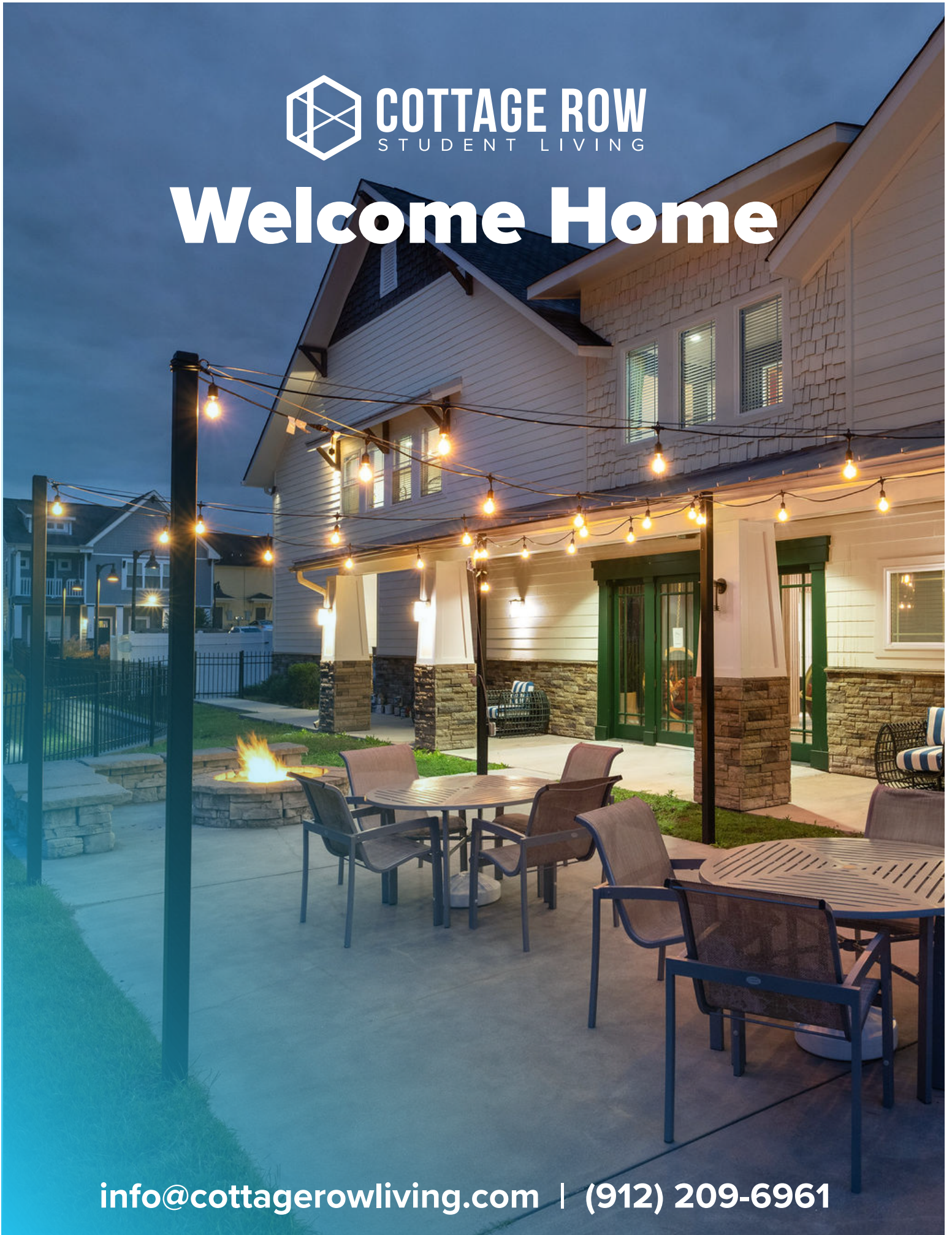




COTTAGE ROW
STUDENT LIVING

Welcome Home



info@cottagerowliving.com | (912) 209-6961



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FOB & Keys



1. House Key
Unit/Community Areas



2. Bedroom Key
This is your bedroom key



3. Silver Mailbox Key
This is your mailbox key! It will work on the mailbox with your unit number on it.



Mail & Packages

▶ **Your apartment address is:**

First Name & Last Name
17358 Highway 67, Unit # _ _ _
Statesboro, GA 30458

Where are packages and mail delivered?

Mailboxes are behind the clubhouse, near the bus stop. Packages sent via USPS are delivered to the Clubhouse. Once we receive your package, we will send you a notification email. Packages sent via FedEx, UPS, and/or other carriers will be delivered to your front door.



