

## **Tri Star Realty, LLP.**

3925 Beech Avenue  
Baltimore, Maryland 21211

## **Located at:**

505 West University Parkway  
Baltimore, Maryland 21210

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# **House Services & Rules**

<b>Office Hours:</b>	Monday – Friday	8:00am – 4:30pm
<b>Phone Numbers:</b>	Office Number:	410-235-8000
	Office Fax:	410-235-8023
	<b>Emergency Number:</b>	<b>443-562-8823</b> after hours

For any routine maintenance or for emergency maintenance during regular office hours, please call the office number above. If you deem your maintenance request to be an emergency, such as lack of heat and/or water, water overflow, lockout, and it is not during regular office hours, please call the emergency number.

### **Office Staff**

Property Manager  
Accounting & Leasing

Vita Leon  
Flo Mooney

**Maintenance:** The staff at 505 W. University Parkway strives to respond quickly to all of your maintenance requests and concerns. Please keep us informed. If a situation is a true emergency, e.g., fire, assault, personal injury, peace disturbance, please call 911 first.

**Security Issues:** Security is a priority. The following guidelines help to ensure not only your safety but also the safety of your neighbors:

- Do not open doors to strangers.
- Never buzz-in anyone that you do not know, and do not buzz-in visitors for other residents.
- **Do not prop open entrance and/or fire escape doors.**
- Call 911 and/or the management staff if you see or hear anything unusual.

**Quiet Hours:** Quiet hours are between 11:00p.m. and 8:00a.m. During these times, loud activities, and noise from items such as musical instruments, radios, televisions, stereos, hammers, drills, will not be tolerated.

**Lockouts:** The office will kindly help you with a lockout situation occurring during regular office hours; however, there is a \$40 charge for any lockouts occurring after office hours.

**Trash:** Please correctly dispose of your trash directly into the dumpster. The dumpster is located on the parking lot of the building in the back. The disposal of bulk trash is not

permitted. Tenant disposing of bulk items such as sofas, chairs.....will be fined. Do not leave trash in the hallways at any time. Unfortunately a recycling program can not be implemented at 505 West University Parkway Apartments.

**Move In / Move Out/Furniture Delivery:** Moves in and out and bulk deliveries must be scheduled with the office **at least 24-hours in advance**. Move-outs must be scheduled during weekday office hours.

A reminder: **All changes in occupancy, e.g. a sublet or new roommate, must have management's prior authorization.**

**Pest Control:** 505 West University Parkway strongly believes in preventive pest and rodent control. Western Pest Control services the building once month. There is no cost to you. Please notify the office if you see any pest in your apartment, and we will place your apartment on the schedule to be serviced.

**Laundry Facilities:** Be courteous and remember to remove your articles from the machines promptly. Please report any malfunctioning and/or damaged machines to the office. Service will be requested immediately. **We remind you that individual/unit washing machines are strictly prohibited in the units.**

**Parking:** Parking facilities are provided on a paid, permit-only basis. If you park in an assigned space and do not have a valid permit, your car will be towed.

**Pets:** No pets are allowed in the hallway, unless they are being transported outside of the building.

**Window Treatments:** The street-side face of all new window treatments must be either white or beige.

**Air-Conditioning Units:** The maintenance department offers installation of A/C units for a small fee, please call the office for further information. You are responsible for the maintenance of your air-conditioning unit, i.e., if the unit is defective and/or leaks, you are expected to remedy the situation.

**Smoking:** This is a "smoke-free building." All common areas, e.g., the laundry room, elevators, hallways are designated as non-smoking areas.

**Referrals:** If your name is mentioned as a referral at lease signing, we will give you \$50! Know anybody who needs an apartment..?!

**Thank you for helping to make 505 West University Parkway Apartments a safe, clean and pleasant place to live....**

Real Estate Dimensions is the property manager for Wyman Towers, The Carolina, The Chadford, The Wyman Park and the 505 W. University Apartments. The offices for the property management and maintenance of Real Estate Dimensions are located at the Wyman Park Apartments.