

Dear New Resident:



Welcome to Golden Belt! We are pleased that you have chosen to be a part of our arts-focused, mixed-use campus.

The Golden Belt Residential Handbook contains pertinent information regarding our community. Each resident is subject to follow the policies and procedures outlined in this manual.

During your stay with us, please feel free to contact our offices should you have any questions or concerns that have not been addressed in the handbook.

Sincerely,

Helm Property Management & Services, LLC



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## IMPORTANT CONTACTS

### **Helm Property Management & Services, LLC**

**Phone:** 919-502-3098

**Email:** [azaria@helmprop.com](mailto:azaria@helmprop.com)

### **Accounts Receivable**

**Phone:** 984-292-9811

**Email:** [chandler@helmprop.com](mailto:chandler@helmprop.com)

## QUICK REFERENCE NUMBERS

### **Golden Belt General Maintenance**

Hours: Monday-Friday 8:00 am – 5:00 pm  
919-502-3098

### **After Hours Emergency Maintenance**

**984-239-7430**

### **Golden Belt Security**

Phone: 984-239-7430

Email: [goldenbelt@sunstatesecurity.com](mailto:goldenbelt@sunstatesecurity.com)

### **Duke Energy (electricity)**

Phone: (800) 777-9898

\*\*Tenants are required to maintain their own Duke Energy account for the entire lease term.

### **Spectrum/Time Warner (Cable/Internet)**

Phone: (919) 595-4893

\*\*While not required, tenants are responsible for cable/internet service if desired.

### **Verizon (Telephone)**

Phone: (800) 483-4000

\*\*While not required, if a landline is desired, tenants are responsible for phone service.



## **MOVE-IN PROCEDURES**

On your move-in day, please retrieve your keys from the security desk and notify them that you are beginning your move-in process. We recommend that you bring heavy/bulky items into Building 6 through the Visitor Lot (off Morning Glory) and bring smaller items up the stairway at the east end of Building 6 (entrance off Belt Street). During move-in, here are a few important things to consider:

- Please park moving trucks and vans on Morning Glory Avenue, Belt Street, or in the resident lot, but do not block vehicle or pedestrian pathways.
- PODS cannot be left on campus for more than 48 hours.
- Exterior doors and interior, locked, red doors may not be propped open for any extended periods. If you are moving an item through these spaces, once the item is through, the doors must be released to close again.
- All trash and recycling should be taken to the room designated for trash in the Garden Level of Building 6. No trash, including boxes, should be left in the public hallways/corridors.
- Please break down all boxes. They can be piled neatly in the trash room or taken directly to the cardboard container located behind Building 3. When leaving boxes in the trash room, make sure that no doors or walkways are obstructed. If the trash room is full, items will need to be taken to the receptacles behind Building 2.

## **INSURANCE POLICY**

Each resident shall carry adequate insurance to cover their personal property. The cost is reasonable and can usually be obtained through the same company carrying your auto insurance. We are not responsible for any resident's personal property in the event of a catastrophe, theft, or other incidents.

## **CUSTOMIZING YOUR LOFT**

Golden Belt is a historic property that is more than 100 years old. As such, we expect residents to show extra care, attention, and respect for the historic architectural elements. Brick walls, posts/beams, and wood ceilings cannot be defaced in any manner. Use hanging clips on walls where possible or insert nails into posts where holes may already exist. Please do not create new holes, paint over these features, or deface surfaces in any manner. Nails may be used on sheetrock walls. No painting of any surface is allowed. If you have questions regarding this policy, call our office at 919-502-3098. Failure to comply with these rules will result in deductions from your security deposit.

## **RESIDENT CALLBOX**

The callbox at the entrance to the residential corridor of Building 6 allows you to open the door for guests without having to physically leave your loft. When someone arrives at the red, locked double doors in Building 6, they can enter your unit number in the callbox, and it will call your phone. After you answer the phone, press "6" and the fob pad will activate to green, allowing your guest to enter without a fob. Please provide your phone number to Golden Belt security when you are ready to have the service set up.



### **WASHER/DRYER**

All apartments are plumbed for stackable washer and dryer units, provided as part of your rental agreement. No other washer/dryer appliances are allowed in the units.

