



# RESIDENT HANDBOOK

**Welcome to your new community! We are excited that you chose to live at SAGA Ann Arbor this year and look forward to getting to know you. Our mission is to deliver unrivaled customer service and an unforgettable experience to our residents. To help make your experience pleasant and knowledgeable, please read through the Resident Handbook to familiarize yourself with the community, important rules to remember, and important contact information.**

**Please don't hesitate to stop by our office if you need any help or just to introduce yourself! We are also quick to respond to text messages at (844) 739-0169 if you have any questions!**

**Thanks again for choosing SAGA Ann Arbor!**

**Welcome home!**

**Sincerely,**

**SAGA Ann Arbor**



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## **OFFICE INFORMATION**

**Address:** 411 E. Washington, Ann Arbor, MI 48104

**Phone:** (844) 739-0169

**Website:** [sagaannarbor.com](http://sagaannarbor.com)

**Text Us:** (844) 739-0169

**Office Hours are Monday through Friday 10am to 6pm, and Saturday 10am to 5pm.**

**The staff in the office consists of the following personnel:**

- Kyle Smith, Community Manager – Oversees the leasing and operations of the entire property.
- Francesca Courtney, Associate Community Manager – Manages the leasing and renewal process, including transfers, as well as customer service-related matters.
- Alex McCormick, Maintenance Supervisor – Responsible for timely maintenance request completion, routine maintenance and inspections, and ensuring that the grounds are kept clean.
- Community Ambassadors – Those in this position are responsible for touring the property, guiding residents through the leasing process, executing resident events, and to answer general questions you may have.

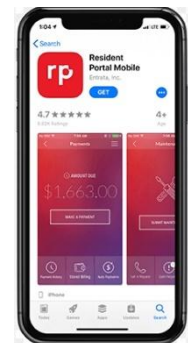
## **PAYMENTS**

Monthly installments are due on the 1<sup>st</sup> of each month, regardless of whether it is a holiday or weekend. The payment is late on the 4th of the month at 12pm, and the fastest way to submit on-time payments is through the Resident Portal where you can set up recurring scheduled payments to avoid late fees (processing fees may apply). If paying after hours, please submit payment through resident portal or place payment in the designated drop box. If paying by personal check or cashier's check, please make sure your full name and apartment number is listed on the memo line.

*\*We do not accept cash or money orders.*

The Resident Portal can be accessed through the property website, [www.sagaannarbor.com](http://www.sagaannarbor.com) or by downloading the Resident Portal mobile app through Apple App Store or Google Play Store. The Resident Portal is your resource to find out about community events, contact the property, pay rent, set up monthly recurring payments, or submit maintenance requests.

If you have not signed up already, please create a new account. It only takes a few minutes!





## YOUR COMMUNITY AND YOU

SAGA Ann Arbor is committed to building a community where people feel they belong and are cared for. Throughout the year we will be planning a variety of events aimed to help you have a well-rounded experience and become better acquainted with your roommates and neighbors.

SAGA Ann Arbor will host events throughout the year that are focused on Philanthropic, Academic, Wellness, and Social opportunities. Each event is tailored with the intent to add value to your life. There will be volunteer opportunities to get involved in the local community, new academic and life skills to learn such as: “How to Complete a Cover Letter” or take a professional headshot, grab and go breakfast to start your day right, and an array of social events from scavenger hunts to bouquet making.

We highly recommend that you follow us on social media to stay informed about all upcoming events!

**IG: [sagaannarbor](#)**

**Tiktok: [@sagaannarbor](#)**



Semi-annually, we provide you with a chance for your voice to be heard through our You Speak We Listen survey. As the resident, you spend the most time on site and participate in the events. We want to know what works, and what doesn't. We are always looking to improve and with your input we certainly can.

Be on the lookout for emails with the link to submit your response.



## **COMMUNITY INFORMATION**

SAGA Ann Arbor 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. In accordance with Fair Housing laws we ask for any requests to be submitted in writing to on-site team. We appreciate your cooperation.

