

READY REFERENCE

Important Numbers and Information:

Housing Apartment Staff Duty Phone: 336-500-7870
 Burkely Weekday Office Number: 336-373-1988
 Campus Police (All Apartment Areas): 336-334-7675
 National Security Associates: 336-282-4336
 (For All Burkely Communities Managed Apartments)



AppFolio Email Instructions:

Below are instructions to set up your AppFolio account.

- You will receive an email from your respective apartment community
- Click "Activate Now"
- Your email address is already in the system
- Create a password



Valet Trash Prep:

Bag and tie all waste. Loose items are a safety hazard for our Service Valets.

- Double-bag pet waste to prevent leaks and stains outside your home
- Aim to keep the weight of your bags to 25 pounds or less
- Do not include needles or other sharp objects
- Break down all cardboard boxes
- Bundle newspapers and magazines

Valet Trash Collection:

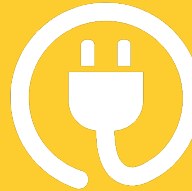
- Place your tied waste in your Valet Living-provided container outside your home between 6 - 8 pm on the scheduled service nights
- Doorstep collection begins after 8 pm
- Bring your Valet Living-provided container back inside your residence by 9 am the next morning



Updated Wi-Fi and Cable Information:

Access Wi-Fi through the AggiePride SSID for laptops, tablets and phones. Your username and password will be the same as your email login information.

Ex: username: [YourEmail before the @]
 password: email password



Cable Instructions:

Please use the Aggie_Guest SSID network for smart TVs, Roku, Fire Stick, AppleTV, etc.

- Connect to the Aggie_Guest SSID
- Open your browser and search <https://nctivrns02.ncat.edu/main> (device registration portal)
- Enter your first name, last name, email, phone number and agree to the terms
- Your device will then be registered to stream SpectrumU and other services

Maintenance How-To:

Daytime / Business Hours:

Monday through Friday; 8 am - 5 pm

Please submit maintenance requests using the AppFolio property management app (email sent to your Aggie email) or you may report daytime emergency maintenance concerns / issues directly during business hours by calling 336-373-1988.

After Hours / Weekends / Holidays:

Submit a request by contacting the emergency maintenance number for your specific complex.

The after-hours emergency maintenance phone number is 877-221-7348 for all properties.



After Hours Maintenance Considerations:

- Maintenance will only come out for the items listed above; if it is not on the list, it will have to wait until the next business day
- Maintenance is no longer on the property after-hours, so it can take up to an hour before someone can respond
- Maintenance will call you before entering your unit, so please ensure your updated phone number is in the AppFolio system (if not, we cannot guarantee a phone call before entering your unit)
- If a leak is reported in the unit above and / or below you, maintenance may have to enter your unit to assess or make a repair (Again, maintenance will try to call before entering your unit)
- Alert your roommates that maintenance will be entering the unit at your request
- Some jobs may take longer than others to complete, and maintenance may need to return the next day to finish the job (this includes cleaning up)

Emergency Maintenance Criteria:

- A/C is not working when the temperature is above 85 degrees outside and it is not storming
- Heat is not working when it is 55 degrees or lower outside
- A clogged toilet when you have already unsuccessfully tried to clear the clog with a plunger (If maintenance can clear the clog, you may be charged \$25 for the service call)
- No power throughout the unit (You must check the breakers and call Duke Energy at 1-800-PowerOn first to check for area power outages before contacting emergency maintenance)
- No hot water in the entire unit (If you can access to the breaker panel, check it first before calling emergency maintenance)
- Water leaking, which could cause structural damage
- Refrigerator / freezer not cooling (Check your breakers and keep the appliance doors closed; there are limits to what maintenance can complete after hours and may have to wait until morning)
- Locked out of the unit (Lock-out fees: \$50, 6 - 11:59 pm; \$100, 12 - 8 am)
- For fire, flood and / or life-threatening situations, CALL 911

Quick Tip Reminders

- **Be in the know:** Check your email regularly. Emails will come from NCA&T and Burkely Communities.
- **Keys:** Make sure you have your AggieOne Card, keys and key cards with you every time you leave your unit. If you are locked out after business hours, you will be charged a lockout fee if a member of staff has to let you into your unit.
- **Emergency:** Call 911 for fire, flood or life-threatening emergencies. If you have a maintenance emergency, please call (877) 221-7348.
- **When using Valet Waste:** Use 13-gallon size bags only, tie bag and place in provided Valet Waste container. Place Valet Waste container outside in the breezeway between 5 - 7 pm for collection. Got an extra 13-gallon tied bag? Place on top of open container. Valet Waste will collect 2 bags per night. If you have more than two 13-gallon size bags, you will need to take the excess bags to the dumpster or compactor yourself. Bring empty container back inside by 9 am the next morning to avoid a fee. Missed collection? Give Valet Waste a call. Their phone number is located on the provided trash container. Like the rest of your home, it is your responsibility to keep your Valet Waste container clean.
- **Maintenance:**
 - **Thermostat:** Your thermostat should be set to "Auto" not set to "On" at all times to maximize your desired comfort level. This will also help you conserve energy which will keep your energy bill to a minimum.
 - **Garbage disposal:** Please do not put grease, glass, metal, plastic or any other nonfood items in the garbage disposal. This can lead to leaks or damage that may result in a charge to you.
 - **Toilet:** Only use flushable items in toilet. Even flushable items can clog a toilet so do not to use them in excess.
 - **Dishwasher:** You can only use dishwasher approved liquid and tablets in the dishwasher. **DO NOT USE DISH DETERGENT OR LAUNDRY DETERGENT!** Using the wrong detergent can cause leaks and damage to the dishwasher that may result in a charge to you.