

# STRAWBERRY HILL APARTMENT HOMES

July—September 2017

### Office Staff

Jessica Montgomery Trish Smith Debbie Henion Julia Lawler Julie Austin Pam Cokley

#### **Maintenance**

Trent Taylor Andy Seidner Tony Cudd David Graham Donnie Barbee Michael Belaus Tufescu Carlos Gomez Mike Vescovi Dimitar Stoyanov Mark Neveu Manuel Salinas Vern McKenzie

#### **Courtesy Officers**

James Summers Roy Bunting Holly Lawton

#### **Office Hours**

Monday - Thursday 9:00 am to 6:30 pm Friday 9:00 am to 5:30 pm Saturday 10:00 am to 4:00 pm Sunday-Closed

## Upcoming Event

<u>Strawberry Hill BBQ</u> Join us for an evening of BBQ and Music at the Marsh House Pool



You are invited to join us poolside at the Marsh House for an evening of LIVE MUSIC, BBQ, sweet tea, and lemonade.

Vegetarían optíons will be available.

BYOB: No Glass Containers

#### ~ DETAILS ~

Date: Friday, Sept. 15, 2017 Time: 6:00 p.m.—8:00 p.m. Place: Marsh House Pool RSVP: Friday, September 8, 2017 live@strawberryhillapts.com or 704.366.1944





#### Maintenance Corner

- In order to keep your air conditioner running efficiently, set your thermostat to the desired temperature and let the system cycle on and off throughout the day. Rather than turning the unit off when you are not home, turn up the temperature 2-3 degrees during the day.
- Toilets: If your toilet is running , first remove the tank cover and push the flapper down firmly in the hole at the bottom of the tank. If your toilet is overflowing off the water supply by turning the handle located under the toilet in a clockwise direction.

- Three ways to let us know you have a service request:
- 1. Call the Leasing Office at 704-366-1944
- 2. Log into the Welcome Home Resident Portal
- 3. Email us at: <u>live@strawberryhillapts.</u> com
- If you have a maintenance emergency, please call the office at 704-366-1944. Do not email your requests, as they will not be answered until the next business day.



#### Parking Reminders:

- There are no assigned parking spaces at Strawberry Hill.
- Please park as close to your apartment as possible.
- If you have guests or additional vehicles, please park in the overflow areas closest to your apartment. Please leave the parking in front of the apartments for resident use.
- Please be sure to remove all valuables/items from your vehicle.
- Keep doors locked at all times.



## A Bug's Life...

If you see any unwanted pests in your apartment, please call the office at 704-366-1944. Action Pest is here every Thursday. This is one of the many services we provide.

Please note that you and your pets will need to be out of the apartment for at least 3 hours after the apartment has been treated.

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## **Strawberry Hill Pool Reminders:**

- Swimming after sunset is not permitted.
- Glass bottles/containers <u>are not permitted</u> within the pool area. Should any glass break within the pool area, we will have no choice but to immediately shut down the pool.
- All guests must be accompanied by a resident. Guests should not use the amenity areas without a resident present.

 Please carry your amenity pass when you are using the pool and any of our other amenity areas.

• Pets are not permitted within the pool area.

### Pet Reminders

- As responsible pet owners, please remember to pick up after your pets. We have pet stations located around the community with pet waste bags for your convenience.
- Remember to always keep your pet on a leash, this includes cats.
- Please do not leave pets unattended on patios or balconies.





#### Trash and Recycling

Please remember to take your trash to the compactors. Never leave your trash outside your front porch or back patio. The three-sided brick enclosures are not to be used for household trash. These areas are for moving boxes only. There is a compactor conveniently located adjacent to the Marsh House as

well as near the 5101 Clubhouse (middle pool). We also have 11 recycling areas throughout the community to make recycling easier for you.

If you have any questions about where you need to take your garbage and recycling, please call the office at 704-366-1944. We will be happy to help you.





**RESIDENT** 

## DIRECT PORTAL

Stay up to date

with events

happening at

Strawberry Hill

and with your

CARES Team by

following us on

Twitter.

Instagram and

Facebook.

