



Welcome to Vista!

The Vista Management staff would like to welcome you to your new home and thank you for choosing to live with us here in Denver. At the Preiss Company, our goal is to provide a place for you to live that will enhance your academic and social experience. We dedicate ourselves to serving you in every capacity and making your living experience here enjoyable and comfortable.

Enclosed in this folder, you will find many useful items of information that will help while you live with us. Please take a couple minutes to read the material included. It will answer many of your general questions about a variety of topics including rent payment, maintenance, and community policies.

Please feel free to come by the office if you need assistance. We promise to do anything we can to help. We look forward to having you for as many years as possible.

Sincerely,

The Preiss Company

Office Staff: (all email addresses are formatted firstname.lastname@tpco.com)

Cory Rasmussen
Property Manager

Michael Pignataro
Leasing Manager

Brandon Reams
Leasing Agent

Marisela Barraza
Leasing Agent

Paulina Gonzalez
Leasing Agent

Maintenance Staff:

Alwyn Visagie
Maintenance Supervisor

Hanan Gorshi
Property Housekeeper

Management Office Hours & Info

- The management office is located on the first floor (1) and the leasing desk is located on the main entry level (*P).
- Our office hours are M-F 10AM-6PM and Sat. 10AM-4PM. We are not open on Sundays.
- Our office number is (303) 733-2120 and staff wide email contact is denvervista@tpco.com

Pets

- **Vista is not a pet-friendly environment. You are not allowed to have a pet in your apartment, even as a guest.** If you have a service or emotional support animal, you must fill out paperwork to have the animal approved before bringing it to the property.

Amenities

- The clubhouse (1st floor patio) is open 24/7 for all residents. The clubhouse contains lounge area with couches and a TV, table space, countertop space and a mini-kitchenette.
- The fitness center (1st floor) is available 24/7 for all residents. Fitness on Demand is a great amenity in the fitness center that hosts several workout programs you would normally need to pay for.
- The stand-up tanning bed is located inside the fitness center, it is only available during business hours. Please see a leasing agent to get set up to use the tanning bed.
- The business center (1st floor) is available 24/7. There are 3 study rooms for privacy or group work. The computer lab has 4 computers all connected to the printer. To use the printer, you must provide paper. If ink is running low, please inform a leasing agent.

Maintenance Requests

- We have a highly qualified maintenance staff at Vista. If you need to request a technician, please visit our office, call our office, or submit requests via the resident portal or Preiss app.
- Work orders have an average response rate of 24-48 hours. Our maintenance staff is not regularly scheduled on the weekends.
- If you have an emergency after hours, please call our office and follow automated response to leave a voicemail for our on-call staff.
 - Examples of after-hours emergency:
 - No heat/AC in extreme temperatures (colder than 50, hotter than 85)
 - Severe water leak, or no water at all
 - Electric outage

Central Air and Heat

- The thermostat for the entire apartment will be located in the common area. An ideal temperature setting is between 69-74 degrees. Please be aware that setting your thermostat to extreme variances from that figure may cause damage to your HVAC unit. You should allow a minimum of 10 minutes to adjust any setting. If at any time you find your thermostat is malfunctioning, or if the temperature is not being maintained, please submit a work order.

A/C Filters

- The maintenance staff at Vista will change all air filters every three to four months. The vent above the HVAC closet in the common area is the resident's responsibility to keep clean.

Smoke Detectors and Light Bulbs

- Smoke detector batteries will be replaced by our maintenance staff at no charge.
- Light bulbs that Vista supplies can be replaced by maintenance, but you are responsible for replacing any lights that you have brought with you.

Garbage Disposal

- Run lukewarm water through disposal and keep water running while operating. Do not use the disposal for garbage, this is meant for only small bits of food.
- Do not use fruit peels to clean the disposal! Use ice instead, or submit a work order for a cleaning capsule

Dishwasher

- Rinsing your dishes prior to loading will help prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack.

Washer / Dryer

- The Laundry rooms are on each floor and hold 2 washers and 2 dryers. Payments are made by credit/debit cards
- When using the washer, leave the lid open after washing to allow moisture to evaporate. Do not overload the machines.
- The lint filter is inside the dryer, this should be cleaned after each use.
- Vista does not own these units, all maintenance should be requested through Mac Gray.

Pest Control

- We have a Pest Control company come by for preventative maintenance once a month. If you have pest issues in your room, please contact us immediately.

Lockouts

- If you lock yourself out during business hours, please find a leasing agent for free assistance.
- If you lock yourself out after business hours, please call the main office number and leave a voicemail on the emergency maintenance line. There is a \$75 fee per after hours lock-out. If you do not pay this fee, you can either call a locksmith (\$350/hour) or wait until the office is open again.

General Rules and Regulations

- Vista is a single occupancy apartment, you are the only person permitted to live in your bedroom. Guests are allowed, but must be accompanied by the resident at all times. The resident will be responsible for any damages or violations that a guest causes.
- Please do not keep personal items lying in breezeways. Anything aside from a welcome mat is considered a fire hazard and will be removed.
- Vacant bedrooms are to be locked at all times. If it is discovered that an individual is occupying two spaces within their unit, they will be in violation of the lease which can result in an eviction.
- If a conflict arises between roommates, you may bring these issues to the office where we can try to provide conflict mediation. We typically are always at 100% occupancy and rarely have transfer options.
- All trash must be bagged and placed inside one of the designated trash rooms located on each floor. Trash should not be left piled in units, hallways, or common areas. Recycling and trash bins are inside the laundry rooms of each floor. The lease states a \$100 fine per item of trash that will be enforced if necessary.
- Smoking of any kind is not allowed inside. Vista offers two terraces and the first floor patio where you may smoke. Please dispose of all remains using the proper receptacles.
- All parking spaces are individually leased. If you have parking on your lease, please only use your assigned spot. Cars parked illegally can be towed at owners expense at any time. We do not provide guest parking.

Events

- Vista Denver is known for its resident focused events. Throughout the year our staff will host weekly events such as themed free food days, karaoke nights, game nights, trivia, dinners and pong tournaments. Watch for flyers, app pushes and social media posts about upcoming events! Join our facebook group, follow our twitter, and download our app!



Thank you
for choosing
Denver Vista!



Important Contact Information

Management Office:

Email: denervista@tpco.com

Office Line: 303-733-2120

For after hours emergencies or lock-outs, call the office line and leave a voicemail for the on-call maintenance employee

Elauwit Networks: (Internet & Cable)

Support line: 800-611-9837

Email: support@elauwitnetworks.com

Twitter: @elauwitsupport

Text "Support" to 66749

Mac Gray (Washer / Dryer Service)

Support line: 1-800-MAC-GRAY

Wyatts Towing

Office Line: 303-777-2448

wyattstowing.com

The Preiss Company Corporate Office: 919-870-5080

Denver Police Department: 720-913-2000

Porter Adventist Hospital: 303-778-1955

Poison Control Emergency: 800-222-1222