

RESIDENT GUIDE



⌘ A STARK LIVING COMMUNITY



STARK LIVING

⌘ A STARK ENTERPRISES COMPANY

WELCOME HOME TO OAK HARBOR VILLAGE

NAME: _____

ADDRESS: _____

LEASING OFFICE:
910.889.3090

EMERGENCY MAINTENANCE:
910.712.9735



BEFORE YOU MOVE IN CHECKLIST

For any questions, call us at (910) 889-3090. Leasing Office Hours: MON - FRI: 9 AM – 6 PM, SAT: 10 AM – 4 PM

ELECTRIC SERVICE

Please remember to contact Brunswick Electric to set up your account and have service placed in your name before your move-in date.

Steps Below:

- Contact Brunswick Electric at 800-842-5871 and request a Proof of Service letter.
- Your meter number is:

- Transfer the billing for your new home into your name to begin on your move in date. You will receive an account number and confirmation number (Proof of Service letter)
- Please provide confirmation of account setup to the office prior to or on your move-in date.

INTERNET

Your home is pre-installed with Spectrum Internet. Setup instructions are on Page 5, allowing you to connect within minutes. Please note that service cannot be transferred from an existing account.

RENTER'S LIABILITY INSURANCE

Proof of renter's liability insurance is required prior to or on your move-in date.

- Minimum coverage: \$100,000 Liability
- Oak Harbor Village is the "Interested Party" | Address P.O. Box 391287, Solon, OH 44139.
- Preferred Insurance Partner: Assurant Insurance – www.yourresidentspolicy.com

MONIES DUE ON MOVE-IN DATE

The following is due on your move-in date:

First Month Rent	
Pro-Rated (if applicable)	
Pet Fee – \$350 per pet (Max 2)	
Pet DNA Registration Fee – \$99 per pet	
Pet Rent – \$25/month per pet (Max 2)	
Internet	\$70
Security Deposit	
TOTAL MOVE-IN COST	

All move-in fees are due at move-in. Payment links will be emailed to you 24 hours before your move-in date. Note: your Security Deposit must be made as a separate payment.

PETS

- If you have a pet, please provide updated vaccination records and a recent photo of your pet prior to move-in.
- Dog owners are required to register their dogs with the Poo Prints DNA program. Our team will schedule a time prior to move-in to meet your pet and collect a DNA sample.

ITEMS TO PROVIDE FOR MOVE-IN

- Copy of Renter's Liability Insurance Policy
- Brunswick Electric Account Number & Confirmation Number
- Monies Due (listed above)
- Pet Documentation: vaccination records, photo, DNA sample (if applicable)

YOUR NEW HOME

Unit: _____

Building: _____

THINGS TO REMEMBER

MAIL KIOSK

All mailboxes are located near the Clubhouse. You will be issued two keys for your mailbox. If the keys are lost, please contact the Leasing Office for a replacement. The fee for a lost key is \$25. For larger deliveries, a parcel box key may be left in your mailbox by the mail carrier or delivered to your door. Place the parcel box key in the outgoing mailbox once you've obtained your delivery. Your mailbox number is _____

GARAGES

Each home will receive 2 garage door openers. Garage doors shall be closed at all times, except for entry, egress or active use.

PARKING

Street parking is prohibited between the hours of 12AM and 5AM. Street parking can not interfere with the regular flow of traffic. No parking on the grass. Guest/overflow parking spaces are available on a first-come, first-serve basis and are for guest vehicles only. These spaces should be used on a short-term basis and only when the driveway is fully occupied. Overnight use of these spaces should be restricted to one night. All resident vehicles must be stored in the garage or driveway of the home.

GUEST PARKING

The use of guest/overflow parking spaces first come, first served. Use of these spaces should be on a short-term basis and only if the driveway is fully occupied. Overnight use of these spaces is limited to one night. Overnight guests should have a guest pass displayed in vehicle when utilizing these spaces.

SPEED LIMIT

The speed limit within the community is 15 mph. Please watch for children playing, neighbors walking their dogs, maintenance and office staff at work, and visitors moving throughout the property.

TRASH SERVICES & BINS

Each home is provided with one 95-gallon trash bin. Curbside pickup occurs every Monday between 6am – 6pm. Bins must be stored out of sight at all times, except on pickup day. On trash day, residents should put bins with the handle facing their home along the curbside. Trash service is billed through Studebaker.

STUDEBAKER SUBMETERING

Water and sewer usage will be automatically added to your monthly charges—no account setup is required before move-in. Upon move-in, Studebaker Submetering will activate your account and bill you for water and sewer consumption based on submeter readings for the billing period. A \$25 monthly trash fee will also be included. You will receive a monthly statement by mail, and the billed amount will be added to your online account to be paid with your rent each month.

NOISE ORDINANCE

Brunswick County's noise ordinance asks that residents keep music, televisions, and other noise at a level that isn't plainly audible beyond your home between 11:00 p.m. and 7:00 a.m. This includes gatherings, parties, and any loud activities. We appreciate your help in creating a peaceful and comfortable environment for all neighbors to enjoy.

SIGNAGE

To maintain our community's welcoming appearance, signage of any kind may not be displayed outside your home or in any area visible from the exterior. This includes, but is not limited to, political signs, flags, or similar displays. We appreciate your cooperation in keeping our community looking its best.