Pet Screening & Waste

▶ **Pet Screening information**

Whether you have a pet or not, please note that all residents are required to register a profile through cottagerowstudentliving.petscreening.com. Failure to register will delay your move-in.

▶ **Where on the property is pet waste disposal?**

Pet waste stations are located throughout the community along with pet waste baggies.



Security

Emergency

In the event of an emergency or a situation in which you feel unsafe or in danger, please call the police.

Courtesy Officer

Courtesy Officer can be reached by calling the office number after hours at 912-209-6961 and selecting the prompt for Courtesy Officer





Appliances

All of our appliances are energy efficient and eco-friendly.

- Don't overload your dish washer.
- Don't overload your washer and dryer
- Black Whirlpool Appliances in kitchen.
White Whirlpool Laundry systems.

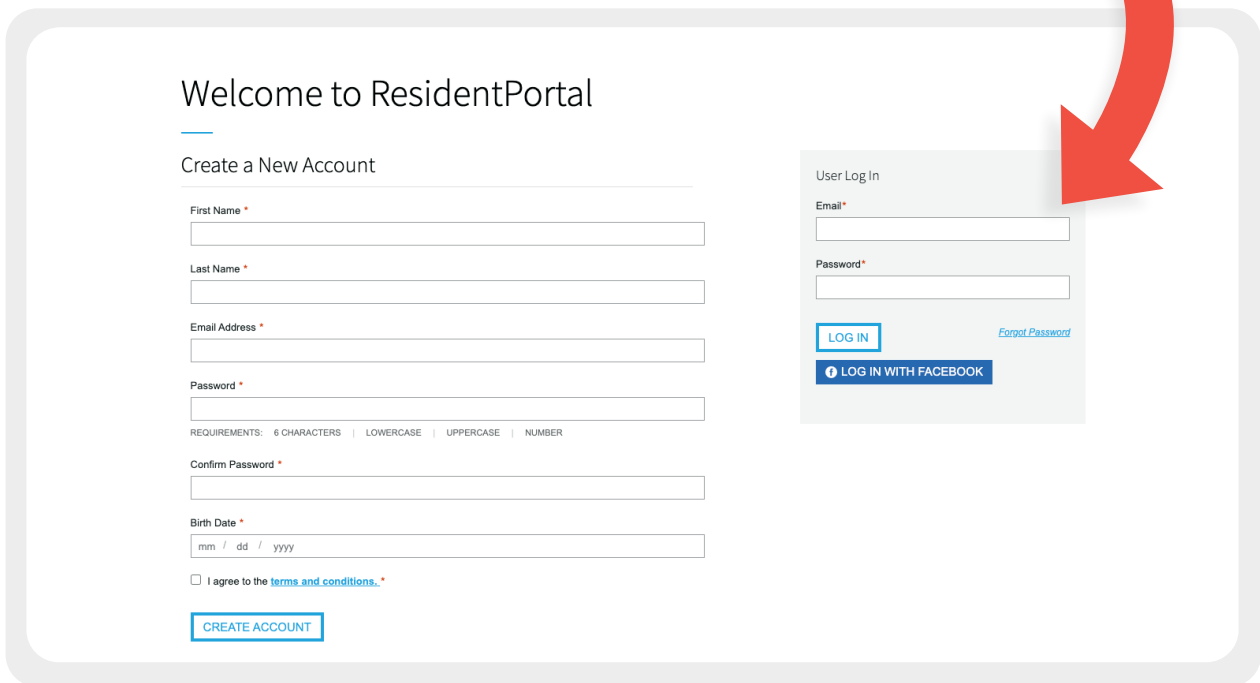
Resident Portal

Desktop Version

To access the resident portal from your computer, visit

Cottagerow.residentportal.com

and log in with the email address and password you set up.



Welcome to ResidentPortal

Create a New Account

First Name *

Last Name *

Email Address *

Password *

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

Confirm Password *

Birth Date *

I agree to the [terms and conditions](#).

CREATE ACCOUNT

User Log In

Email *

Password *

LOG IN

[Forgot Password](#)

LOG IN WITH FACEBOOK

Rent Payments

To make rent payments, click on the **"PAYMENTS"** tab.

You will then have the option of storing billing information, schedule payments, or submitting a one time payment.

