



RESIDENT HANDBOOK

Your move-in day is approaching soon, and we are so excited to have you as a new resident for our very first year in Berkeley! Our mission is to provide an unsurpassed living experience through our dedication to customer service. To help make your experience the best possible, please read through the Resident Handbook to familiarize yourself with the community. Included are some important rules to remember, emergency guides, and contact information.

Welcome home!

OFFICE INFORMATION:

Stonefire Berkeley
2010 Milvia Street
Berkeley, CA | 94704
Office: 510-984-1331
stonefireberkeley.com
info@stonefireberkeley.com

Office Hours

M-F: 10 a.m. - 6 p.m.
Sat: 12 p.m. to 5 p.m.
Sun: 12 p.m. to 5 p.m.

Staff

- Community Manager – Alexis Brown
- Leasing and Marketing Manager – Victoria Duran
- Maintenance Supervisor – Sam Ford

RESIDENT PORTAL

To access your Resident Portal, go to stonefireberkeley.com, and click on the “Residents” tab. This is your best resource to check your rent balance, make online payments, and request maintenance.

RENTAL PAYMENTS

Monthly rent installments are due on the 1st of each month. Rent is considered late on the 4th of the month, and the Initial Late Payment Fee of \$50.00 will be charged. On the 5th day, the \$10 Daily Late Payment Charge will be assessed until the balance is paid.

Payments are accepted in the form of personal check or cashier’s check in the office or credit card, e-check or e-money order through the resident portal (processing fees may apply). We do not accept



cash. If paying by personal check, cashier's check, or money order please make sure your full name and apartment number is listed on the memo line. If paying after hours, please submit payment through resident portal or place payment in designated rent drop box.

RESIDENCE LIFE

Stonefire Berkeley is committed to building a community for all to enjoy. Throughout the year we will be planning a variety of events aimed to help you have a well-rounded experience, become better acquainted with your roommates and neighbors, and to be involved in activities beyond current routine. We highly recommend that you follow us on social media to stay informed about all upcoming events. Instagram: Stonefireberkeley Facebook: Stonefire Berkeley

MAINTENANCE

Non-emergency maintenance items can be submitted by logging in to your Resident Portal. All non-emergency requests will be completed between 10 am and 4:00 pm Monday through Friday (excluding holidays). Any resident-caused damage to the home will be charged to your account after the work is completed. **Note that service requests entered through the Resident Portal only may not be received until the following morning.*

Emergency maintenance reported will be addressed after-hours. Issues may arise after hours that require immediate maintenance attention. These are situations that present a danger to people or property and include: fire, leaking pipes, flooding, toilet issues in units that have only one bathroom, no heat or AC if temperature is below 50 or above 90, or no water/power to the unit. Call the emergency/after hour number if any of the above issues occur: 510-984-1331.

Maintenance Tips:

- Keeping a plunger on hand to take care of minor clogs. In order to keep the toilet from getting clogged, **do not flush rags, paper towels, diapers, feminine products, etc. down the toilet.** Any foreign objects flushed down the toilet will result in a fine for the entire apartment.
- Know where the toilet's water shut-off valve is (look behind the toilet). If the toilet begins to overflow, turn the water supply off immediately. This can prevent possible damage to your home. Once the water supply has been shut off, contact your management team or submit a maintenance request for the service.
- A toilet that runs constantly wastes water. If your toilet is running non-stop, contact your maintenance team immediately.
- Never put kitchen grease, coffee grounds, vegetable skins, fruit pits, cat litter or other items down the sink. Collect in a container and throw away in the trash.
- Clean up spills (even water) on flooring and carpet immediately before they soak in or cause damages.

StoneFire

- After bathing: (1) wipe moisture off of shower walls, shower doors, the bathtub and bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; (3) hang up your towels and bath mats so they dry completely and (4) leave any bathroom fan on for at least thirty minutes after completion of activity.
- Run the Washer/Dryer and Dishwasher only when it is full to save water.
- Clean lint trap after each use and keep surrounding area clean and free of debris.

RULES & REGULATIONS

Stonefire Berkeley is committed to complying with all federal, state, and local fair housing laws. This means our staff has an obligation to treat each individual consistently. To do so, and to create a comfortable and exceptional community, we have established guidelines for everyone in our community to follow. Please do not ask for exceptions to these guidelines unless you have a disability that requires an accommodation. We appreciate your cooperation.

As a resident, you are financially and legally responsible for your behavior and its consequences and that of your guests on the property. This section is meant to address commonly asked questions and is not intended to cover all rules and regulations within the community. For a full list please review a copy of your lease and ask the staff if you have any questions.

Access:

- **Keys-** Each resident will receive one mail key and one access control key to the building and unit upon move in. If your key is lost, replacements will be provided for a fee of \$50 for front door keys, \$50 for a new access card and \$5 for mailbox keys. Do not give your key or access card to anyone else. If you have lost your key report this to the office immediately.
- **After hours lock outs** - If you lock yourself out after office hours, we may, but are not obligated, to provide after-hours lockout service and, if so provided, the After-Hours Lockout Fee of \$50 shall apply.
- **Visitors/guests-** must be accompanied by a resident at all times. Residents will be held responsible for their guests' actions should damage be caused by a guest.