### **LEASE INFORMATION**

#### **Storage**

Golden Belt has in-building storage units on the ground floor of Building 6 available for residents to rent. If you did not rent a storage unit at the time of your initial lease and are not interested in renting one, please contact Helm Property Management & Services, LLC for pricing on available units. Not that storage units may not be used to store perishables/food (human or pet-related), flammable materials, illegal substances, motorized equipment that may have petroleum products inside, petroleum products such as gas, oil, grease, and mold/odor-producing items. You must provide your own locks in order to secure your belongings properly.

#### **Term of Lease**

Please read your Lease carefully in order to be familiar with your responsibilities as a Tenant. The Lease you have signed obligates you for the full Term of your Lease. If you terminate before lease expiration, you will be responsible for payment of the remaining Term of your Lease.

#### **Occupants**

Permitted occupants as established on the application and in the lease are the only persons that are permitted to live in the apartment. Tenants may not allow or permit the apartment to be occupied or used as a residence by any other person(s) other than those named in your lease.

### **Payment of Rent**

The payment of rent plus any storage fees is due in full on the first of each month by wire, check, or money order. Partial payment will not be accepted. If any rental payment is not received by 5:00 pm on the fifth day after rent is due, a late fee of \$15 or 5% of the rental payment (whichever is greater) will be added to the amount due as additional rent. Tenants are also responsible to pay for any returned check fees. Please remember to include your loft number in the memo field of the check.

### **Checks should be made payable to: LRC-GB, LLC**

#### **Mail check or money order to:**

LRC-GB, LLC  
PO Box 5003  
White Plains, NY 10602

#### **Wire to:**

Receiving Bank:	Sterling National Bank
Bank Address:	Montebello, NY 10901
Routing/ABA#:	221970443
Beneficiary Name:	LRC-GB, LLC "Golden Belt"
Account#:	6700398109

### **Notice to Vacate**

Your lease expires at the end of your current term unless either LRC-GB, LLC, Agent, or Tenant gives written notice to the other of their intent not to renew the lease at least sixty (60) days prior to the end of the term.

### **Conduct**

We look forward to your stay at Golden Belt. To make it as enjoyable as possible, every resident



must observe the conduct policy outlined in your lease. Please respect the privacy of all of the residents on the premises and refrain from any actions which may cause unsafe or unsanitary conditions on the campus. Tenants are not to deliberately or negligently destroy, deface, damage, or remove any part of the premises (including all facilities, appliances, and fixtures) or permit any person known or unknown to the tenant to do so. All residents and their guests are to conduct themselves reasonably so as not to disturb other tenants' peaceful enjoyment of the campus.

### **PET POLICY**

Dogs and cats are welcome at Golden Belt. Certain breed restrictions do apply, and other types of pets will be considered on a case-by-case basis. Dogs and cats must be spayed or neutered. No pets will be allowed on the premises without prior written consent.

There is a \$250 non-refundable pet fee. If there is pet-related damage that exceeds the pet fee, funds will be taken out of your security deposit. If you would like to have a pet in your apartment that was not part of your initial lease, you will be asked to pay the pet fee and sign a lease addendum.

We expect all pet owners to be responsible for their pets. This includes cleaning up after your pet on the grounds of Golden Belt and ensuring that your pet is quiet and well-behaved. Excessive noise, aggressive behavior, or waste complaints may result in termination of your pet privileges, or termination of your lease.

### **CONCIERGE SERVICES**

#### **Packages**

Golden Belt is proud to offer you 24-hour package pickup. If you are not at home, the UPS or FedEx carrier will leave a note on your door notifying you

of a waiting package. This package will be stored in a secure location with the security officer on duty. Prompt pickup of your packages is appreciated as storage space is limited. Please note that the security officers are not able to sign for packages that require a signature. If you have questions regarding a package, please contact security at (984) 239-7430.

#### **Lockouts**

If you accidentally lock yourself out of your apartment, you can simply visit the security desk in Building 2 for assistance. Please be sure to bring a proper ID.

### **SECURITY**

A security guard is located at the concierge desk in the lobby of Building 2.