Resident Portal App

Mobile App

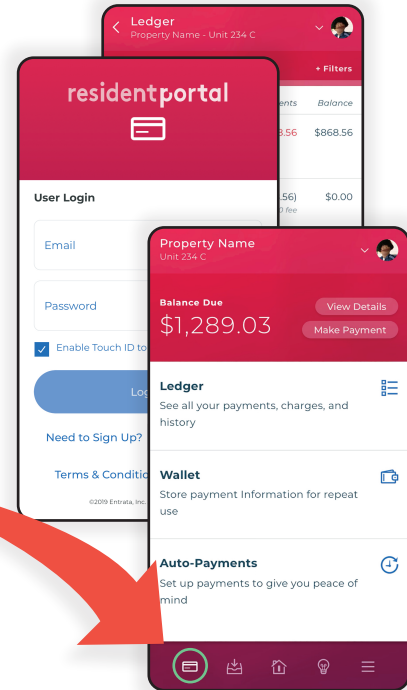


To access the resident portal from your phone, download the **Resident Portal App** from the app store and log in with your email and password.

Rent Payments

To make payment, select the first tab in the mobile app.

You will have the option to store billing info, set up auto payments, or make one time payments.



Work orders

Work Orders

To submit a maintenance request through the Resident Portal App or Website, select "Maintenance" from the home screen or main menu. Then select "Request Maintenance" and follow the maintenance submission workflow, adding descriptions and photos where applicable. All Work orders are to be placed in through your Resident portal.

Emergency Work Orders

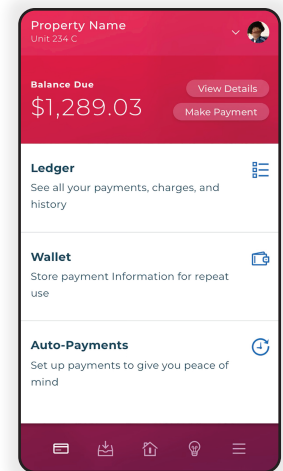
If you are having electrical, cooling/heating, or plumbing issues, these are considered emergency work orders and may be submitted over the phone or through the resident portal by calling.

912-209-6961

Emergency work orders will take priority and be completed as soon as possible by the maintenance team and appropriate vendors.

