! If evidence is found of a resident smoking within their apartment an immediate \$300 fine will be issued per offense.

### **Q: Can I clean my own carpets at move out?**

A: We require all carpets be PROFESSIONALLY cleaned upon move out. Rental carpet cleaners (i.e. Rug Doctor) are not sufficient, as they do not clean deeply enough. If you choose to rent a carpet cleaner at move out, be prepared to be charged for your carpets to be professionally cleaned.

### **Q: What do I do with my trash?**

A: Dumpsters are located at buildings 17, 21, and 33. All boxes must be broken down, all trash must be deposited inside the Dumpsters.

### **Q: How am I billed for water?**

**A: You water bill will be sent to you via Email.** These are due at the start of each month when you turn in rent. After moving in, expect a water bill within 30-60 days. Water is to be paid in the office, in the form of personal check, cashier's check, or money order. Please make all checks for water payable to Grande Vista Village LLC, include them with your rent payment, or pay them with a separate check. Water bills that are not paid on time are subject to a 50.00 late fee each month they go unpaid.

**Q: Who do I contact in case of emergency?**

A: Please call K.C. Bethscheider at 740-590-4619

**Q What happens if I need extra time at the end of my lease?**

A This often applies to med students or people with work contracts. Remember your lease goes MTM at the end not day to day. This means you CANNOT pro-rate the end of a lease you must buy the entire month. Also, MTM extensions are always 100.00 extra per month. These requests must be coordinated/approved through the office.

**Q Is there a BUYOUT to this lease?**

A. There is no lease buyout under any circumstances to your lease.

**Q Can I take pet, Washer dryer rent, or any other fees off my rent during my lease?**

A Once a contract is executed you cannot take off any fees for any reasons. If you buy a new W/D you would still need to pay until the end of that contract/lease date. Or if a pet is not present on the property for any reason it would still need paid for until the end of that contract/lease.

**Q How to I add a pet at the Falls**

A. To add a pet at The Falls we ask that you contact the office prior to obtaining the animal so we can verify you are allowed to have an animal in your unit. If the animal is a dog, we will first need a picture of the dog to verify it is not one of our restricted breeds once we verify it is not, we will contact you to approve the animal. **We will not allow partial breeds of the restricted breeds so if the animal has the appearance of restricted breed it will be denied.** Once these steps are done, we can move forward with associated fees/procedures detailed in the Pet Addendum. Please read over the Pet Addendum on our website before starting any part of this process. The fees for pets are 300.00 non-refundable fee per pet and an additional 25.00 per month per pet.

**Q Why is there a bright light outside my unit?**

A there are emergency lights installed beside and in front of all buildings. If you have light sensitivity you may want to budget for darkening curtains for your unit.

RESIDENT \_\_\_\_\_  
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RESIDENT \_\_\_\_\_

DATE \_\_\_\_\_  
DATE \_\_\_\_\_  
DATE \_\_\_\_\_

MANAGEMENT \_\_\_\_\_

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