



RESIDENT HANDBOOK

The Mark at Atlanta

Updated with Mail & Packages Section

Welcome to your new community! We are excited that you chose to live at The Mark at Atlanta 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 (888) 702-1598 if you have any questions!

Thanks again for choosing The Mark at Atlanta. Welcome home!

Sincerely,
The Mark at Atlanta Team



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OFFICE INFORMATION

Address: 955 Spring St. NW, Atlanta, GA 30188

Phone: (888) 702-1598

Website: <https://themarkatlanta.com/>

Text Us: (888) 702-1598

Office hours are Monday through Friday from 10:00 AM to 6:00 PM, and Saturday from 10:00 AM to 5:00 PM.

Alternative schedule for home game weekends during Georgia Tech football season: Sunday from 10:00 AM to 5:00 PM.

The staff in the office consists of the following personnel:

- Peyton Dailey, Community Manager - Oversees the leasing and operations of the entire property.
- Kellee Williams, Associate Community Manager - Manages the leasing and renewal process, including transfers, as well as customer service-related items.
- Thomas Ellis, Maintenance Supervisor - Responsible for timely maintenance request completion, routine maintenance and inspections, and ensuring that the grounds are kept clean.

PAYMENTS

Monthly installments are due on the 1st of each month, regardless of whether it is a holiday or weekend. The payment is late on the 4th of the month at 12:00 PM.

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 the 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 are listed on the memo line.

We do not accept cash or money orders.

The Resident Portal can be accessed through the property website at <https://themarkatlanta.residentportal.com/auth> or by downloading the Resident Portal mobile app through the 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!

MAIL & PACKAGES

All flat mail is delivered by USPS and sorted into the mailbox assigned to your apartment. The mail room is located in the main lobby area.

Each apartment is assigned one mailbox, and each resident is provided their own mailbox key. If a mailbox key is lost, please contact the office. A replacement key can be made for \$100.

The Mark at Atlanta utilizes Fetch for package management and delivery. Packages must be delivered to your unique Fetch address when placing online orders.

Once a package arrives at the Fetch warehouse, residents can schedule a delivery window directly through the Fetch Resident App.

To help avoid package delays, please ensure that your name and unique Fetch delivery address are entered correctly when placing online orders.

Important package reminders:

- Flat mail is sorted and delivered to unit mailboxes by USPS.
- Packages must be addressed to your unique Fetch delivery address.
- Package delivery windows can be scheduled through the Fetch Resident App.
- Staff are not responsible for lost, stolen, delayed, or misdelivered packages. Please contact Fetch or the carrier directly for package-related concerns.
- The office will not accept large furniture, large area rugs, or alcohol deliveries on behalf of residents.
- Residents are responsible for monitoring package notifications and scheduling Fetch deliveries promptly.

YOUR COMMUNITY AND YOU

The Mark at Atlanta 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 at helping you have a well-rounded experience, become better acquainted with your roommates and neighbors, and get involved in activities beyond your current routine.

The Mark at Atlanta will host events throughout the year that are focused on philanthropic, academic, wellness, and social experiences. Each event is tailored with the intent of adding 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,” professional headshots, grab-and-go breakfast events to start your day right, and an array of social events from pool parties to themed trivia nights.

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

- Instagram: @themarkatlanta
- TikTok: @themarkatlanta

Semi-annually, we provide you with a chance for your voice to be heard through our You Speak, We Listen survey. You, as the resident, 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

The Mark at Atlanta 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 the 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, lockouts, 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, please pay close attention to posted community signs, as the property has specific guidelines.

COMMUNITY AMENITIES

Amenity Hours:

- Pool and Hot Tub - 10:00 AM to 10:00 PM
- Gym - 24/7
- Sauna - 24/7
- Clubhouse - 24/7
- Golf Simulator - Office hours

BUILDING ACCESS TIPS

- All exterior doors, elevators, amenities, unit front doors, and bedroom doors 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.
- Do not give your key to a visitor or guest.
- If your key is lost, please let a staff member know and we will make you a replacement for \$100.
- All visitors and guests must be accompanied by a resident.



POOL AND HOT TUB REMINDERS

- No glass or other hazardous objects are allowed in or around the pool and hot tub.
- There is no lifeguard on duty. Swim at your own risk.
- No children under the age of 15 should be left unattended.
- All trash must be disposed of properly. Fines may occur if trash is not properly disposed.
- No smoking is allowed in or around the pool and hot tub area.
- No diving into the pool or hot tub.
- The pool and hot tub will close during severe or dangerous weather conditions.

PARKING

- There is paid guest or overnight parking on floors 1 and 2 of the parking garage.
- The parking lot is actively towed by Park Simple.
- All residents with parking passes must park in a designated residential spot behind the residential parking gate.

TRASH/RECYCLING

- Trash rooms are located on all residential floors.
- Recycling bins are located on level 1 of the parking garage.
- All boxes and cardboard should be broken down flat prior to disposal.
- Cardboard should not be thrown down the trash chute and should be taken to the recycling bins.
- Be sure to place appropriate recycling in correctly labeled bins.

IMPORTANT NUMBERS

- After-Hours Security, 5:30 PM to 7:00 AM: (888) 702-1598
- Police Emergency: 911
- Police Non-Emergency: 311
- Fire Department Emergency: 911
- Fire Department Non-Emergency: 311
- Poison Control: 800-222-1222

MAINTENANCE

Non-emergency maintenance items can be submitted by logging into 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.

Please 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 the 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 our after-hours number at (888) 702-1598.

MAINTENANCE TIPS

Toilet

- Dispose properly. 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 regularly. With regular cleaning, a toilet experiences fewer clogs in the bowl and under the rim of the seat. Over time, the effort required to clean the toilet decreases.
- Keep a plunger on hand.
- Check the 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 should turn easily to be considered functional. It may need to be repaired or replaced if it provides resistance or does not turn at all. Check this valve at least once a month to ensure it 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 to run it at least once a day. Even if you do not have anything to grind up, run the garbage disposal with cold water to ensure that the blades do not become rusted from lack of use.
- It is also a good idea to put ice cubes into the garbage disposal. The hard cubes will be chopped up by the blades and help clean out any waste that is stuck to the sides of the appliance or inside the drainpipe.
- Avoid products that damage disposals. 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 them regularly. When grime is allowed to build up inside your washing machine or dryer, they become less effective and efficient. Cleaning both machines regularly helps keep your clothes clean and dry on laundry day.
- Keep the doors open. As much as possible, keep your washer or dryer doors open or ajar whenever they are not being used. If you close the washer or dryer door right after use, moisture can get trapped inside the machine and cause musty odors or mold and mildew growth.
- Wash your dryer's lint trap. Remove lint from your dryer's lint trap after every use. Washing the lint trap with soap and water every few months can help remove detergent or fabric softener residue buildup that may limit airflow.

After Bathing

- Wipe down the surface with a dry towel after each use to limit residue.
- Proper cleaning should still be performed weekly.
- Leave the bathroom door open with the exhaust fan running for at least 30 minutes after showering or bathing.



Tripped Breaker

Resetting a circuit breaker is simple if you know how and can restore power to the room or rooms affected if there is not an outage.

- Locate the 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, such as “kitchen” or “bathroom.” The tripped circuit breaker will be in the “off” position or in 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.
- If the breaker trips again, it could be for several reasons, including too many lamps and appliances plugged into the circuit, a damaged cord, a short circuit in a receptacle, switch, or fixture, or issues with the circuit breaker.