A patrol officer may, from time to time, rove the campus between the hours of 7:00 am – 7:00 pm, Monday-Friday.

In case of emergency or fire, contact 911. For all other security-related concerns, please contact the security officer on duty at 984-239-7430 or [goldenbelt@sunstatesecurity.com](mailto:goldenbelt@sunstatesecurity.com)

### **SMOKING**

Smoking anywhere on campus outside of the two designated areas is strictly prohibited. Smoking is permitted only in (1) the trash enclosure area in the Main Lot on the west end of Building 2 and (2) at the west end of Building 7. There are ash urns in each designated area. Smoking is not allowed in the lofts or on private terraces. Qualification standards that accompany or LEED registration prohibit smoking on the premises. If a tenant is found to be smoking in a non-designated area, they will be fined \$100 per incident. If more than 2 incidences occur, the lease will be terminated.

## **GRILLING**

Gas, wood, or charcoal-fired grills are allowed on the patios at Golden Belt; however, caution must be taken with open flames. Electric grills are encouraged.

## **FIRE PREVENTION**

### **Fire Sprinklers**

Fire sprinklers' primary purpose is to contain a fire long enough to permit a resident's quick escape to the outside of the building. To ensure the proper operation of the fire sprinklers, please read the following rules:

- Residents should not hang anything, including clothes, holiday ornaments, wind chimes, etc. from sprinkler heads.
- Do not hide, decorate, or paint sprinkler heads.
- Do not permit children to tamper with them.
- Activities such as throwing a ball or pillow or waving a stick inside a building can knock one of the heads loose and could result in major water damage.
- If the temperature in the room rises rapidly and is sustained for a minute or more (135 to 165 Fahrenheit), the sprinkler system could be activated. Therefore, heat sources such as spotlights, radiant heaters, or high-voltage halogen bulbs should be kept at a safe distance away from the sprinkler heads.
- Residents will be held accountable for any damage caused in the event they activate the sprinkler system through negligent activity.

## **CARBON MONOXIDE MINIMIZATION**

To minimize the risks associated with carbon monoxide, no heating devices or generators that use combustible fuel shall be placed or operated in the premises, storage units, or on the land thereunder.

## **PARKING**

Parking is offered for one vehicle per apartment. Loft residents are allowed one residential parking space in the main lot (accessed off of Belt Street). The residential parking spaces are marked "residential" and are reserved from 6 PM – 8 AM Monday- Friday, and around the clock on the weekend. You must display the red parking pass issued with your lease at all times while parking at Golden Belt, and you must register your vehicle with security.

Please note that these spaces are first-come, first-served for all Golden Belt occupants between the hours of 8 AM – 6 PM, Monday through Friday. If you find that there are no available reserved spaces during the reserved resident hours, please notify the security guard on duty for assistance. If you have more than one vehicle, you are welcome to park the second car in the non-designated spot in the Main or Auxiliary Lot between the hours of 6 PM – 8 AM. All parked vehicles must be properly licensed and registered. Unlicensed vehicles will be towed at the owner's expense.

## **Visitors**

Customers, visitors, and guests of any tenant at golden Belt may park in the visitor lot for a maximum of two hours (or as otherwise marked by parking signage). Anyone visiting for longer than the two-hour parking limit may stop at the security desk in the main lobby of Building 2 to register for a temporary parking pass. These passes will be issued for the duration of time the visitor expects to be on campus, but for no longer than eight hours for visitors to the office, retail, or artist studios and no longer than 24 hours for visitors to loft apartment residents.

## **TRASH AND RECYCLING**

All trash and recycling should be taken to the room designated for trash at the bottom of Building 6. Please refrain from leaving refuse in the common areas and break down all cardboard before placing it in the cardboard container.

## **FITNESS CENTER**

### **Consult Your Physician**

If you have any health conditions that may prevent you from excessive physical exertion, please consult your physician before using the fitness center.

### **Facility Requirements**

All users of the fitness center are required to sign the Fitness Center Agreement & Release before using the facility. This agreement is included with your lease documents. Please remember to wipe down your equipment once you are finished using a machine. This is to prevent the spread of germs and bacteria.