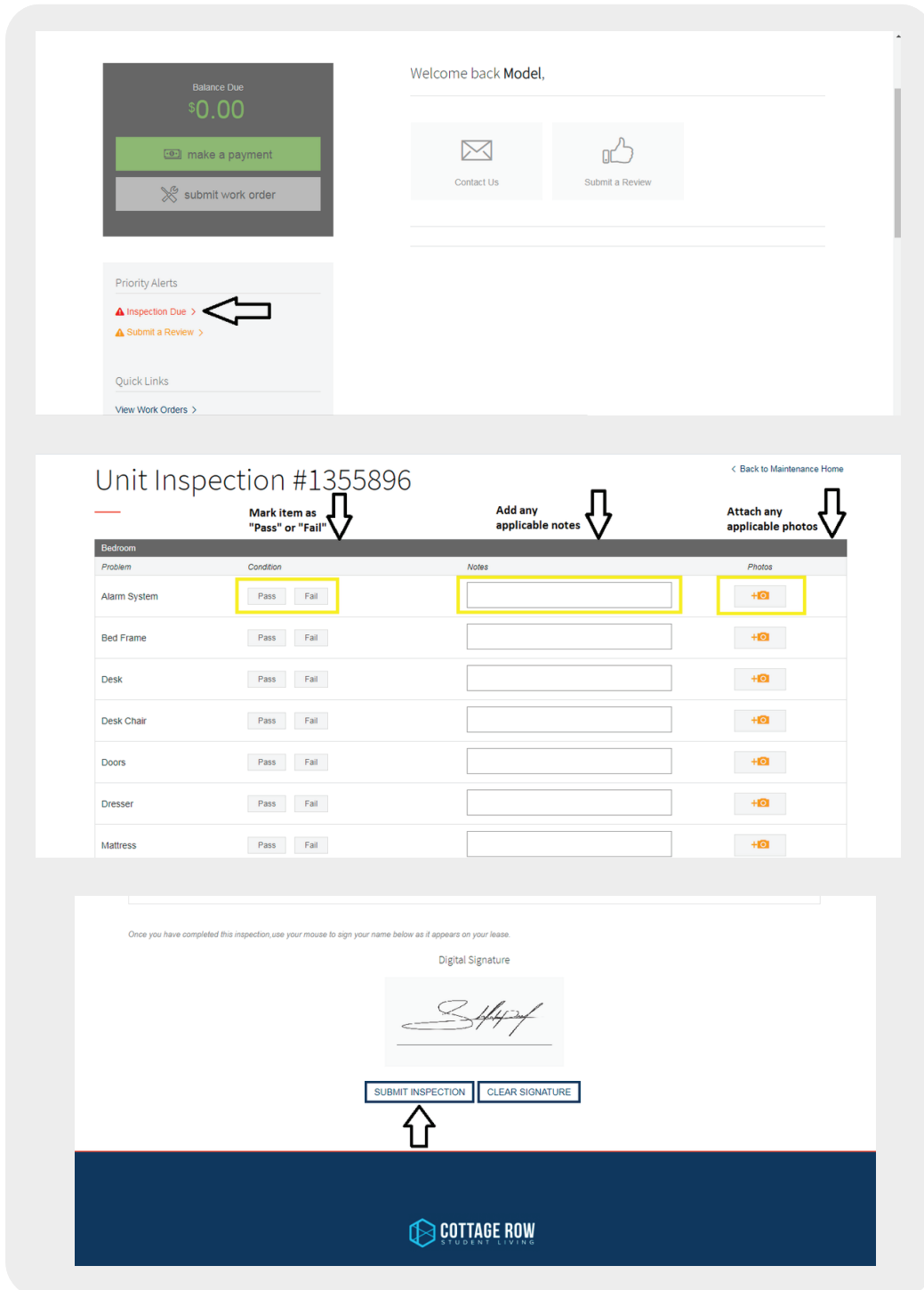
Non-Emergency Work Orders

All other work orders will be classified as non emergency and be completed as soon as possible.



Move In Inspection

How to Complete your move in inspection. You will need to have your inspection complete within 24 hours of moving in.



The screenshot shows the user interface for a move-in inspection. At the top left, there is a 'Balance Due' section showing '\$0.00' with buttons for 'make a payment' and 'submit work order'. To the right, a 'Welcome back Model,' message is displayed with 'Contact Us' and 'Submit a Review' buttons. Below this, a 'Priority Alerts' section contains a red warning icon and the text 'Inspection Due >', which is highlighted with a white arrow. Underneath are 'Quick Links' for 'View Work Orders >'. The main section is titled 'Unit Inspection #1355896' with a '< Back to Maintenance Home' link. It features three instructions with arrows: 'Mark item as "Pass" or "Fail"', 'Add any applicable notes', and 'Attach any applicable photos'. Below these is a table for the 'Bedroom' inspection:

Problem	Condition	Notes	Photos
Alarm System	Pass Fail		+📷
Bed Frame	Pass Fail		+📷
Desk	Pass Fail		+📷
Desk Chair	Pass Fail		+📷
Doors	Pass Fail		+📷
Dresser	Pass Fail		+📷
Mattress	Pass Fail		+📷

Below the table, a 'Digital Signature' section shows a signature and two buttons: 'SUBMIT INSPECTION' and 'CLEAR SIGNATURE'. A white arrow points to the 'SUBMIT INSPECTION' button. At the bottom of the page is the 'COTTAGE ROW STUDENT LIVING' logo.

FAQ's

WHEN IS RENT DUE?

Rent is due on the first day of the month and considered late after the fourth day. Late fees are applied on the 5th.

ROOMMATE ISSUES/PLACEMENT REQUESTS?

Placements are final! We have gone through each application and hand-matched based on your preferences. We have done everything to accommodate your preferences, but unfortunately, they are just that - preferences. Please do not hesitate to contact the office with any conflicts or questions but be advised that we have limited availability and may not be able to adjust for additional requests.

WHEN DOES THE SHUTTLE RUN?

The shuttle runs Monday-Friday from 7:30am until 6pm.

HOW DO RESIDENTS CONNECT TO WI-FI?

Your Wi-Fi is named after your unit number and will appear like this: 5.0 Statesboro-*UNIT NUMBER* For internet issues, call Pavlov Media 888-472-8568.

HOW IS TRASH DISPOSED OF?

Trash removal is the resident's responsibility. Dumpsters are located throughout the property for your convenience. All trash must be placed inside the dumpster.

IF YOUR QUESTION IS STILL UNANSWERED, PLEASE CONTACT THE LEASING OFFICE THROUGH THE RESIDENT PORTAL!

Social Media



cottagerowgsu

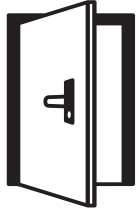


CottageRowGSU



liveatcottagerow

Community Reminders



1. Door Propping

Do not prop doors or gates open! We want to keep Cottage Row safe for all residents.



2. Loud Noises

Be courteous to your neighbors! Quiet hours will begin at 10pm every night.



3. Clean Spaces

Clean up after yourself! The community spaces are for everyone to enjoy.



4. Pool Wristbands

Wristbands are required for pool entry and must be worn at all times.



5. Pool Hours

Monday – Friday 10am-6pm
Weekends 10am – 5pm

Contact Page

LEASING OFFICE - 912-209-6961

Office Hours

Monday - Friday: 10am - 6pm

Saturday: 11am - 5pm

Sunday: Closed

INTERNET SERVICES: Pavlov Media 888-472-8568

Call if you are having difficulty connecting to the internet or if you would like to set up a personal router.