Unit:

- Resident shall not obstruct any ingress or egress points in the community. This includes storing bicycles or other personal property in common area walkway or area.
- No signs, flags, draperies, or other items shall be visible from exterior as community should have uniform appearance. Holiday decorations are permitted, but you must remove them within two weeks of the holiday.
- Keep all entries, patios, and porches free of debris. Any exterior furniture should be designated for outdoor use only.
- No furniture (if provided) is to be removed from unit.

StoneFire

- After moving into Unit, Resident is responsible for replacing interior light bulbs (60 Watt bulbs maximum). Colored bulbs are not allowed in any exterior light fixture.
- Prohibited items include but are not limited to: decals, stickers, street signs, dart boards, dangerous substances, firearms or dangerous weapons, drug paraphernalia, water filled furniture, generator, or gasoline.
- Lock windows and doors to your apartment at all times. Determine who is at the door prior to opening.

Amenities:

- Use of the Common Areas of the Facility, including but not limited to: the Clubhouse/Leasing Center, courtyard, and fitness center, is for all residents and their limited guests.
- Residents with guests using these facilities must accompany their guests at all times. If a person using the facilities is 16 years of age or younger, that person must be accompanied by a guardian or sponsor who is 18 years or older. Guests may be prohibited at Landlord's discretion.
- If the noise from residents using the amenities disturbs other residents or if other incidents warrant, we reserve the right to modify the amenity use hours or as otherwise deemed necessary.
- Equipment for certain amenities can be checked out during business hours at the office.

Safety:

- Barbeque grills are provided in Common Areas (if applicable). In accordance with the local fire code any other grills or hibachis are prohibited in units or on patios or balconies.
- Resident must not tamper with, interfere with, or damage any alarm equipment and/or installations.
- Smoking is prohibited in units, stairwells, building common areas, hallways, or as prohibited by local law. The term "smoking" means inhaling, exhaling, breathing or carrying any lighted cigar, cigarette, electronic/vapor cigarette, tobacco product or any other similar lighted product in any manor or in any form. A fine will be incurred of \$50.00 after the first documented warning, and \$100.00 for each additional smoking violation. This includes guests in or on the grounds.
- Resident may not trigger the overhead sprinkler system in his or her Unit. Any damage to the Unit and/or Building from improper activation of the sprinkler system caused by Resident (or Resident's occupants or guests) will be billed back to the Resident.
- Check the batteries in your smoke detector monthly.
- Fire warning devices and safety equipment are to be used only in case of emergency.
- Resident should not make any loud or disturbing noises which constitute a nuisance to other residents. Neither Resident nor Resident's guests may use the Common Areas, parking lots or grounds in such a manner that interferes with the enjoyment of other Residents.

StoneFire

- Large parties or gatherings must be registered with Landlord prior to event. Registration does not release Resident from lease violations.
- Obtain renters insurance or participate in the Landmark Student Property Damage and Replacement Coverage program. Keep a detailed inventory list of personal belongings.
- Do not overload outlets by using a multi-tap connection. Make sure cords on lamps and household appliances are not split or frayed and that the wire inside is not exposed.
- Never leave cooking unattended.
- Report to the office any malfunction to devices, lights, access points, railings, etc.

Parking:

- Resident shall not park any motor vehicle at the Facility without first signing the Parking Addendum, registering vehicle, and receiving a parking permit.
- Parking Decals must be placed in the lower left side of the back window. Make sure the decal is visible (especially if you have tinted windows) or your car may be accidentally towed.
- Resident shall park only in designated areas and shall not block other cars or park in front of the trash dumpsters. Resident shall not park on the grass, along curbs or sidewalks. If Resident's vehicle is found in any of these prohibited places, Resident's vehicle will be towed without warning and at Resident's expense.
- Lock doors to your vehicle at all times. Do not leave visible items in your car.

Pets:

- We are a pet friendly community, but residents with pets must follow these guidelines. No pets will be allowed in Resident's Unit without prior written permission of Landlord. Approval must be granted in the form of an executed Pet Addendum prior to animal entering or residing on the premises. If a pet is found in Resident's Unit resident will be found in violation of this policy and will be fined \$100 for an unregistered animal. Additionally, there is a \$25 violation for pet waste not picked up after.
- Breed and weight restrictions apply. Contact the management office for pet requirements and restrictions. Pet deposits and monthly rent may be required.
- You must keep your pet on a leash and accompany the pet at all times or face a \$25 violation.

Utilities:

- Resident must keep all utilities to his or her Unit active and may not turn utilities off when leaving his or her Unit, even for vacation.
- Unless Landlord instructs otherwise, Resident must, for 24-hours a day during freezing weather, (a) keep Unit heated to at least 60 degrees Fahrenheit, (b) keep cabinet and closet doors open; and (c) drip hot and cold water faucets.



- Trash must be left outside of your door between 5 pm & 6 pm on the proper valet trash service day in your apartment's trash container. All containers will need to be brought inside your residence by 8 am.
- If trash/container is left outside of authorized times and/or days, you can be fined \$25 per bag.
- Please read all of WasteAway valet trash service guidelines to remain compliant within our community.