Residents must follow the Rules and Regulations as outlined in your Housing Contract. A copy of your housing contract can be located in the documents section of your Resident Portal referenced on page 3 of this guide. The referenced section of your Housing Contract covers several topics and resulting violations and fines that include but are not limited to:

- Access, Lock Outs, and Keys
- Visitor/Guest Policy
- Prohibited items within your unit and common area spaces
- Use of Amenities
- Noise and Parties
- Smoking
- Parking
- Animals
- Utilities

Additionally, pay close attention to posted community signs as well, as the property has specific guidelines.

## **COMMUNITY AMENITIES**

### **Amenity Hours**

- Gym (1<sup>st</sup> floor) - 24 hours
- Sky Lounge (10<sup>th</sup> floor) - 24 hours

### **Building Access Tips**

- All exterior doors, elevators, amenities, unit front doors and bedroom doors all require your fob.
- Do not leave doors propped open to allow non-resident entry.
- Do not allow people to “piggy-back” off of you and enter resident only areas.
  - (a) Do not give your key to a visitor or guest.
  - (b) We recommend having your physical fob on you after office hours
- If key is lost please let a staff member know and we will make you a replacement for \$75.00.

### **Mail and Packages**

- Flat mail is sorted and disbursed into unit mailboxes by USPS, located in the main lobby area.



(c) Each apartment has one mail box that corresponds to the unit number and each resident has their own key.

(d) If a key is lost, please let a staff member know and we will make you a replacement for \$75.00.

- Staff is not responsible for lost or stolen packages, please contact the carrier directly.

(e) The staff will not accept any large furniture, large area rugs, or alcohol on behalf of residents.

(f) All packages need to be delivered by Fetch. If packages are not delivered through Fetch, the office will send them back to sender.

### **Fetch**

(g) Fetch is for package delivery and self-storage.

(h) Download the Fetch app to activate your Fetch Address.

(i) Schedule delivery orders or storage to be delivered right to your door.

(j) For more Fetch information review the handout in your move-in folder or reach out to resident support at [HELP@FETCHPACKAGE.com](mailto:HELP@FETCHPACKAGE.com)

### **Parking**

(k) There is no guest or overnight parking.

(l) The parking lot is actively towed by Brewers Towing.

(m) Once an on-site parking pass is added, it will remain on your account until the end of your lease.

### **Trash/Recycling**

(n) Trash and recycling rooms are located on each floor located next to the stairwell.

- All boxes and cardboard should be broken down flat prior to disposal. Cardboard should not be thrown down trash chute and should be placed inside a blue recycling bin.

(o) Be sure to put appropriate recycling in correctly labeled bins.

(p) Bag all trash items. Improper disposal of items may result in charges.

### **Important Numbers:**

- **Courtesy Officer- Helping Hands Security – Using the GARD App (Below)**
- **Police-Emergency 911; Non-Emergency – (734) 994-2911**
- **Campus Office – (734) 763-1131**
- **Fire Department-Emergency 911; Non-Emergency – (734) 794-6961**
- **Poison Control – (800) 222-1222**
- **UofM Hospital – (734) 936-4000**
- **Towing Company – (734) 665-8888**

### **The Gard Security App:**



Download the Gard App for after hours security! Connect with our security guard on site to address any immediate issues. For EMERGENCIES (Fire, Flood, Blood, No Heat, No A/C) please call our regular office line to dispatch a crew member.

### **24/7 Virtual Community Assistants:**

**Athena** – Prepared to assist with answering questions about the property, troubleshooting and inputting work orders, addressing after-hours concerns, and much more!

**Ottie** – Prepared to assist with all things relating to resident payments. Ottie will send you reminders to pay rent or other payments so you don't miss a due date, and he will also inform you of any balance due.