twitter

@StrawberryHApts

strawberryhillapartments

facebook

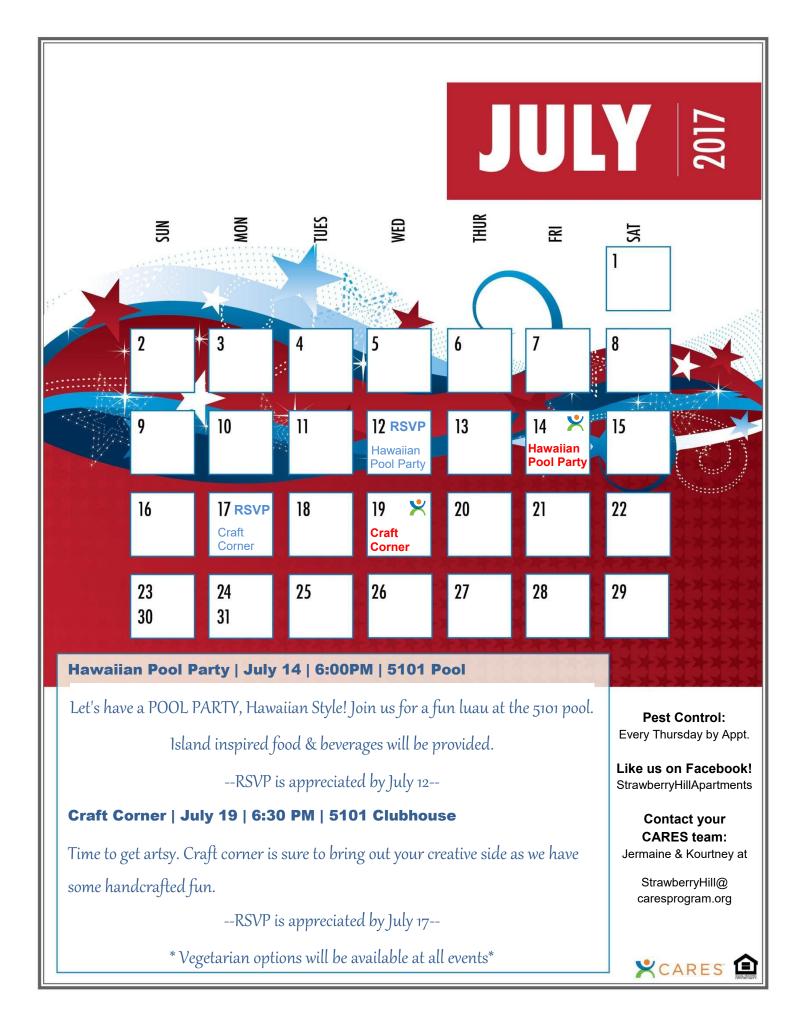
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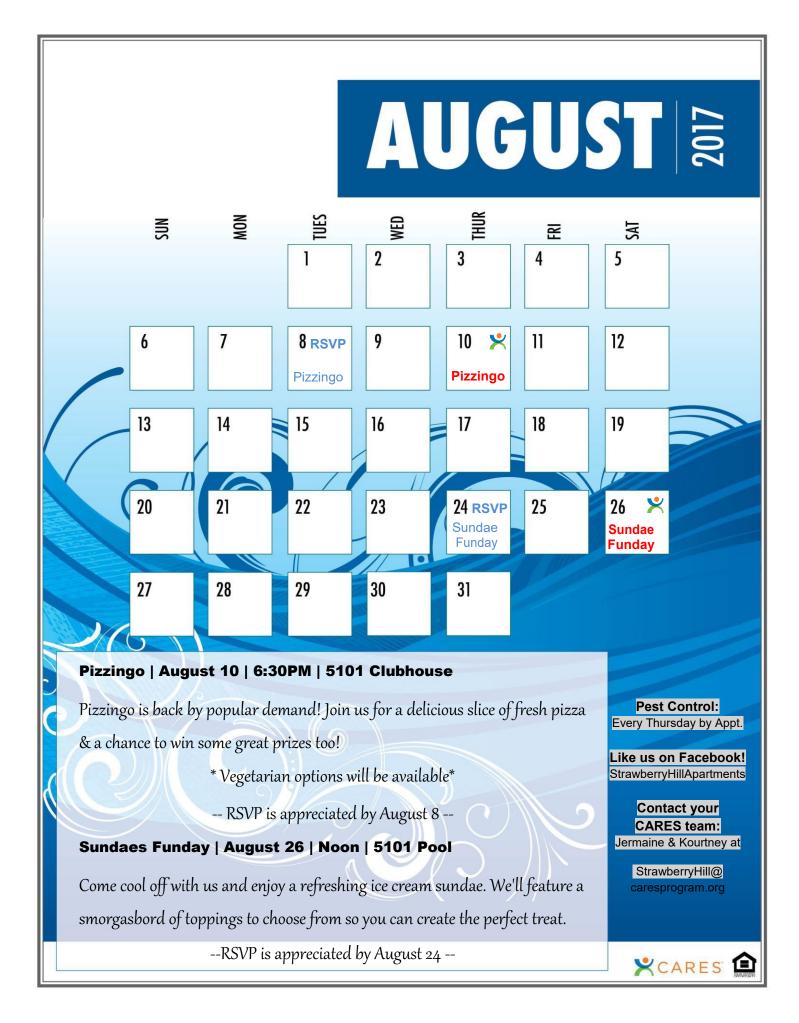
## 24/7 ACCESS OFFERING:

- Online Rent Payments: With the convenience of using checking, savings account\* or credit card\*.
- Set up of recurring payments using your checking/savings account\* or with your credit card\*.
- Service request submission.
- Update your contact information and Emergency Contact Information.
- Stay up to date with Community Newsletters available online.
  - Contact the Leasing Office to find out more information about this great feature!

#### CHARLOTTE-MECKLENBURG STORM WATER SERVICES

In an effort to protect and preserve the state's water resources and to prevent sanitary overflow, clogs and back-ups, Mecklenburg County has implemented several programs to include the Grease Control Program. In order to be in compliance with the programs rules and regulations, we must be diligent in the proper disposal of cooking grease. Never pour grease down the drain, cool grease before discarding, mix grease with an absorbent material and dispose of it in a sealable container. Grease is Your Drain's Worst Enemy so Remember... Collect It, Absorb It, Seal it, Trash It!







CLEAN men, women, and children's clothing, blankets, and travel size toiletries.

-- RSVP is appreciated by September 21 --

StrawberryHill@ caresprogram.org