Important Numbers:

- Emergency: 911
- UC Berkeley Police: 510-642-3333
- Fire Department: 510-981-5911
- Poison Control: 911
- Towing : Troy's Towing 1-812-882-3599

EMERGENCY INFORMATION GUIDE

The purpose of this guide is to provide guidance on the community fire safety and evacuation plans. Always remember, call 911 if your personal safety or the safety of another is at risk!

The building is equipped with the following equipment:

- Portable Fire Extinguishers – located in the living area under the breakfast bar in each apartment as well in the clubhouse and public areas.
- Smoke Alarms – located in hallway and bedrooms of each apartment. Their function is to sound an alarm if smoke is present.
- Fire Alarm Pull Stations – Manual Fire Alarm activation point that requires human intervention. These are located in the corridors on each floor. Pulling a fire alarm in a nonemergency is illegal and may result in felony charges.

Fire/Emergency Reporting:

Please report any incidents to the office if you experience or witness: violence, criminal activity, vehicle accident, injury or other medical emergencies, electrical/mechanical concerns, fire, flooding or leaks, or pests/rodents. The office will ask you to fill out an incident report for our records.

Evacuation & Accountability:

In the event of an emergency where evacuation is necessary, remain calm and quickly exit the building using the nearest stairs, if applicable, and the nearest exit. Once outside the building, gather away from the building to clear area at least 500 feet away from affected building. Always move upwind of the building but be sure to keep streets, fire lanes, hydrants, and walkways clear for emergency



vehicles and personnel. Review community site plan for emergency exit routes for your unit and designated meeting locations once you have evacuated the building.

[Persons with disabilities or needing special assistance in the event of an emergency should locate the nearest exit and move to a safer location, if applicable. If unable to exit because of disability, needing special assistance, or if you believe someone to be trapped in the building call 911.]

Fire Evacuation Plan:

The facility has a fire alarm system that will notify occupants of a fire emergency. When the alarm sounds an audible sound accompanied by strobe lights will notify occupants of an alarm. The fire alarm is monitored by a 3rd party who will contact the fire department. If you hear an alarm don't rush out into the hallway. Feel the door, if it is hot, use another way out. If the door is cool, check the hallway for fire and if no fire is present exit the building using the nearest stairs, if applicable, and the nearest exit. Never use elevators in the event of a fire, use the stairs. Stay low as smoke and heat rises.

If you can't escape from your apartment, stuff wet towels, sheets or clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you're in, open a window slightly both at the top and at the bottom. Stay low and wave a bright cloth, towel or sheet out the window to signal your location.

If you discover a fire try to isolate the fire by closing doors as you exit the building, verbally notify those around you as you move towards exit, sound fire alarm by pulling the closest manual hand pull located next to each door, call 911, evacuate the building using the evacuation routes provided.

Medical Treatment:

If at any time you need medical treatment dial 911. If you need medical treatment while at the post evacuation designated meeting point, advise the nearest emergency personnel.

Earthquake Safety:

In the event of an earthquake, remember "Drop, Cover, and Hold On." Look around places where you spend time. Identify safe places such as under a sturdy piece of furniture or against an interior wall in your home so that when the shaking starts, you **Drop** to the ground, **Cover** your head and neck with your arms, and if a safer place is nearby, crawl to it and **Hold On**. When the shaking stops, look around. If there is a clear path to safety, leave the building and go to an open space away from damaged areas. If you are trapped, do not move about or kick up dust. If you have a cell phone with you, use it to call or text for help. Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions. Be prepared to "Drop, Cover, and Hold on" in the likely event of aftershocks.

Weather-Related Emergencies:



Monitor radio and television broadcasts and be alert to changing weather conditions. Avoid unnecessary travel. To prepare for inclement weather, keep on-hand preparedness items that could include: first aid kit, battery operated radio, fully charged cell phone, flashlight, extra blankets, canned food and can opener, bottles of water.

Other Hazards:

Be alert for liquid or chemical spills within the community and notify the office to address issue immediately.

Do not interfere with any civil disturbance or demonstrations and notify local law enforcement.

No security system is fail-proof. Even the best system can't prevent crime. We disclaim any expressed or implied warranties of security. The best safety measures are the ones you perform as a matter of common sense and habit.



EVACUATION ROUTES

1. Proceed to the Common Hallways. Exit the doors with the Emergency Exit signs. Exit the door closest to your apartment. Proceed down the stairs to the nearest door leading to the outside.
2. If the emergency exit is blocked, do not return to your apartment. Use the Emergency Exit at the opposite end of the building.
3. If all emergency exits are blocked, return to your apartment and proceed to your balcony. Emergency Personnel will assist you off of the balcony.
4. DO NOT RE-ENTER THE BUILDING FOR ANY REASON UNTIL CLEARED BY EMERGENCY PERSONNEL.

Do not re-enter the building for any reason.

A Manager will conduct a role call to make sure that all residents are accounted for in the case of an emergency evacuation.

Please be patient and calm. It is our duty to make sure that all residents are safe and accounted for in Emergency Situations.