Welcome Home!

Community Information Guide

LEASING OFFICE HOURS

Monday - Friday 10am – 4pm

The Euclid³ Team would like to extend a warm welcome to all our new Residents. We would like to take this time to make everyone aware of some important information helpful to you. Please keep this packet for future reference!

Rent Payment

- Rent is due on the 1st of each month. There is a three-day grace period, (1st, 2nd and 3rd) regardless of weekends or holidays. The whole amount of rent is due by the 3rd.

- **Rent is late on the 4th** and will begin to accrue late fees on that day! Late fees are as follows: **$50 on the 4th** and **$5 each following day rent goes unpaid**. If the 1st falls on a weekend or holiday, it is your responsibility to mail your payment or pre-pay if you wish to avoid rent being late. We do not accept postdated checks**. If rent is mailed, it must be received by the 3rd of the month or late fees will be applied.**

- Rent can be paid in the form of a **money order, cashier's check, or personal check**. You may also pay your rent online via ACH or with a credit card through the Resident Portal at www.euclid3.com . Please note that there is a service charge to use a credit card via the online payment system. **Cash is never accepted.**

- Rent can be paid in the front office and should be made out to **Uptown Three L.P.** For your convenience, there is an overnight rent drop box accessible outside the leasing office. Please make sure that your name and apartment number are clearly marked on the payment. Rent can also be mailed to Euclid[3] at 11601 Euclid Avenue, Cleveland, OH 44106.

- Insufficient funds and returned checks will result in as **nonnegotiable fee of $50**, in addition to all late fees applicable until payment is made by money order or cashier's check.

- Rent is always date-stamped on the day it is **received** not the date the envelope is postmarked. **Postdated payments are never accepted by the leasing office.**

Waste Removal

- Locations
- Building 1's trash room is in the first-floor residential hallway on the north end of the building. Recycling containers are also provided for glass, paper, cardboard and plastics behind Building 2.
- For Buildings 2 and 3, containers are located at the north end of the building outside of the exit door.
- It is your responsibility to dispose of all trash in one of these specified locations.
- Trash left outside of your apartment or anywhere on the property will be removed at a charge of **$25 per bag/item and $85 for large items that do not fit in a bag**.

PLEASE BREAK DOWN YOUR BOXES

Maintenance

- All maintenance requests must be submitted through your resident portal. Regular maintenance is available **Monday-Friday 8:00am-4:00pm**.

- If there is an after-hours **Emergency**, you may call the Emergency Maintenance number at **216-736-2363**.

- **What Is An Emergency?** A situation that endangers your life, health, safety, or that of the building in which you reside.
- Emergency situations for which you can expect to receive service after normal business hours include:

    - Explosion/Fire
    - Flood
    - Electrical Outage
    - Extreme Plumbing (back up or leak, toilet overflow)
    - Total Loss of A/C or Heat
    - Clogged toilet (in apartments with only 1 commode)
    - Broken Window (on ground floor only)
    - Broken Lock or security concern

- Per the Lease Agreement, you are responsible for replacing the smoke detector batteries and light bulbs, except for fluorescent lighting. If you notice an exterior light needs to be replaced, please call the office as soon as possible.

- Please keep in mind that excessive dirt and grime is not considered “normal wear and tear.”

Appliance Maintenance

- **DISHWASHER:** Make sure you use dishwasher detergent in the dishwasher. Regular liquid dishwashing will not work in your dishwasher, and will cause a tremendous flood in your kitchen. The dishwasher must be locked for your wash cycle to start.
- **TOILETS:** If your toilet should overflow, you need to quickly stop the water supply to the toilet by turning off the valve behind the toilet bowl. If you have a plunger, you can probably unclog the toilet yourself. During office hours, the maintenance staff can assist you. After-hours you may call the emergency maintenance number if needed.
- **CLOGGED DRAINS:** Please do NOT use Drano or any other liquid unclogging product if your drains are slow. Instead, call in a work order so a Service Tech can unclog your drain. Drano products can sometimes worsen a clog.
- **GARBAGE DISPOSALS:** Using cold water, place soft foods **only** into garbage disposal. Once items have been shredded, run warm water to eliminate any odors.

A/C Filters

- Filters are changed TWICE A YEAR by Maintenance. If you believe there could be an issue or would like the status of your filter checked, please enter a work order through the resident portal.

Mail & Packages

- Each apartment will have its own mailbox which will be located on the first floor of your building. USPS parcel boxes will also be in this same area. All regular mail and package delivery for your Euclid[3] residence should be addressed as seen below:

Your address will appear like this:

Name

11601/11607/11611 Euclid Avenue

Apt. _____

Cleveland, OH 44106

- Accepting Deliveries – **All packages will be in the package area of Building 1 until Euclid3 staff sorts them. Once sorted, packages will be in building 2 package room. Shelves are sorted by buildings. Yellow-Building 1, Orange Building 2, and Blue Building 3.**

Euclid3 is not RESPONSIBLE for your packages.

Pest Control

Pest control is available to spray for unwanted pests in the apartments. Any treatment needed inside the apartment must be called into the office by the resident and you will be put on the schedule.

Parking Guidelines & Procedures

Onsite parking is not provided. If you are a CWRU student you will provide your name to CWRU Access Services so that you can be coded into their systems as a resident and you can then purchase online overnight parking permits.

If you are not a CWRU student you would need to go the Access Services office at Crawford Hall-10900 Euclid Avenue Cleveland, OH. 44106 to purchase your parking permit. https://case.edu/parking/garages-lots. Permits are sold on either a semester, half or full year basis.

Keys and Lock Changes

- All residents are issued 1 front door key fob, 1 mail key and sometimes a bedroom key depending on the unit type. Never throw away your keys when you move out because we require that a full set of keys be returned for each vacating apartment. If keys are not returned upon move-out, you will be charged. The key charges are listed below. If you feel it is necessary to have your locks changed during your stay, on-site maintenance can provide this service for a $100 charge.
- We know it is easy to misplace keys, so if a "lock out" occurs during business hours we can unlock your door free of charge. After Hour lock outs are $50 for the 1st lock out and $75 for every after hour lock out thereafter.

WE DO NOT PROVIDE LOANER KEY FOBS-1 FOB PER TENANT

Lost or unreturned key charges are as follows:

- **Front Door Fob:** **$100 per fob**
- **Bedroom Door & Mail:** **$35 each**

ACCESS TO YOUR APARTMENT

- For your safety and the protection of property, no person other than managers, maintenance workers, authorized vendors, such as pest control or other Euclid[3] agents will have access to an apartment. If you need to have a friend or family member access your apartment or bedroom written consent from the resident along with a copy of the photo ID is required. We encourage you to only allow persons that you trust into your apartment.

Important Contacts

University Circle Police Department (216) 791-1234

Emergency 911

Leasing Office (216) 721-8200

Maintenance Emergency 216-736-2363

HOPR – https://gohopr.com/cleveland/

Circlelink Shuttle- Univeristycircle.org/circlelink

Find us on Social Media!

Facebook: www.facebook.com/euclid3

Instagram: @Euclid3CLE

The Euclid³ Website: www.euclid3.com