### **Commuter Shower Facilities**

We provide campus retail and office employees who commute on bike or foot access to the showers in the fitness center. Please keep this in mind if you plan on using the fitness center.

## **BIKE RACKS**

Several bike racks are located throughout the site. The secured set is located on the ground floor of Building 6 near the trash/recycling room. You must provide your own locks in order to secure your bike properly.

## **MAINTENANCE REQUESTS**

We strive to have all service requests completed within 24 hours after they have been reported to our office. However, there may be times that may

require more than 24 hours to complete a service request due to weather elements, ordering of supplies, or scheduling contractors. If you are not going to be home during the repair/maintenance work, all dogs must be crated. If the maintenance staff enters a loft with an unsecured pet, they will promptly leave and another repair appointment will need to be scheduled, at the cost of the tenant.

### **General Maintenance Contact**

During regular business hours (8:00 AM – 5:00 PM) please contact the office at 919-502-3098 or the security officer on duty at 984-239-7430.

For building-related emergencies after 5:00 PM please contact the security officer on duty at 984-239-7430.

### **Emergency Maintenance**

We are proud to offer around-the-clock emergency maintenance service. Below you will find a detailed list of what constitutes a true emergency after hours and the best contact number for each:

1. Fire (Residents should call 911 first)
2. Breach of Security (Call 911 first, then notify security)
3. Potential for a security breach (inoperable door, window locks, etc. where the unit cannot be secured)
4. Safety-related issues (malfunction of smoke detectors, gas leak, etc.)
5. Flood
6. Loss of heating, cooling, electricity, or refrigeration
7. Waterline break or sewage backup

If you experience any of the problems listed in 3-7 above in your apartment outside of the hours of 8 AM – 5 PM, please call the security officer on duty at (984) 239-7430.





**PLEASE NOTE that any non-emergency calls outside of these hours will result in a charge to the tenant.**

### **MAINTENANCE TIPS**

To prevent appliances in your residence from malfunctioning, please review these tips and read the instruction manuals on how to correctly operate them.

#### **Garbage Disposal**

Always run a flow of cold water when grinding or disposing of food. Always run disposal clear of food before using the dishwasher. Do not put fibrous food, bones, or large bulky waste into the disposal. Never put coffee grounds or grease down the drain.

#### **Refrigerator**

Never pack food over the cold air vent in the freezer.

#### **Dishwasher**

Only use dishwashing detergent specifically labeled for the dishwasher. Other detergents will foam out the sides and bottom of the dishwasher. Your dishwasher is wired to the light switch on your kitchen counter backsplash.

#### **Plumbing**

Keep a toilet plunger on hand for minor toilet stoppage. Call maintenance for a major stoppage in the plumbing line.

#### **Exterminating**

We have a professional exterminator that services our community on a predetermined schedule. If you wish to have your apartment exterminated, please contact the office for information regarding the schedule.

Most Federal laws require that you remove all soft packaged food, utensils, dishes, pets, etc. from the area to be treated. This measure is taken for your safety. Please protect your pets by securing them in an area that is not being treated.

### **WEBSITE**

[www.goldenbeltarts.com](http://www.goldenbeltarts.com)

This website is a great resource to find out about events, view pictures, access the non-residential tenant directory get directions or show off your loft to your friends!

### **CAMPUS COLLATERAL POLICY**

We hope that Golden Belt can help spread the word about a particular event you may be planning, household items that you wish to sell, or a particular need you may have. To help you communicate with the Golden Belt community and campus visitors, we have provided bulletin boards for posts in the Building 4/6 connector and in Building 6 across from the resident mailboxes. Feel free to publicize your event, sale, etc. in these locations. Postings may be subject to removal at the sole discretion of management, so post responsibly. Given the limited size of these bulletin boards and out of respect for others, please do not post items larger than 8.5" x 14".

## **RECREATION AND PARKS**

The Department of Durham Parks and Recreation provides opportunities for our community to play more. The parks in our community are designed to help citizens discover, explore, and enjoy life through creative and challenging recreational choices that contribute to their physical, emotional, and social health. The department strives to make programs, services, and facilities accessible for all individuals and families.

For more information, please visit [www.durhamnc.gov/departments/parks](http://www.durhamnc.gov/departments/parks).