Athena and Ottie can answer your questions any time of the day or in the evenings, whether it be via text, email, or phone call. Please treat your AI assistants with the same respect you would any of our onsite team members. Their responses are designed to assist you but will be improved over time as they continue to engage with our residents. By providing feedback and asking thoughtful questions, you contribute to the AI's development. If needed, the AI assistants can escalate a question to a staff member, who will respond at the earliest opportunity.

Tips for interacting with our AI Assistants:

- Elaborate on your questions and concerns to ensure the AI assistant fully understands.
- Communicate as if you were speaking to an agent in the office.
- Have patience; this may be the first time the AI is experiencing the issue and trying to find the best route to a solution.
- Have confidence in your AI Assistants. They are specifically designed to assist with any issue and need your input to best serve all residents within our community.

### **Do's and Don'ts**

#### **Do's -**

- Dispose of trash properly ... trash rooms located on every floor (near apartment \_11)
- Keep common areas clean and regularly maintained
- **Be mindful of quiet hours** (10pm-7am weekdays, 10pm-9am weekends)
- Engage with your neighbors, fellow residents, and Saga staff!

#### **Don'ts -**

- Ignore submitting maintenance requests (\*please submit requests through the AI assistant or through your resident portal)
- Leave trash outside of your unit



- Use dish soap in your dishwasher! (\*please use dishwasher detergent)
- Neglect parking etiquette
- Neglect fire safety (\*if alarms sound please follow instructions to evacuate the building, elevators will not be operable – please use emergency stairwells if necessary)

## **Local Eateries**

Frita Batidos – Restaurant with Cuban-style burgers, fries, and batidos. Less than a 10 minute walk away downtown!

Sava's – Under a five minute walk away on South State St. Blend of American and global cuisine.

Tomukun Noodle Bar and Korean Barbeque – Two minute walk away from Saga. Tomukun is a very popular spot for Asian cuisine.

HopCat – Five minute walk from Saga. HopCat is a great spot for classic American bar food. It is an especially popular spot for game days.

Bun Chai Yemeni Coffee & Tea – Five minute walk from Saga towards campus. Bun Chai has many great drink options, as well as a variety of different pastries and bakery items.

Sharetea – Five minute walk down state street. Popular boba spot with a great variety of options.

Michigan Creamery – Just a quick trip away towards campus. This is a super popular ice cream spot with a wide selection of flavors and options.

## **Nearby Groceries/Convenience**

Target / Target Grocery (State St)

CVS (State St)

Walgreens (State St)

## **MAINTENANCE**

Non-Emergency maintenance items can be submitted on your Resident Portal. The property aims to have all non-emergency requests completed within 48 business hours. Any work order that requires us to call out an outside vendor to complete may take additional time, but will be completed within a reasonable time-period. Any resident-caused damage to the home will be charged to your account after the work is completed.



*\*Note that service requests entered through only the Resident Portal will not be received until the following morning.*

Emergency maintenance is a maintenance request made 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 85, or no water/power to the unit. If you are in need of emergency Maintenance assistance, please call us at **(844) 739-0169**

## **Maintenance Tips:**

### **Toilet**

- Dispose properly. This one is the easiest to follow of all the toilet maintenance tips. Avoid flushing anything but human waste and toilet paper down the toilet drain. Feminine products, diapers, cotton balls and swabs, paper towels, and other paper-based materials clog toilets much faster than toilet paper and waste. Keep these items out of the toilet and only flush human waste and toilet paper.
- Clean the toilet. Though it seems obvious to clean your toilet, residents occasionally neglect this task, resulting in insufficient or infrequent cleaning. With regular cleaning in the bowl and under the rim of the seat, a toilet experiences fewer clogs. Plus, over time, the effort required to clean the toilet decreases.
- Keep a plunger on hand!
- Shut-off valve. The shut-off or stop valve cuts off the water supply to the toilet. It is located either under or behind the fixture. It needs to turn easily to be considered functional. It needs to be repaired or replaced if it provides resistance or doesn't turn at all. Check this valve at least once a month to ensure it always works properly.