RAISED GARDEN BEDS

Residents are welcome to place a raised garden bed along the edge of their patio. Garden beds should be neutral colors such as wood, gray, black, green, silver, or brown. Please avoid brightly colored garden beds to help maintain our community's cohesive look. All garden beds must be positioned at the patio's edge or border.

RESIDENT REFERRAL PROGRAM

Friends make great neighbors! When you refer a friend to Oak Harbor Village, you'll receive a \$600 rent credit after they move in. To qualify, the referral must be mentioned at the time of your friend's first tour of the community.

RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The Resident Resource Center is your online one-stop-shop for everything you need as a resident of Oak Harbor Village. This all-encompassing page makes it easy to connect to where you need to go! You have quick access to your resident portal, payments, service requests, chat with management, & more! Please follow the steps below for ease of use with all our services.

Step 1: Resident Resource Center

BOOKMARK THIS URL!

OakHarborVillage.com/Residents



SCAN TO ACCESS
YOUR RESIDENT
RESOURCE CENTER

Step 2: Resident Connect Portal



Personal Portal

Here you can access and edit your information you have on file and view all your available forms. Please note that you log in with your email and password that you used when you applied. You do not make a new account!

Step 3: Aptexx



Payments

Aptexx is our secure preferred payment partner. You will go through them to make payments, submit service requests(see step 4) and chat with management.



Chat with Us

When first accessing their site, you will be asked to enter in your information to verify your status as a resident. Then you will be required to create a 4-digit pin upon registration, each time thereafter when you log in you will be required to enter this pin.

Step 4: Maintenance Requests

HOW TO SUBMIT A SERVICE REQUEST



Service Requests

1. Go to your online resident resource center
2. Click Service Requests
3. Enter your name and unit number
4. Start creating your service request

Scan to sign up for live updates on your service requests!



NetVendor MAINTENANCE | formerly **ServusConnect**

APTEXX[®]

CHOOSE WHICH
PAYMENT OPTION
WORKS BEST FOR YOU!

We offer several payment options to provide flexibility and convenience, including alternative payment solutions. Availability and fees may vary by payment method and are subject to change. Please visit the Resident Resource Center for current options and details.

SETTING UP INTERNET



As a resident of Oak Harbor Village, you receive Spectrum Ready, an Internet solution with instant activation and access to stream the best in entertainment from Spectrum.

Your Benefits

Spectrum Internet GIG

- Speeds up to 1 Gbps
- No data caps

No Installation Needed

- Nothing to pick up or install and no technician needed – Spectrum’s Internet equipment is already installed in each unit

Upgrade Your Service

Spectrum TV®

- 160+ Channels with TV Select Plus
- Select Spectrum TV plans include Disney+ Basic, Paramount+ Essential, ViX Premium with Ads and ESPN+ at no additional charge.
- Upgrades are billed separately

Activating Your Service

Activating your service is easy. Scan the QR code or visit [Spectrum.com/Ready](https://www.spectrum.com/ready) to activate your services.



Managing Your Service



Download the My Spectrum App to personalize your WiFi network, configure advanced router features and more.



Technical Support

Spectrum’s customer service and technical support is available 24/7. Get help with your service activation, assistance with upgrades, or answers to any technical support questions.

Any Spectrum customer can call the 24/7, U.S.-based Technical Support at 1-855-326-5115

HELP KEEP OUR COMMUNITY CLEAN!

As your management staff, we work each day to provide you with the highest quality. However, we all play a role in keeping our community clean. We kindly ask you to help us in our effort to maintain a clean and safe environment for all to enjoy.

Trash:

Garbage collection is picked up curbside every Monday. Please place your garbage at the curb before 6:00 AM on Monday morning. All trash must be placed inside the bin provided to you at move in. On trash day, residents should put bins with the handle facing their home along the curbside. Garbage bins should be drained of all liquids, especially cooking oils. Please keep garbage contained in plastic trash bags inside the cart. Trash bins must be cleaned on a regular basis and kept out of sight in the garage.

Pet Waste:

All pet defecation **MUST** be picked up and disposed of properly; if pet waste stations are out of waste bags, this does not relieve you of your obligation to pick up your pet's waste. There is a fine for dog feces found and traced back to your dog through our PooPrints Pet DNA program. This includes your yard/patio, common areas, and the Dog Park.

The process of registering your dog in the PooPrints Pet DNA program is very simple. All dogs must be registered. Bring your dog to the office where you will follow the instructions with the provided kit. We will submit the DNA sample to PooPrints. Once the registration of all dogs is complete, any feces found on the property will be submitted for analysis. Waste samples will be compared to the cheek swab samples on file and the dog owner who did not pick up will be fined.

PET FEES:

- \$350 Pet Fee
- \$99 PooPrint Fee (non-refundable)
- \$25/month per pet (Pet Rent)

FINES:

- \$100 for first dog waste violation
- \$250 for each additional dog waste violation
- \$300 for failure to register your dog

If fines are not paid or your pet is not registered, you will risk additional fines or lease termination. Only dogs are required to register for PooPrints. Cats must be registered with the Leasing Office as part of the lease, and their records must be on file. Your compliance with this notice is necessary; we appreciate your attention to this matter and assistance in keeping our community clean!

Laundry:

Please use high efficiency laundry detergent that is specially formulated for high-efficiency (HE) washing machines, which use significantly less water than traditional machines. Regular detergent creates too many suds in these low-water environments, which can damage the machine and leave residue on clothes.

