

# Amber Pointe Apartments | Frequently Asked Questions

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## Office Hours

Office hours and showings are by appointment only, Monday through Friday.

## Floorplans

- 1 bedroom/1 bathroom units and 2 bedroom/2 bathroom units – Floor plan illustrations are available on our website (<https://www.amber-pointe-apartments.com/floor-plans/>)
- We have first and second floor units. Our buildings have stairs, no elevators.
- All units are unfurnished.
- We do not offer roommate matching.

## Rental Rates

Rental rates are listed on our website. (<https://www.amber-pointe-apartments.com/>)

- Rates are per unit not by bedroom.
- Included with rent:
  - Garbage and Recycling
  - Parking (unassigned off-street parking). One parking spot per adult on the lease is included with rent. Short-term unassigned guest parking is allowed. Tenant vehicle information must be on file.

## Lease Terms

Our standard lease is 12 months. Depending on availability and special circumstances, we occasionally offer short-term leases. Short-term lease fees apply. Renewal letters are offered to tenants roughly three months prior to lease end. Renewal plans are due 60 days prior to lease end. Tenants who have fulfilled a 12 month lease will have the option to renew for less than 12 months if needed.

## Move-In Fees

- Application Fee is \$75.00 per adult on the lease (Non-Refundable).
- Admin Fee is \$125.00 (Non-Refundable).
- Security Deposit is one month's rent. We require \$300.00 of the deposit to be paid to secure a unit.

## Washer and Dryer Rental

There are washer/dryer hookups available in every unit. Tenants have the option of bringing their own washer/dryer set or renting a washer/dryer set for \$50.00 per month. We require a 6-month commitment. We do not have a community laundromat.

## Garages

Garage rent is \$150.00 per month. We have a limited number of garages; most garages are occupied by long-term tenants. Individuals interested in a garage can ask to be added to our garage waitlist.

## Utilities

Tenants are responsible for setting up and paying for the following utilities:

- **Electric and Gas:** Contact Ameren at **(800) 755-5000**. Electric/Gas bills typically average around \$125.00 per month for 1B/1B units and \$175.00 per month for 2B/2B units.
- **Water:** Contact Illinois American Water at **(800) 422-2782**. Water bills typically average around \$40.00 per month for one person and \$60.00 per month for two people.
- Sewer fees are billed to tenants by the complex and are based on tenant water usage. Sewer fees typically are \$10.00 to \$15.00 for 1B/1B and \$20.00 to \$25.00 for 2B/2B. Sewer fees are billed to tenants bimonthly.
- **Internet/Cable:** Tenants choice of provider, cost varies. Most tenants use Comcast/Xfinity or AT&T.
- **Mail:** Tenants are responsible for communicating their new address to the US Postal Service. The nearest post office is located at 3100 E. Tatman Court in Urbana.

## Renters Insurance

Tenants must provide proof of renters insurance. Tenant choice of provider, cost varies.

## Pet Policy

Cats are allowed. Pet fee is \$375.00 (Non-Refundable) for the first cat, each additional cat is \$50.00 (Non-Refundable). Three cats per unit maximum. No monthly pet rent. **We are a no dog property.**

**Maintenance**

We have an on-site maintenance team Monday through Friday from 8:30 am to 4:30 pm. Maintenance requests are submitted through our online tenant portal. For emergency and after-hour maintenance, tenants should call our answering service, and they will page our on-call maintenance staff accordingly.

**Pest Control**

We have professional exterior pest control monthly. We encourage tenants to have a basic bottle of insect spray to manage the occasional spider, ant, beetle, etc. that are common seasonal Illinois bugs.

**Snow Removal**

Our maintenance team clears sidewalks and applies salt when snow or ice accumulates. We have a plow service that clears snow and applies salt in the parking lot. Tenants are responsible for shoveling snow that accumulates around their vehicles.

**Grills**

The City of Urbana does not allow grills (gas or charcoal) on decks/balconies. Electric grills are approved.

**Storage**

We do not have external storage on decks/balconies, or in other locations at the complex.

**Amenities**

- Swimming Pool and Hot Tub
  - The swimming pool and hot tub are open between Memorial Day and Labor Day (weather permitting).
  - No lifeguard on duty, tenants are responsible for their own safety.
  - All guests must be accompanied by a tenant in the pool area.
- Fitness Room
- Picnic Area with Grills

**Bicycles**

We have bicycle racks at various locations around the complex. We ask that tenants obtain a bike sticker from the office and use a proper bike lock. Tenants can store bicycles on their deck/balcony.

**Bus Stop**

You can catch the MTD bus at either the corner of Amber Lane and Myra Ridge Drive or just north of Meijer, please consult the MTD bus schedule for bus routes, changes and delays.