### **Garbage Disposal**

- Regularly Run the Garbage Disposal

One of the best things you can do to keep the garbage disposal in good working order is simply to run it at least once a day. Even if you don't have anything to grind up, run the garbage disposal with cold water to ensure that the blades don't become rusted from lack of use. It's also a good idea to take this time to put ice cubes into the garbage disposal. The hard cubes will get chopped up by the blades and help clean out any waste that is still stuck to the sides of the appliance or to the inside of the drainpipe.

- Avoid Products That Damage Disposals

Another easy maintenance step is to simply avoid putting items into the disposal if you know that they can potentially harm the disposal or the pipes. Common food items that should not be put into a garbage disposal include banana skins, broccoli, celery, corn husks, potato peels, bones, eggshells, coffee grounds, and fat.



### **Washer and Dryer**

- **Clean Out Lint Traps!!**

Allowing grime to accumulate inside your washing machine or dryer can reduce its performance and efficiency. Please clean out the lint traps after each use.

- **Keep The Doors Open**

As much as possible, you should try to keep your washer and dryer doors open or ajar whenever they aren't in use. If you close your washer or dryer door right after using it, moisture can get trapped inside the machine and cause musty odors or mold and mildew growth!

- **Remove Your Items in a Timely Manner**

Please be advised that if items are left in the washer or dryer for an extended period, there is a chance they may be moved. To prevent this and ensure a smooth experience for everyone, we kindly ask you to be mindful of your belongings.

### **After Showering**

- Wiping down the surface with a dry towel after each use will limit the amount of residue, but proper cleaning should still be performed weekly.

Leave the bathroom door open with the exhaust fan running for at least 30 minutes after showering.

### **Tripped Breaker**

Resetting a circuit breaker is simple if you know how, and it will restore power to the room(s) affected if there isn't an outage.

- **Locate Circuit Breaker:** Find your electrical panel and open the cover.

**Locate the Tripped Breaker:** Circuit breakers are small, usually horizontal switches, and may or may not be labeled (e.g., "kitchen," "bathroom," etc.). The tripped circuit breaker will be in the "off" position or a middle position between "on" and "off." Move the circuit breaker to the full "off" position and then back "on" to restore power to the affected rooms or areas.

- **Breaker Trips Again:** If the circuit breaker trips again, it could be for several reasons: too many lamps and appliances plugged into the circuit; a damaged cord; a short-circuit in a receptacle, switch, or fixture; or circuit breakers.



**Please reach out to the office if you have any questions! Thanks for choosing Saga Ann Arbor.**

**Note:** *The Resident Handbook is intended to address frequently asked questions. In the event of any discrepancy between this handbook and your lease, the lease shall govern and take precedence. For any additional site-specific charges, please refer to your lease.*

If your family or friends are staying in town, SAGA Ann Arbor and Landmark Properties have partnered with AC Hotel Ann Arbor to offer you a 20% discount. Please be sure to utilize this amazing perk!!

A promotional graphic for a 20% discount at AC Hotel Ann Arbor Downtown. The graphic is divided into several sections. At the top left, there is a 'LIVE Ann Arbor' logo. Below it, the text 'Parents visiting for the weekend?' is displayed. A dark blue banner with white text reads '20% OFF at AC Hotel Ann Arbor Downtown!'. Below this, a section titled 'PERFECT FOR:' lists three bullet points: 'Game day weekends', 'Graduation celebrations', and 'Family visits & long weekends'. At the bottom, logos for 'THE LEGACY', 'SAGA', 'THE STANDARD', 'Z WEST', 'Z PLACE', and 'FOUNDRY' are shown. On the right side of the graphic, there are three photographs: a woman hugging a child, a night view of a city skyline, and a graduate in a cap and gown with family members.

**LIVE**  
*Ann Arbor*

**Parents visiting  
for the weekend?**

ENJOY

**20% OFF**

**OFF at AC Hotel  
Ann Arbor Downtown!**

**PERFECT FOR:**

- Game day weekends
- Graduation celebrations
- Family visits & long weekends

THE LEGACY  
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